

# BIHAR MEDICAL SERVICES & INFRASTRUCTURE CORPORATION LTD.

(A Govt. of Bihar Undertaking)

Swasthya Bhawan, Behind IGIMS, Adjacent to SHSB, Sheikhpura, Patna - 800014

## TENDER FOR PROVIDING HOUSE KEEPING SERVICES & SECURITY OF BMSICL HQ (SWASTHYA BHAWAN), PATNA.

**Tender No.: BMSIC/10035/10-2022/02**

**(Only through E-Tender on Website: - [www.eproc2.bihar.gov.in](https://www.eproc2.bihar.gov.in))**

1. Bihar Medical Services & Infrastructure Corporation Ltd. (BMSICL) invites e-bids from eligible agencies for providing Housekeeping services & security (24x7) of premises for its office (HQ) at Patna. The office is located at Swasthya Bhawan, Behind IGIMS, Sheikhpura, Patna – 800014.
2. To participate in the e-tendering process, the bidders are required to get themselves registered with the Bihar Government Centralized e-procurement portal, <https://www.eproc2.bihar.gov.in> and bidders may contact the helpdesk at the following address: mjunction services limited RJ complex, 2<sup>nd</sup> Floor, Canara Bank, Campus, khajpura, Ashiana road, P.S –Shastri Nagar, Patna-800014, Toll Free No.- 18005726571, Email-ID: [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in).
3. Detailed tender document containing eligibility criteria, details of EMD, tender fees and other terms & conditions are available on the website <https://www.eproc2.bihar.gov.in>.

### 4. Schedule of Tender:

Date and time of Pre-Bid meeting	16.02.2023 at 16:00 Hrs. at BMSICL office.
Date and time for downloading of bid document	Upto 07.03.2023 till 18:00 Hrs. on the e-Proc2 Portal ( <a href="https://www.eproc2.bihar.gov.in">https://www.eproc2.bihar.gov.in</a> )
Last date and time for submission of online bids	10.03.2023 till 18:00 Hrs. on the e-Proc2 Portal
Last date and time for submission of EMD (only in the form of BG) original hard copy (Offline mode)	13.03.2023 till 15:00 Hrs.
Opening of Technical Bid	13.03.2023 (at 16:00 Hrs.) on the e-Proc2 portal

*Note – i) Interested bidders may obtain further information about this Tender from the office of BMSICL.*

*ii) No tender will be accepted after closing date and time in any circumstances.*

5. The Technical bids will be opened (in e-mode/online) on the aforementioned date and time. In the event of any of the above-mentioned day being declared a holiday/closed day for BMSICL, the bids will be opened on the next working day at the scheduled time.
6. The bids must be uploaded (e-mode/online) at the e-Procurement Portal (<https://www.eproc2.bihar.gov.in>)
7. The technical and financial bids must be submitted through e-Procurement Portal (<https://www.eproc2.bihar.gov.in>) on or before the date and time specified as above in clause 4. BMSICL doesn't take any responsibility for the delay/ Non-Submission of Tender/ Non-Reconciliation of online Payment caused due to non-availability of Internet Connection, Network Traffic/ Holidays or any other reason.
8. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the online standard formats given in e-Procurement Portal (<https://www.eproc2.bihar.gov.in>) at the respective stage(s) only.
9. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., as required in support of their eligibility criteria/ technical bids and other certificate /documents in the e-Procurement Portal (<https://www.eproc2.bihar.gov.in>).

**10.**The hard (Physical) copy of the Earnest Money Deposit (EMD) in the form of BG should be sent to ‘The Managing Director, Bihar Medical Services & Infrastructure Corporation Limited, 3<sup>rd</sup> Floor, Swasthya Bhawan, Behind IGIMS, Adjacent to SHSB, Sheikhpura, Patna – 800014’ by Registered Post/Speed Post or by hand. It must reach the above said address on or before the closing date & time indicated in Clause 4 above, failing which the tenders will be treated as late tender and would be summarily rejected.

**11.**The Bidding documents shall be submitted in the mode as mentioned below:

(1) Earnest Money Deposit (EMD)	Physical (Offline mode)
(2) Technical Bid	Online (Cover-Technical Stage)
(3) Financial Bid	Online (Cover-Cost Bid Stage )

**12.**The non-refundable tender fee amount of Rs. 11800/- (Eleven Thousand Eight Hundred Rupees Only) to be paid by the bidder through online mode only on eproc-2 portal.

**13.**Tender processing fee (TPF) for the sum of Rs. 590/- (Five Hundred Ninety rupees) to be paid by the bidder through online mode on <https://www.eproc2.bihar.gov.in>.

**14.**All Tenders must be accompanied by EMD as mentioned. No bidder is exempted from submission of EMD/Tender Fee, Tenders without EMD/ Tender Fee shall be summarily rejected.

**15.**All prospective bidders may attend the pre-Bid meeting. The venue, date and time are indicated in Schedule of Events as in Clause 4 above.

**16.**BMSICL reserves the right to accept or reject any or all tender or change the terms and conditions of the tender or cancel the tender without assigning any reasons at any stage and time.

**17.** For any further clarification, regarding the contents of the tender document, bidders can call on 9471006240 during office hours

**18.**All further, notifications/amendments/Corrigendum/Addendum (if any), shall be posted on <https://www.eproc2.bihar.gov.in> No separate communication shall be made to individual bidders.

**Sd/-  
GM (Admin)  
BMSICL**

## **I- ELIGIBILITY CRITERIA**

1. The bidder must have experience of providing Housekeeping and Security services in Govt./Semi-Govt./PSUs/Corporate Office of Public Limited companies/Three or Five Star Hotels with at least one project of average monthly billing value of Rs. 10 lakhs during the last three years as on bid due date. In support of the above claim, bidder to submit the copies of agreement supported with Work order, corresponding Invoices for all the 36 months and/or work experience certificate clearly indicating the billing value and contract duration. Experience in the last 3 years as on bid due date in Housekeeping and Security is mandatory and needs to be supported with documents as stated above.
2. The bidder must be registered with the following statutory authorities and must also furnish attested copies of supporting documents:
  - a. ESIC Registration
  - b. EPF Registration
  - c. PAN Registration
  - d. GST Registration
  - e. Valid PSARA License issued by Govt. of Bihar
3. The bidder should have at least 35 employees on its roll specifically trained for operation services of Electrical System, HVAC System, Lifts, Plumbing, Fire fighting & Fire Alarm System, LV System, power backup system, Housekeeping and Security services. Full list of the employees, viz., name, age, employee code, designation, experience in the above field of operations along with PF, ESI details etc. should be mandatorily attached with the technical Bid failing which the bidder may be declared technically non-responsive.
4. The bidder should have minimum average annual turnover of 5 Crores in the last three financial years (2019-20, 2020-21, 2021-22). Copies of Auditors report, Audited Balance Sheet and Profit and Loss statement certified by qualified CA should be submitted.
5. Copies of Income Tax Return for the last three Assessment years (AY 2020-21, 2021-22, 2022-23) should be submitted (self-attested).
6. Documentary evidence of the constitution of the company/firm/Proprietorship such as Memorandum and Articles of Association, Partnership Deed, Certificate of incorporation etc. should be submitted with details of the Name, Address, Telephone Number, Fax Number, e-mail address of the firm and of the Managing Director / Partners / Proprietor. Proof of office address of Patna or else declaration to establish an office in Patna within 30 days of signing of contract, to be submitted.
7. The bidder must submit an affidavit (with stamp) sworn before Executive Magistrate / Notary (dated after publication of this tender) stating that the firm is not black listed or debarred during the last three years (as on the date of submission of the tender) by Central Government/Central Government agencies/any state government or any state government agencies/any state or central PSU as per Annexure VI.

