

BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD

Pathya Pustak Bhawan, Budh Marg, Patna – 800 001

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Section - I

Notice Inviting Quotation for Outsourcing House Keeping/Cleaning Activities Services

Bihar State Text Book Publishing Corporation Ltd. invites sealed quotations from reputed Organisation/Agency/NGO for Cleaning Activities Services of the office Bihar State Text Book Publishing Corporation Ltd, Pathya Pustak Bhawan, Budh Marg, Patna-1. The interested Organisation/Agency/NGO may submit their **Technical and Financial Bid Documents** in prescribed format in separate sealed cover. Detailed Bid Document along with terms and conditions may be downloaded from the Website www.bstbpc.gov.in.

Detailed separate bid documents for the above may be obtained free of cost, from the Chief Accounts Officer-cum-Financial Advisor on any working day **between 10.00 AM to 2.00 PM up to 30.01.2018.**

Technical & Financial Documents sealed in separate covers and marked with relevant services must be delivered to the Chief Accounts Officer-cum-Financial Advisor, **02.30 PM upto 30.01.2018.** All sealed quotations received till then will be opened on the same day before the bidder or their representative who wish to be present, in the office at **3:30 PM.**



Managing Director,
Bihar State Text Book Publishing
Corporation Ltd,
Pathya Pustak Bhawan,
Budh Marg, Patna-1

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Section - II
CHECK LIST FOR BIDDERS / APPLICANTS

- 1 The Bidder should ensure that all documents and papers submitted in this BID are fully authenticated by the authorized signatory under his signature with official seal wherever applicable.
- 2 The following documents form part of the BID and should be submitted with BID:

Sl. No	Documents to be submitted	Documents Submitted	
		Y / N	Page No. at which Document Attached
	All pages of this BID document should be duly signed by the authorized signatory as a token of acceptance of all terms and conditions by the bidder. Any other document submitted by the bidder should also be signed by the authorized signatory.		
1.	Statement indicating experience of working with Govt. Ministries/ Departments/PSUs, etc		
2.	General Power of attorney in favour of the signatory signing the BID documents. It is not required in case of proprietary firm if the proprietor himself signs the documents.		
3.	Attested copy of Article or Memorandum of Association or partnership deed or proprietorship registration as the case may be.		
4.	Attested copy of VAT/GST/Service TAX Registration number, if applicable.		
5.	Attested copy of PAN/Number.		
6.	Attested copy of return for last month/quarter as the case may be submitted towards Central and State Sales Tax/GST/VAT/Service Tax if applicable.		
7.	Attested copy from CA of turn over details for the assessment year 2014-15, 2015-16 and 2016-17 (P&L Account). Turnover certificate item wise.		
8.	BID security/EMD to be submitted, will be Rs.10,000/- (Rupees Ten Thousand only) in the form of demand Draft in favour of BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD. Payable at PATNA.		
9.	Attested copies of IT returns for the last three years filed by the agency		
10.	Attested copy of the P.F. registration letter/certificate		
11.	Attested copy of the E.S.I. registration letter/certificate		
12.	Bid Form		
13.	Financial Bid (Separate envelope)		

TENDER DOCUMENT FOR OUTSOURCING HOUSEKEEPING/CLEANING ACTIVITIES SERVICES IN THE BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD. PATNA. FOR THE YEAR 2018-19 FROM SERVICE PROVIDER AGENCIES/ FIRMS

1. Sealed tenders in conformity with detail tender call notice are invited from the service provider Agencies/Firms having valid Registration Certificate, EPF Registration, ESI Registration, Labour Licence, Service Tax Registration, GST Registration and PAN Card, VAT clearance certificate and having similar line of business for more than 3 (three) years towards outsourcing of Cleaning services in office buildings in Patna (Bihar). The service providers should have local Offices at Patna to ensure satisfactory fulfillment of contractual obligations.
2. The Service Provider Agencies / Firms having good track record, manpower capacity and relevant experience are eligible to apply. They should produce satisfactory work completion certificate of appropriate value of work and a certificate showing annual turnover Rs.5,00,000/- (Rupees Five lakhs only) for a minimum of three preceding years.
3. The tender document can be obtained free of costing from the office of Chief Accounts officer or downloaded from the website www.bstbpc.gov.in of Bihar State Text Book Publishing Corporation Ltd. on all working days up to 14.00 hours on **30.01.2018**. Bidders shall have to deposit Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand only) as Bid security in the form of Demand Draft obtained from any Nationalised Bank, in favour of Bihar State Text Book Publishing Corporation Ltd. , Payable at Patna and submitted along with the Technical BID.
4. The tenders should be submitted in two sealed covers.
 - (A) The first sealed cover should be superscribed "Technical Bid" and should contain
 - I. Checklist of documents submitted (Section-II)
 - II. The Performa at Section-VII duly filled in.
 - III. Agency profile including previous experience of manpower supply to Government /Semi Government / autonomous agencies.
 - IV. Acceptance of terms and conditions there under.
 - V. Demand Draft for Earnest Money Deposit.
 - VI. All other required documents.
 - (B) The second sealed envelope superscribed 'Financial Bid' should contain only rates which are to be quoted on monthly basis(Section-VI).