8. The Tender Fees (non –refundable) of 11,800/- needs to be submitted online on eproc2. The Earnest Money Deposit (EMD) of Rs 4,00,000/- in the form of Bank Guarantee from any Scheduled Bank in favour of Managing Director, Bihar Medical Services & Infrastructure Corporation Ltd payable at Patna needs to be submitted on or before the due date. It may be noted that no bidder is exempt from submitting tender fees and EMD.
9. BMSICL reserves the right to withdraw/relax any eligibility criteria and in such a situation the bidders will be given sufficient time to take such changes into account. However, no relaxation will be given as far as statutory requirements are concerned,explicit/implicit.
10. Amendment, if any to the tender documents shall be hosted on the website of BMSICL/e-tender and the bidders are advised to check the said website for taking into account any amendments.

**Note: -**

- (i) Technical evaluation of the Bid will be done on the basis of the above mentioned criteria and documents uploaded in Mandatory Documents Link present in the web portal of the <https://www.eproc2.bihar.gov.in>. Failing which the bid will not be considered for technical evaluation.
- (ii) Hard copy of tender documents uploaded shall be submitted along with the EMD as on or before the last day of submission of tender for purely evaluation purposes. However, the submission of hard copy of uploaded tender document submitted does not substitute/modify the provisions of e-tendering system..
- (iii) The technical evaluation shall be done only on the basis of documents/papers submitted by the bidder on <https://www.eproc2.bihar.gov.in>, and these uploaded documents shall only be considered for evaluation.

**II - FINANCIAL BID / PRICE BID**

- a) The Financial Bid / Price Bid will contain only the "Price Bid Form" and every bidder shall submit their rates in the prescribed Performa attached to the Bid document. The price bid submitted in any other format will be treated as non-responsive.
- b) The Financial Bid / Price Bid excel file shall be downloaded from the e-tender portal and quote the prices in prescribed format before uploading it. The bidders shall not rename the price bid files downloaded.
- c) The bidder shall quote prices in all necessary fields in the available format of excel sheet.
- d) The bidders need to quote the total rate/charge in figures as well as in words. If there is a discrepancy between the rates expressed in figures and words, the rate in words shall prevail.
- e) The bidders are requested not to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted, the tender shall be straight away rejected.

Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender.

### **III. EARNEST MONEY DEPOSIT**

- a) The Earnest Money Deposit shall be as mentioned in the tender, which shall be paid in the form of Bank Guarantee of Rs 4,00,000/- (Rupees Four Lakh), favoring **“Managing Director, Bihar Medical Services and Infrastructure Corporation Limited”** issued from any Scheduled / Nationalized Bank and payable at **Patna**.
- b) Non-payment of Tender fees and EMD will result in summary rejection of the bid.
- c) EMD of unsuccessful bidders will be refunded to the bidders account after finalizing the tender.
- d) EMD of the successful bidders will be returned on signing the contract & furnishing of required Performance Security Deposit.
- e) The Earnest Money Deposit of the Tender will be forfeited without further notice if:
  - i. Any bidder withdraws his offer within the bid validity period before finalization of the tender.
  - ii. On refusal to enter into a contract agreement after the award of contract/Letter of Intent.
  - iii. Fails to produce hard copies of the documents as specified or to sign the contract after issuance of offer letter/Letter of Intent.
  - iv. Fails to furnish security deposit after issuance of offer letter/Letter of Intent.
- f) **No interest will be payable by BMSICL on the Earnest Money Deposit.**
- g) The EMD of the successful bidder to whom the Letter of Award of Contract is issued, their EMD will be returned after submission of Performance Security and Execution of Contract Agreement.
- h) Any tender not accompanied by EMD, tender fees and Processing of bid fee in the offer in accordance with above said provisions shall be considered as non-responsive and rejected.

### **IV - GENERAL INSTRUCTIONS TO BIDDERS**

- a) The bidder shall bear all costs associated with the preparation and submission of its bid and Tender Inviting Authority will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- b) **Language of Bid:** - The Bid prepared by the bidder and all correspondence and documents relating to the bid exchanged by the bidder and the Tender Inviting Authority, shall be in English language, Supporting documents furnished by the bidder may be in other languages provided they are accompanied by an authenticated (by the authority concerned) accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bid, the English translation shall alone govern. Failure to submit authentic translation of documents would result in rejection of bids. No bid can be partly in one language and partly in another language.

- c) Power of Attorney or Resolution of the Board by which the authorized signatory has been authorized by the bidder firm should sign the documents in cases where person other than the Managing Director/Managing Partner or sole Proprietor signs the document.

## **1. PERIOD OF VALIDITY OF TENDER**

- a) The tender must remain valid for minimum 180 days from the date of opening of Technical Bid.
- b) Prior to the expiration of the bid validity the Tender Inviting Authority may extend the bid validity for further period with mutual consent of the bidder.
- c) The bidder who has extended the bid validity is not required or permitted to modify its bid.
- d) The bidder cannot withdraw the bid within the validity period or extended validity period.

## **2. AMENDMENT OF TENDER DOCUMENTS**

Bidders/ Prospective bidders are advised to browse the website of the Tender Inviting Authority/ website of e-tender for information/ general notices/ amendments to Tender Document etc. on a day-to-day basis till the tender is concluded.

## **3. METHOD OF SUBMISSION OF TENDER**

- a) The Tender shall be submitted online only. Bidders shall upload all necessary Technical Bid documents into the e-tender portal.
- b) Both Technical Bid and Price Bid are to be submitted concurrently duly digitally signed in the website at "<https://www.eproc2.bihar.gov.in>".
- c) If a particular document/Certificate to be uploaded as specified in bid, is not applicable for a bidder, the bidder shall attach a scanned copy of declaration in the letter head stating that the specific document is not applicable/exempted for the bidder in connection to this tender.
- d) Note:- “Bids along with necessary online payments (bid processing fee and tender fee) must be submitted through e-procurement portal <https://www.eproc2.bihar.gov.in> before the date & time specified in the bid document / NIT / Tendering Authority does not take any responsibility for the delay / Non submission of tender / Non reconciliation of online payment (bid processing fee) cost due to non-availability of internet connection, network traffic / holidays or any other reason.”
- e) For support related to e-Tendering process, bidders may contact “mjunction services limited RJ complex, 2<sup>nd</sup> Floor, Canara Bank, Campus, khajpura, Ashiana road, P.S – Shastri Nagar, Patna-800014, Toll Free No.-18005726571, Email-ID: [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in). or may visit the link “Vendor Info” section at <https://www.eproc2.bihar.gov.in>.
- f) Once the bid has been uploaded on the web portal <https://www.eproc2.bihar.gov.in>, the bidder has to make sure that he has uploaded the files in the correct format and

the bidder has to download the uploaded files from their own end and has to check whether the files uploaded is in proper format or not, no corrupted files have to be uploaded.

#### **4. DEADLINE FOR SUBMISSION OF TENDER**

The electronic bids of the bidders who have submitted their digitally signed bids within the stipulated time, as per the tender schedule alone will be accepted by the system.

#### **5. MODIFICATION AND WITHDRAWAL OF BIDS**

- a) The bidder may modify or withdraw its bid after the bid submission before last time and date of submission of online Technical Bid.
- b) No bid will be allowed to be withdrawn after the last date & time of submission of online Technical Bids.

#### **6. OPENING OF TENDER**

- a) The opening of the Technical Bid and the Price Bid will be done online as specified. The date of technical bid opening is only published in advance. The date of opening of price bid will be announced only after the opening and evaluation of Technical Bid. The date and time of price bid opening will be published on the website of the Corporation.
- b) The bidder shall be solely responsible for properly super scribing and sealing the envelope submitting BG for EMD.

#### **7. EVALUATION OF TENDER**

- a) Technical evaluation of the Bid will be done on the basis of criteria and documents mentioned in the tender document.
- b) Bids of firms who have furnished all the required documents for each of the product quoted will be considered.
- c) If at any stage, it is found that the tender has been successfully obtained by the bidder by submitting forged/fabricated certificates/documents/licenses and/or by concealing the fact about blacklisting/ debarring/de-registration of the firm by Govt. of India/PSU/any State Govt. the tender bid/rate contract may be rejected/terminated and suitable punitive action may be taken against the firm.

#### **8. ACCEPTANCE /REJECTION OF BIDS**

The Tender Inviting Authority reserves the right to accept/reject/cancel or defer the Tender submitted for any or all items.

#### **9. AWARD OF CONTRACT AND DURATION OF CONTRACT**

- a) The contract will be awarded to the lowest evaluated responsive bidder qualifying to the final round after Technical and Price Bid evaluation. BMSICL may seek for detailed calculation sheet used to arrive at the quoted price for ensuring that the quoted price is in compliance with the minimum wages act. In the event of the lowest bidder failing to justify the rate quoted, then the said bidder will be declared non-

responsive and the next lowest quoted price shall be considered and subsequently there on. **The duration of the contract shall initially be for a period of Three years and maybe extended further for a period of two years subject to satisfactory performance.**

- b) **Letter of Intent:** The Tender Inviting Authority shall issue Letter of Intent (LOI) to the lowest responsive bidder selected. Communication by e-mail / fax / letter will be deemed as valid communication.
- c) **Signing of Contract:**
  - i. The successful bidder, upon receipt of the Letter of intent, shall communicate the acceptance of the same to the BMSICL and shall furnish the required security deposit, documents, asked if any, along with the agreement in the prescribed format on a Non-Judicial stamp paper of value of **Rs.1,000/-** (stamp duty to be paid by the bidder).
  - ii. The bidder shall not, at any time, assign, sub-let or make over the contract or the benefit thereof or any part thereof to any person or persons what so ever. Such practices will be deemed as fraudulent practices and also as breach of terms of contract and shall invite punitive action.

#### **10. SECURITY DEPOSIT / PERFORMANCE GUARANTEE**

- a) There will be a Security Deposit amounting to 10 % of the total value of the awarded contract as per letter of Intent which shall be furnished by the successful bidder to the Tender Inviting Authority within the stipulated time period as per the LOI.
- b) The Security Deposit should be paid in favor of **Managing Director, Bihar Medical Services and Infrastructure Corporation Limited, Patna** in form of DD / Bank Guarantee within the stipulated time frame as per the LOI.
- c) Tender Inviting Authority will release the Security Deposit without any interest to the bidder on successful completion of the bidder's all contractual obligations.

#### **V GENERAL CONDITIONS OF CONTRACT (GCC)**

- 1. The Contract shall initially be valid for a period of Three years and may be extended for further period of two years based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.
- 2. The contract document will be mainly based on the terms and conditions defined in this tender document; however, the exact specifics will be defined at the time of signing of the contract.
- 3. BMSICL reserves the right to terminate the contract by serving one month's notice if the services of the Agency are not found satisfactory.
- 4. The persons to be deployed by the Agency should be properly trained, have requisite experience and skills for carrying out a wide variety of operation work for Electrical System, Lifts, LV system, HVAC and Fire Alarm System using appropriate materials and tools/equipments.
- 5. The Agency will arrange all items needed for his staff viz. consumables, tools, machines and equipments, etc.
- 6. BMSICL will provide space for storing materials, equipment etc. to the



Agency in the premises. The Agency will maintain a record of the storage materials which shall be open to inspection by the designated official of BMSICL.

7. Agency should ensure the Health and safety measures of the employees. The Agency should also conduct health check-up of the staff deployed before the deployment as well as at regular intervals of not exceeding three months, thereafter.
8. The Agency will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments as given in “Annexure-I”
9. The Agency must employ adult labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code also.
10. The Agency shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Agency shall be fully responsible for the conduct of his staff.
11. BMSICL shall not be responsible for providing residential accommodation to any of the employee of the Agency.
12. For all intents and purposes, the contracting agency shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed in BMSICL. The persons deployed by the agency in BMSICL shall not have claims of any Master and Servant relationship with BMSICL and BMSICL shall not be under any obligation for providing employment to any of the worker of the Agency after the expiry of the contract.
13. The contracting agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to BMSICL to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. In case, the Agency fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof the BMSICL is put to any loss/obligation, monetary or otherwise, the BMSICL will deduct the same from the monthly bills and or the Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
14. It will be the responsibility of the contracting agency to meet transportation, food, medical and any other requirements in respect of the persons deployed and BMSICL will have no liabilities in this regard.
15. The contracting agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. BMSICL shall, in no way, be responsible for settlement of such issues whatsoever.
16. BMSICL shall not be responsible for any financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
17. The Agency at all times should indemnify BMSICL against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer’s Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, or any other law and any amendments to the above laws

relating thereto and rules made there under from time to time. BMSICL will not own any responsibility in this regard.

18. The persons deployed by the contracting agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees of the BMSICL during the currency or after expiry of the contract.
19. The bidder should quote charges in Financial Bid considering the prevalent minimum wages as decided by the Govt. Under any circumstances whatsoever, the manpower deployed shall not be paid wages below the Minimum wages declared by the Govt. of Bihar
20. **The rates quoted by** the bidder shall remain unchanged during the period of contract. However an annual increase of 5% in the rate for service charge shall be given from the second year onwards of the contract to account for increase in the cost of manpower due to hike in the minimum wages declared by the Govt. of Bihar.
21. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by BMSICL as well as it will lead to the annulment of the contract and blacklisting of the agency.
22. If the bidder fails to execute the agreement /fails to deposit performance security within the timeline specified/fails to perform the obligations under the tender conditions, such bidders will be blacklisted by BMSICL besides forfeiture of EMD/Performance Guarantee. The bidders who have withdrawn after participating in the tender either fully or partially, the entire firm/company will be blacklisted from the date of intimation by BMSICL apart from forfeiture of the Security Deposit/EMD. Further withdrawal or non-compliance of agreed terms and conditions after the execution of agreement by the bidder shall lead to its blacklisting. If the bidder commits repeated default in the performance of the contract/agreement they shall be blacklisted and penal provisions shall be invoked against the bidder.
23. The Agency shall:-
  - a. Provide all items and consumables to his staff as per Annexure-I.
  - b. Ensure that their managers / supervisors are equipped with mobile phones, and are available round the clock.
  - c. Only deploy the workforce that is on his payroll.
  - d. Ensure that the work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Agency to his staff.
24. **Scope of work and services for the premises:**
  - a. Details of the scope of work are enclosed at “Annexure-I”.
  - b. Details of Equipments, number of manpower to be deployed, consumables and items to be used at offices are given at Annexure ‘I’.
  - c. The number of consumables, manpower etc. mentioned in Annexure ‘I’ is minimum. The Agency, however, shall provide all the resources, to meet the contractual obligations as per requirement and

under no circumstances whatsoever the Agency will claim anything extra.

- d. Variations: BMSICL may order variations in the scope of work through a written variation order based on requirements.

**25. Payment Procedure:**

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on duly verified attendance sheet in respect of the persons deployed. The payment to the persons deployed at BMSICL will be made by NEFT/RTGS/ECS only by the Contractor /Agency and proof of payment of each month (bank statement and NEFT/RTGS bank advice) shall be submitted with the bill for next month. In case it is found that there is under payment, the action including forfeiture of security deposit, black-listing of the Agency and cancellation of contract may be taken. While submitting the bill for the next month, the service provider must file proof of payment of the wages credited to the workers bank accounts along with ESI and EPF contribution sheet downloaded from ESIC and EPF Portal along with a statement to the effect that the agency is complying with all statutory Labour Laws including Minimum Wages Act. The payment would be made on monthly basis on verification of attendance sheets, bank statement, NEFT/RTGS bank advice, monthly ESIC/EPF/GST challan/Deployment sheets/ Duty Roster/Attendance Sheet duly verified by the designated official of BMSICL. Workers of Agency should get the wages by the seventh day of each month and the Agency must maintain adequate working capital to meet the requirements of the wage payments. The payment of wages to the staff deployed by the Agency shall not be linked to the payment of bill by BMSICL. If the Agency fails to provide proof of payment of statutory dues, his contract will be liable to be terminated. The Agency shall make payment of monthly wages to the deployed staff by NEFT/RTGS/ECS only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through NEFT/RTGS/ECS, the contract will be liable to be terminated.

**26. Liquidated Damages:**

Whenever and wherever it is found that the work is not up to the mark, it will be brought to the notice of the Agency by the concerned official of BMSICL and if no action is taken within reasonable time, liquidated damages @ Rs. 100/- per complaint shall be imposed. If the deputed workers found are less than the minimum required as indicated in Annexure 'I' or as per the contract, on any day, penalty @ Rs.100/- per worker per day will be deducted from the bill as liquidated damages besides the proportionate deduction of other wage elements. However, the total amount of liquidated damages will not exceed 10% of the bill amount otherwise payable. The decision of BMSICL shall be final in this regard.

**27. Manpower**

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with

written intimation to BMSICL

- b. The Agency should ensure to maintain adequate no. of manpower as per Annexure 'I' and also maintain a pool of stand-by staff. In case any staff is absent from the duty, the replacement of equal status shall be provided by the Agency from an existing pool of staff. If the deputed workers found are less than the minimum required as indicated in Annexure 'I' or as mentioned in the contract, on any day, penalty @ Rs.100/- per worker per day will be deducted from the bill as liquidated damages besides the proportionate deduction of other wage elements. Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the Agency as per agreement. For absentees payment will not be made.

## **28. Materials**

Any deviation in the tools quality & quantity and other resources as indicated in Annexure 'I' or as per the contract will invoke penalty as decided by the competent authority of BMSICL. In case the Agency has not provided the sufficient amount of equipments, tools and tackles and requisite materials even after levy of penalty, BMSICL may procure it on its own and deduct the cost from the bills of the Agency.

## **29. Risk Clause**

- a. The Agency shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. BMSICL reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected bidder at the cost, risk and responsibilities of Agency and excess expenditure incurred on account of this will be recovered by BMSICL from the Agency's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the Agency as per the direction of the BMSICL Office Administration. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse in the areas of responsibility given to them by the BMSICL Office, and shall not knowingly lend to any person or company any of the effects or assets of the BMSICL, under its control.
- c. In the event of loss/damage of equipments etc at any premise due to negligence/carelessness of Agency staff, the Agency shall compensate the loss to BMSICL. The Agency or its representative/s shall meet the concerned BMSICL Engineers /Office representative/s regularly to take feedback regarding the services.
- d. The Agency will also maintain a suggestion book and a complaint register

to be produced to the BMSICL office administration or designated official on weekly basis.

- e. The Agency shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working in or visiting the BMSICL premises and shall indemnify BMSICL, for any loss or damage caused by any act of the Agency or its employees or staff etc.
- f. The Agency shall not assign or sublet this contract or any part thereof to any thirdparty.
- g. The staff shall be regularly trained on behavioral aspects and ethics by the Agency. They shall also be made conversant with the way of working of BMSICL its requirements, layout of offices, fire safety system along with telephone numbers of Police station, fire station, nearby offices.
- h. Licenses required for services at the site will be procured by the Agency.

**30. Services to be provided**

- a. Initially the agency will provide Housekeeping and Security Services for the Ground Floor (both internal and external area) to the Third Floor of the BMSICL HQ building (Swasthya Bhawan) i.e. a total area of 7285 sq. metre. The details of the floor wise area of the building is mentioned in Annexure I. The additional floors of the building may be added to the scope of work at a later stage.
- b. BMSICL reserves the right at the time of Contract award and/or during validity of contract, to increase or decrease the scope of services without any change in unit price or other terms and conditions.
- c. Other Health Department entities based on their requirement may also take the services of the agency for which they shall execute their own separate agreement with the agency.

**31. Dispute Settlement**

- a. It is mutually agreed that all differences and disputes arising out of or in connection with this contract shall be settled by mutual discussions and negotiations. In case such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Managing Director, BMSICL whose decision shall be final and binding on both the parties.
- b. Any legal dispute will be subject to Patna jurisdiction only.

**GM (Admin)  
BMSICL**

## **SCOPE OF WORK**

### **I. OPERATION OF ALL MEP INSTALLATIONS**

#### **A. OPERATION & BRIEF Scope of Services: -**

- i. Operation of MEP services including HVAC System, Fire fighting and Alarm System, CCTV, EPBAX, Façade, Lifts, water pump, LT connections and any other system/work/electric/equipment installed in the office of BMSICL.

The Agency shall be completely responsible for operating of all the equipment. In case of repair and replacement coverage being part of the agreement as covered in guarantee/warranty and Defect liability period, it shall be to the Agency's advantage to perform rigorous preventive maintenance on schedule, since BMSICL appointed work contractor will replace the equipment if it fails prematurely. The work list given below is indicative but Agency to cover all aspects of Comprehensive operations of services.

- ii. Housekeeping, Safety, watch & ward is the responsibility of bidder Agency.

#### **B. COMPREHENSIVE OPERATIONS SERVICES**

FOR A PERIOD OF 3 YEARS FROM THE DATE OF CONTRACT INCLUDING DEFECT LIABILITY PERIOD.

To carry out the Operations in a professional manner for the following systems:

- i. Electrical and lighting, AV system.
- ii. Air-conditioning & ventilation, power backup system, Telephone, EPBAX, other communications, Sanitary System, WTP, STP, ETP any other treatment plant.
- iii. Fire protection and Fire Fighting System
- iv. Special systems, including lifts, emergency protection and CCTVs.
- v. Facade cleaning.
- vi. All other works mentioned in scope of services under this section.
- vii. To operate mechanical and electrical installations in accordance with the requirements of the building.
- viii. To conduct routine inspection of all installations for early detection of defects.
- ix. Security of the building premises will be the responsibility of the Agency.
- x. The Agency shall coordinate with the concerned Works Contractor of BMSICL and ensure the repair and maintenance of all equipments and machines in the defect liability period

#### **C. ADMINISTRATIVE SERVICES**

- i. To attend all meetings with BMSICL's representative as and when requested.
- ii. To deal with complaints, queries and suggestions of BMSICL relevant to the scope of work in the Properties, and where necessary, to bring such complaints, queries and suggestions made, to the attention of BMSICL so that remedial steps can be taken and to keep proper records of all such complaints, queries and

- suggestions made.
- iii. To manage and maintain proper records and files of correspondence, documents and materials pertaining to the scope of work in the Properties.
  - iv. To assist BMSICL during events in the preparation of the various maintenance works, services and supplies by providing advice on the selection of suitable options.

#### **D. SPECIFICATIONS AND STANDARDS**

- i. All manpower deployed by the agency must have proper photo identification documents like Aadhar Card, Voter Id, Ration Card or any authentic identification card.
- ii. All manpower deployed should be well behaved and well dressed with identification card.
- iii. All mandatory labour related policies and other statutory requirements shall be complied with and kept valid till the completion of the contract.
- iv. The Agency should make all payments through online banking to the deployed manpower and ensure submission of all requisite statutory compliances.

#### **AA. MANPOWER DEPLOYMENT – QUALIFICATION & EXPERIENCE**

S.N	POSITION	QUALIFICATION	WORK EXPERIENCE
1	Facility Manager	Degree holder in Civil/Electrical/Mechanical Engineering	10yr.(ten) after degree
2	Clerical/Supervisor - Facility Supervisor	ITI certificates/valid license issued by competent authority	5 yrs after certificate
2	Highly skilled - Fire Officer HVAC Mechanic -Other	Diploma Holders inElectrical/Mechanical Engineering	At least 5 (five) years experience of carrying out similar work after acquiring professional
3	Skilled - Electricians, A.C Asst. - Plumbers, Technician -other	ITI certificates/valid license issued by competent authority	At least 2 (two) years experience after acquiring professional
4	Semi-Skilled -lift operators - Security Guard - Fireman -other	Should be able to read and write local language.	At least 3 (three) years field experience
5	Unskilled - cleaners, sweeper - gardener, other	Should be able to read and write local language.	6 Months On-job Training

**BB. MINIMUM MANPOWER DEPLOYMENT (24X7 & 365 days)**

The Agency shall provide well-trained, disciplined, honest and sincere workforce, which shall be maintained throughout contract Period. The Agency shall ensure periodic submission of valid character certificate of the manpower deployed. The Agency shall provide minimum manpower as given below for proper functioning of all services. However BMSICL reserves the right to increase/decrease the minimum manpower (as mentioned in the below schedule) during the contract period, based on its requirement. Though initially the minimum requirement of manpower shall be according to the below schedule, there could be an increase/decrease in this number at the time of the execution of the contract.

**1. All Works**

S.N	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	FACILITY MANAGER	1	1	
2	FACILITY SUPERVISOR	1	1	

**2. Gardening work**

S.N	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	UNSKILLED	2	1	

**3. Electrical Works**

S.N	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	SKILLED	3	3	1

**4. HVAC**

S.N	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	HIGHLY SKILLED	1	1	0
2	SKILLED	1	1	0

**5. Vertical (Lifts) transportation**

S.N	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	Technician	1	1	
2	Lift Operator	2	2	

Note: As of now 2 lifts installed. The no. of lifts may increase in future for which additional operators will be taken.

**6. Plumbing**

S.NO	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	SKILLED	1	1	

Note: For operation round the clock manpower is required.



### 7. Fire fighting/Fire Pump

S.NO	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	SKILLED	2	1	1
2	SEMI SKILLED	3	3	3

Note: For operation round the clock manpower is required.

Note:- Periodic Fire drill is to be carried out in coordination with Local fire authorities.

### 8. Security

S.NO	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	Semi Skilled Security Guard	20	20	10
2	Security Supervisor	1	1	1

### 9. Housekeeping as required based on Floor Area

S.NO	POSITION	SHIFTS OF OPERATION		
		1st	2nd	3rd
1	Semi Skilled	2	2	
2	Unskilled	22	22	

Note:-

- The Agency has to deploy minimum manpower as per the above schedule and machinery (scrubber machine, vacuum cleaner, high pressure jet etc.) as required.
- The Agency will deploy minimum persons as required based on requirement of the floor space handed over for housekeeping during daytime and security personnel as required round the clock to safe guard the premises.
- BMSICL reserves the right to increase/decrease the minimum manpower as per the above schedule based on its requirement any time during the contract Though initially the minimum manpower to be deployed shall be mostly in line with the above schedule, the exact manpower requirement shall be shared at the time of the execution of the contract

## II HOUSEKEEPING/SECURITY

#### a) Cleaning Services:

The details of the area of the premises of the BMSICL HQ (Swasthya Bhawan) is as follows:

SN	FLOOR DESCRIPTION	AREA (SQ. METRE)
1	Ground Floor	2145 (850 Sq. m. built-up and balance external open area)
2	First floor	850
3	Second Floor	2145
4	Third Floor	2145
5	Fourth Floor	2145
6	Fifth Floor	2145
7	Sixth Floor	2145
<b>Total</b>		<b>13720</b>

Note: Initially the scope of work shall include services for the Ground Floor (both internal and external area) to the Third Floor of the BMSICL HQ building i.e. a total area of 7285 sq. metre. However the external façade cleaning of the entire building shall be carried out by the agency.

The additional floors of the BMSICL HQ building may be included under the scope of work at a later stage.

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Agency will supervise the awarded work. The Agency has to ensure that the staff deployed is dressed in neat and clean uniform approved by the BMSICL.

The Main Campus consists of approx. 18 Cabins, 9 Bathrooms, 4 Store Rooms and large work station areas on two floors. All GM Cabins are attached with Bathrooms. Few Rest rooms are situated on each floor along with complete windows.

The Entire campus is having boundary of approx. 400 Mtrs each side with green areas and garden.

The housekeeping service has to maintain the entire building of campus, open areas in a good condition and keep it neat and clean. **The interested bidders may visit the building campus to assess the requirement before submission of bid.**

b) Daily Services:

Housekeeping/ cleaning services should be done daily at regular intervals, so that the areas covered under the contract remain spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. Agency will arrange manpower for special VIP visits at no extra cost. The services includes

- Minimum 3 times cleaning of all the bathrooms.
- Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.)
- Minimum 2 times Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract, including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
- Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected waste at designated site on daily basis. The Agency shall ensure proper segregation of waste (wet and dry) for which different coloured waste bins of appropriate size shall be kept at the collection area and proper transportation and disposal of the waste shall be ensured. For waste management all norms of pollution control and the municipal corporation shall be complied with.
- Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
- Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
- Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc
- Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- Check and remove hairs, dust, dirt or any such object from anywhere in area under the contract.
- Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, parking area, cleaning open drains, maintenance of lawns and indoor/outdoor plants, landscaping etc. as directed by the BMSICL.

- Manage the parking area, record keeping of vehicles entering and exiting premises, ensure unhindered vehicle movement, ensure parking at allotted areas of vehicles
  - For cleaning all consumables like disinfectant, sanitiser, brushes etc are to be provided by the agency as per the Annexure A below, wherein the items and quantity mentioned are indicative and may vary as per requirement.
- c) Weekly Services:
- The deep cleaning of the entire area will be done by the Agency once a week as under:-
  - Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
  - Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
  - Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with cleaning material.
  - Cleaning of all windows glasses and grills with detergent/ cleaning agents.
  - Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
  - The Agency will make a cleaning programme and submit to BMSICL for fortnightly cleaning so that BMSICL concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
  - The Agency will work in the specified area mentioned in the scope of work.
  - The Agency will provide the duty register to BMSICL as required.
  - Cleaning of the roof to be done in such a way that there is no water logging/breeding ground for mosquitoes.
- d) Pest and Rodent Control Services:-
- The Agency shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
  - The Agency will submit a detailed plan for carrying out the Pest and Rodent Control Services and fogging.
- e) Housekeeping Monitoring and Control:-
- For better management and smooth services, the following monitoring mechanism (as mentioned in the below points) will be adopted by the Agency.
- f) Toilets Checklist:-
- This is to be attached on the back of the toilet door. It is to be filled up by the Agency supervising staff on duty daily. Minimum 2 times bathroom needs to be cleaned on working days.
- g) Management / Housekeeping Service Requirements/ Complaints Report:-
- This is to be filled up by the management and administrative staff of the Agency who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Agency will be registered at site on the computer provided to the Agency and reported to the designated official of BMSICL. The Agency will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
- h) Housekeeping Services Complaint Register:-
- This register is to be completed on the basis of information received by the designated official of BMSICL through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from BMSICL, etc. and necessary action is to be taken.

- i) **Cleaning of Officer's Rooms:-**
- Every evening before closing hours
  - The offices shall be dry dusted and swept after the closing hours
  - Vacuum cleaning shall be done on carpets and upholstery
  - The worktables shall be cleaned with soap solution in the morning
  - The office shall be mopped with soap solution in the morning
  - Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- j) **Glass Windows and Doors:-**
- The Agency shall have his staff to clean glass with appropriate soap solution on weekly basis
  - Internal glasses shall be wiped with dry cloth to remove fingerprints at regular intervals
  - Outer Façade glass cleaning of the entire building is to be done once every three months.
- k) **Tank Cleaning:-** All tanks shall be cleaned once every month. Equipment required for the cleaning of the tank as well as any material required shall be provided by the agency. All Open spaces on rooftop/terrace area to be cleaned weekly and to be monitored in respect to stagnation of water, blockage of drain inlet/outlets etc.

**l) Job Description**

**i. Facility Manager (Housekeeping)**

- Training housekeepers on cleaning and maintenance tasks
- Overseeing staff performance on a daily basis
- Checking rooms and common areas, including stairways and lounge areas, for cleanliness

**ii. Sweeper (Cleaning Staff)**

- Cleaning, stocking and supplying designated facility areas (dusting, sweeping, vacuuming, mopping, cleaning ceiling vents, restroom cleaning etc), waste collection & disposal
- Performing and documenting routine inspection and maintenance activities
- Carry out heavy cleaning tasks and special projects

**iii. Electrician**

- Under this contract, the contracting agency will be liable to provide qualified operators/ ITI trained/ License holder of Electrician with required formal qualification to attend the job round the clock

**iv. Plumber**

- Under this contract, the contracting agency will be liable to provide qualified Plumber with required formal qualification to attend the job round the clock, if any.

**v. Gardener**

- Grass Cutting, trimming of hedges
- Watering of plants and maintaining of Gardens

**vi. Liftman**

- For running the lift smoothly
- Ensure lift is ready for senior officers

**vii. LV System Operator**

- For IP camera and all networking equipment

**m) Resources Requirement:-**

- The Agency has to employ / place a sufficient number of manpower & machines / equipments (scrubber machine, vacuum cleaner, high pressure jet etc.) so as to ensure high quality service. Computerized record of number of manpower deputed, machines, equipment & materials used may be maintained and submitted to BMSICL concerned official every month.

**n) Material Required for services: The below list is indicative and the materials and their quantity may vary based on requirement, however initially the minimum materials based on the below list is to be provided**

<b>Annexure A</b>				
<b>Material (Monthly Approximate)</b>				
<b>S.N.</b>	<b>Material Name</b>	<b>Type</b>	<b>Unit</b>	<b>Qty</b>
1	Hard Broom	As per Sample/ Branded	Pcs	5
2	Parking Broom	As per Sample/ Branded	Pcs	2
3	Naphthalene Ball	As per Sample/ Branded	Pkt	4
4	Air Freshener	As per Sample/ Branded	Pcs	20
5	Air Neutilizer (300 ml)	As per Sample/ Branded	Pcs	10
6	Brasso polish 500ml	As per Sample/ Branded	Bottles	2
7	Duster Floor Big Size	As per Sample/ Branded	Pcs	50
8	Duster (Check) Big	As per Sample/ Branded	Pcs	25
9	Duster (Check) Small	As per Sample/ Branded	Pcs	25
10	Duster (Yellow) Big	As per Sample/ Branded	Pcs	25
11	Duster (Yellow) Small	As per Sample/ Branded	Pcs	30
12	Soft Broom	As per Sample/ Branded	Pcs	20
13	Liquid Soap (5 Ltr Can)	As per Sample/ Branded	Can	5
14	Acid (5 Ltr. Can)	As per Sample/ Branded	Can	4
15	Garbage Bag (Big)	As per Sample/ Branded	Kg	40
16	Garbage Bag (Small)	As per Sample/ Branded	Kg	40
17	Detergent Bar 250 gm	As per Sample/ Branded	Pcs	5
18	Liquid Soap pump 500 ml	As per Sample/ Branded	Pcs	10
19	Hand Soap Cake 100 gm	As per Sample/ Branded	Pcs	100
20	Hand Gloves	As per Sample/ Branded	Pair	20
21	Dust Pan	As per Sample/ Branded	Pcs	10
22	Mosquito Spray 500 ml	As per Sample/ Branded	Pcs	15
23	Detergent Soap 250 gm	As per Sample/ Branded	Pcs	7
24	Scrubber Big	As per Sample/ Branded	Pcs	25
25	Dust Control Set	As per Sample/ Branded	Pcs	5
26	Washing Powder 1 KG	As per Sample/ Branded	Pkt	10
27	M Fold Towel Small Size	As per Sample/ Branded	Pcs	100
28	Toilet Roll Big	As per Sample/ Branded	Pcs	100
29	Urinal Cube 400 gms	As per Sample/ Branded	Pkt	7
30	Wiper Heavy duty	As per Sample/ Branded	Set	4
31	White Phenyl 5 Ltr Can	As per Sample/ Branded	Can	4
32	R2 5 Ltr Can	As per Sample/ Branded	Can	1
33	Vacuum Pump	As per Sample/ Branded	Pcs	2

34	Glass Cleaner 500ml	As per Sample/ Branded	Bottles	7
35	Dust Bin Big Basket	As per Sample/ Branded	Pcs	4
36	Fogging material and equipment		As required	
37	Wet Mops	As per Sample/ Branded	Pcs	3
38	Wet Mops for bathroom	As per Sample/ Branded	Pcs	3
39	Pest Control and rodent control treatment and material equipment		Monthly	
40	Teepol 5 Ltr Can	As per Sample/ Branded	Ltr	3
41	Black Phenyl 5 Ltr Can	As per Sample/ Branded	Ltr	4
42	T-20 Concentrate	As per Sample/ Branded	Ltr	5
43	Harpic	As per Sample/ Branded	Ltr	4
44	R-9 Taski or equi 5 Ltr Can	As per Sample/ Branded	Ltr	2
45	Room Freshner	As per Sample/ Branded	Pcs	10
46	Plastic Juna	As per Sample/ Branded	Pcs	12
47	Bleach Powder	As per Sample/ Branded	Kg	3
48	HIT mosquito repellent (500ml)	As per Sample/ Branded	Nos	30
49	Iron Patti for tiles cleaning	As per Sample/ Branded	Pcs	5
50	Bucket 15 Ltr	As per Sample/ Branded	Nos	5
51	Plastic Mug 1 Ltr	As per Sample/ Branded	Nos	5
52	Spray Bottle (Empty)	As per Sample/ Branded	Nos	5
53	Colin 500ml	As per Sample/ Branded	Nos	50
54	Toilet Brush (Hockey)	As per Sample/ Branded	Nos	3
55	Toilet Brush (round)	As per Sample/ Branded	Nos	3
56	Toilet Pump (Bouch)	As per Sample/ Branded	Nos	3
57	Platform Brush Big	As per Sample/ Branded	Nos	3
58	Garbage Bag Big blue	As per Sample/ Branded	Kg	10
59	Garbage Bag Small blue	As per Sample/ Branded	Kg	10
60	Garbage Bag Big Yellow	As per Sample/ Branded	Kg	10
61	Garbage Bag Small Yellow	As per Sample/ Branded	Kg	10
62	Garbage Bag Big Red	As per Sample/ Branded	Kg	3
63	Garbage Bag Small Red	As per Sample/ Branded	Kg	3
64	Manure	As per Sample/ Branded	Kg	5
65	Urea	As per Sample/ Branded	Kg	2

**Note:**

- Rates to be quoted by Bidder in tender shall include Material to be supplied and maintained at BMSICL Stores and no separate payment shall be made to the bidder.
- The above list is indicative, BMSICL reserves the right to increase/decrease the materials and their quantity based on its requirement any time during the contract. Though initially the minimum items and quantity of material to be used shall mostly be in line with the above table.
- BMSICL shall inspect the receipt of supplied material from the bidder.

## Annexure-II

### TECHNICAL BID

#### **A. DETAILS OF BIDDER:**

1	<b>NAME OF BIDDER and NATURE OF FIRM (i.e. company/partnership/proprietorship)</b>	
2	<b>NAME OF PROPRIETOR /DIRECTORS/ PARTNER</b>	
3	<b>FULL PARTICULARS OF OFFICE</b>	
a	Address	
b	Telephone No.	
c	Fax No.	
d	E-Mail Address	
4	<b>REGISTRATION DETAILS</b>	
a	PAN No.	
b	GST No.	
c	E.P.F. Registration No.	
d	E.S.I. Registration No.	
f	PSARA License No. (issued by Govt of Bihar)	
5	<b>DETAILS OF EARNEST MONEY DEPOSIT</b>	
a	Amount (Rs.)	
b	D.D. No. and Date	
c	Drawn on Bank	
d	Valid up to	
6	<b>Work Contracts executed during last three years.</b>	
7	<b>Minimum average annual turnover of 5 Crores in the last three financial years</b>	
a	<b>FY 2021-22</b>	
b	<b>FY 2020-21</b>	
c	<b>FY 2019-20</b>	
8	<b>Total No. of Captive Manpower as on the day of filling the tender (Please enclose list)</b>	
9	<b>ITR for last 3 assessment years (AY 2020-21, 2021-22, 2022-23</b>	
10	<b>Non-blacklisting affidavit as per Annexure VI</b>	

## B. DETAILS OF THE EXISTING CONTRACTS

S N	Name and Address of the organization, Name, Designation and Contact Telephone / Fax No. of the Officer concerned	Details of the Contract (including total Manpower deployed)	Value of Contract (Rs.)	Avg. monthly billing	Duration of Contract	
					From	To
					DD/MM/YY	DD/MM/YY
a						
b						
c						
Additional information, if any						

\*The above format must be used to provide requisite details

**Signature of Bidder**

**Date:**

**Name:**

**Place:**

**Seal:**



## Annexure-III

### **FINANCIAL BID FOR PROVIDING HOUSE KEEPING SERVICES & SECURITY OF BMSICL HO (SWASTHYA BHAWAN) (GROUND FLOOR TO THIRD FLOOR)**

*This is just an indicative format of the financial bid, to be used for information purpose ONLY. Actual financial bid format is available on the e-proc portal (<https://www.eproc2.bihar.gov.in>), and has to be submitted online through the e-proc2 portal only.*

Name & Address of the Bidder:.....

PARTICULARS	Service Charge per sq. m per month (in Rs.) (fig.)	GST (Rs.) (fig.)	Service Charge for 7285 sq. m per month (in Rs.) (fig.)	GST (Rs.) (fig.)	Service Charge for 7285 sq. m per month incl. GST (in Rs.) (fig.)	Service Charge for 7285 sq. m per month incl. GST (in Rs.) (words)
SERVICE CHARGE FOR PROVIDING HOUSE KEEPING & SECURITY OF SWASTHYA BHAWAN (GROUND FLOOR TO THIRD FLOOR)						

#### Note:

- Initially the scope of work shall include housekeeping and security services for the Ground Floor (both internal and external area) to the Third Floor of the building i.e a total area of 7285 sq. meter, for which payment shall be made to the agency. The additional floors of the building may be included in the scope of work later, in that event the agency shall be paid for the services for the additional area based on the rate quoted per sq, m. above. The Agency shall accordingly raise their monthly bill for the area allotted to them, against which payment shall be made by BMSICL.
- The Service Charge is to include all costs pertaining to providing managerial/supervisory/ administrative services by all means to get the work done through deployed staff and charges for providing all equipments, materials, tools and the cost of the manpower deployed.
- For the Service Charge against housekeeping and Security services, an annual increase of 5% will be given to the agency from the 2<sup>nd</sup> year of the contract to cover the increase in the manpower costs on account of any increase in the minimum wages as notified by the Govt. of Bihar from time to time.
- The rate quoted should be in compliance with the minimum wages act, the L1 bidder may be asked to submit a detailed calculation of the rate quoted and if the bidder is unable to justify the rate, then the said bidder will be considered as non-responsive and the rate quoted by the next bidder shall be considered and so on.
- Copy of proof of payment of all statutory dues as well as wage payments are to be submitted along with the monthly bill.
- Payment to the agency against bills shall be made after all statutory deductions at prevailing rates.

**Signature of Bidder**

**Date:**

**Place:**

**Name:**

**Seal:**

**DECLARATION**

I hereby solemnly declare that:

1. I.....Son / Daughter of Shri.....  
Proprietor/Partner/ Director / Authorized Signatory of  
..... is / am competent to sign this declaration and  
execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and  
hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact  
that furnishing of any false information / fabricated document would lead to rejection  
of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. The firm has not been black listed by any Govt./Semi-Govt./Autonomous Body/PSU.

**N.B.: The above declaration, duly signed and sealed by the authorized signatory  
of the company, should be enclosed with Technical Bid.**

**ANNEXURE-V****CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER**

**Kindly confirm the enclosure of all the below listed documents without which the technical-bid may be treated as non-responsive**

<b>S.No</b>	<b>Items</b>	<b>Confirm Yes/No)</b>
<b>1</b>	Earnest Money Deposit	
<b>2</b>	Tender with complete technical bid with all pages serially numbered, signed and stamped on each page	
<b>3</b>	Documentary evidence of the constitution of the company/firm/Proprietorship such as Memorandum and Articles of Association, Partnership Deed, Certificate of incorporation etc.	
<b>4</b>	Auditors report, Audited Balance Sheet and Profit & Loss statement certified by qualified CA in support of turnover for last three FYs 2019-20, 2020-21, 2021-22	
<b>5</b>	Attested Photo copy of PAN Card	
<b>6</b>	ESI Registration certificate copy	
<b>7</b>	EPF Registration certificate copy	
<b>8</b>	GST Registration Copy	
<b>9</b>	PSARA License (issued by Govt of Bihar)	
<b>10</b>	List of 35 employees on roll as on date of tender	
<b>11</b>	Documents in support of contracts fulfilled in last 3 years along with their values in support of the works contracts executed and financial credibility. copy of agreement, work order, invoices for 36 months, experience certificate are also to be enclosed.	
<b>12</b>	IT Return of last three Assessment Years (AY 2020-21, 2021-22, 2022-23)	
<b>13</b>	Declaration as per Annexure IV	
<b>14</b>	Non blacklisting affidavit as per Annexure VI	

**DECLARATION BY BIDDER**

**Format for Affidavit certifying that Entity/ Promoter(s) / Director(s)/ Members of Entity are not Blacklisted) dated after publication of this tender notice**

**Affidavit**

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/ director(s) are not convicted by any court of law for any criminal or civil offences or corrupt or fraudulent practice.

Further, we declare that we or any of our promoter(s)/ directors are not blacklisted/ debarred/ declared ineligible by the Bihar Medical Services and Infrastructure Corporation Limited (BMSICL) or any other entity of Govt. of Bihar or any entity of any state government or Govt. of India, or any local self-government body or public undertaking in India for participating in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons, as on the date of submission of the bid documents.

And that we are hereby, declaring all ongoing litigations where our promoter(s)/director(s) are involved in with any government agency/state/central department/PSU/Statutory Authority/Tax Authority, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of ....., 2023

Name of the Bidder/ Agency.....

Signature of the Authorized Person: .....

Name of the Authorized Person: .....

Designation of the Authorized Person: .....

**(Note: - This annexure must be sworn before Executive Magistrate/Notary)**