- (C) Both the sealed covers should be placed in the main sealed envelope superscribed 'Tender for outsourcing Cleaning Services'. This should be addressed to **BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD. , PATHYA PUSTAK BHAWAN, BUDH MARG, PATNA – 800001** and sent by post or hand delivered latest by **2.00 P.M. of 30.01.2018** and shall be opened on the **same day at 3.30 P.M.** in presence of the tenderers or their authorized representatives.
5. Tenders received after, the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
 6. The Technical Evaluation Committee will assess the ability of the agencies to render the requisite services based on its past record, profile and on such other criteria as it may fix and only those found fit will be eligible for financial bid opening.
 7. The bidders are required to submit EMD and cost of the document along-with the attested copies of valid Registration Certificate, EPF Registration, ESI Registration, Pan-Card and up-to date VAT/GST & Service Tax clearance along-with the bid documents, failing which the tender shall be declared as nonresponsive and thus liable for rejection.
 8. Submission of more than one tender paper by a tenderer for a particular work will render the bid liable for rejection.
 9. The bidders may assess about the nature and quantum of work before quoting their rate.
 10. The rates for different category of manpower that may be required for the proposed services shall not be less than the rates of minimum wages prescribed by the Government from time to time under contract Labour (R&A) Act-1970 and the Minimum Wages Act 1948.
 11. The supervision charges, rate of wages, statutory dues and other allowances etc. under the labour law and other laws payable by the employer (the bidder) should be indicated in detail as per the enclosed (Section-VII).
 12. The bidders are required to quote their rates both in words and figures and put their signature; they should also sign on any overwriting or any correction made in the tendered rate. The rates filled in figure only and not in words shall be liable for rejection for which no paper cost shall be returned to the tenderer(s).
 13. The bidders while submitting tender shall furnish an affidavit along with the tender about the authenticity of the tender document including EMD. Conditional tenders will not be accepted under any circumstances by the authority. EMD deposit of unsuccessful bidders will be refunded within 90 days after finalization of Tender without interest.
 14. The Bank Demand Draft produced in relation to this tender should be drawn on any

Nationalized Bank/Scheduled Bank in favour of the **BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD. , PATNA**, payable at Patna. Other details can be seen in bidding document. The authority reserves the right to reject any or all the tenders without assigning any reason thereof.

15. RIGHT TO ACCEPTANCE OR REJECTION OF TENDERS:

A. The tender is liable to be rejected inter-alia:

- a) If it is not in conformity with the instructions mentioned in the tender paper.
- b) If it is not properly signed by the bidder.
- c) If it is received by telex or telegram.
- d) If it is received after the expiry of the due date and time.
- e) If it is not accompanied by the requisite EMD and proper documents.
- f) A list of manpower available with the firm with qualification must be enclosed along with the tender papers.

B. This office reserves the right to:

- a) Accept / Reject any of the tender in full or part thereof.
- b) Revise the requirement at the time of placing the order.
- c) Add, modify, relax or waive any of the conditions stipulated in the tender specification Wherever deemed necessary.
- d) Reject any or all the tenders in part or full without assigning any reason thereof.
- e) Award contracts to one or more bidders for the items covered by the tender.

16. **SCOPE OF WORK:**

To provide Cleaning services in the Bihar State Text Book Publishing Corporation Ltd. , Patna during the period of contract. Details of the job work are as under:

JOB DESCRIPTION

- 1 To maintain cleanliness of all Rooms/Halls, Chambers, library, bathrooms, toilets, wash basins, corridors, staircase, ramps etc. of Bihar State Text Book Publishing Corporation Ltd. , Patna
- 2 Daily cleaning/dusting(only on working days)of writing tables, working tables, chairs, telephones, computers office cubicles, photocopier machines, fax machine, printers etc.
- 3 Daily cleaning (only on working days) of window panes.
- 4 Periodic cleaning of ceilings to remove cobwebs.
- 5 Regular maintenance of cleanliness of electric fans and light fittings of building.
- 6 Moving of articles like tables, chairs, almirahs, display boards, etc. as and when such shifting is necessary.
- 7 Keeping the drains around the building clean and clear from choking.
- 8 Cleaning and maintenance staff should be present from 8 A.M. to 4 P.M.
- 9 Maintain cleanliness around the Pathya Pustak Bhawan, Budh Marg, Patna-1.

Area covered under the Bihar State Text Book Publishing Corporation, BSTBPC, Patna

Floor	Rooms, Hall etc.
All corridors and staircase including side space and railings for all floors & Front portion of Pathya Pustak Bhawan, Patna	
Ground Floor	All Rooms & Conference Hall, Press, Compound etc.
First Floor	All Rooms, Chairman Chamber, MD Chamber & officer Chamber, Hall & Corridor etc.
Second Floor	All Rooms, all officers Chamber, Hall & Corridor etc.
	Stair

17. **EARNEST MONEY DEPOSIT:**

The bidders shall enclose with the Tender EMD amounting to **Rs. 10,000/- (Rupees Ten Thousand only)** in the form of Bank demand draft drawn on any Nationalized/Schedule Bank in favour of the **"BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD. , PATNA"**, payable in Patna.

18. **PERIOD OF CONTRACT:**

The initial period of contract would be one year, extendable by another one year on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority. Service charges/rates quoted by the agency would be fixed for a period of one year and any statutory increase in wages/DA etc. is to be absorbed by the agency. After satisfactory completion of a year of service, the contract can be extended for another year on the same terms and conditions with mutual agreement.

GENERAL CONDITIONS OF CONTRACT

THE QUANTUM OF REQUIREMENT OF SUCH MATERIAL MAY BE MORE EXPLICIT. IT SHOULD BE ENSURED THAT ALL CLEANING MATERIAL IS SUPPLIED REGULARLY AS PER THE REQUIREMENT.

1. The manpower will have to be supplied by the agency within 10 days from the award of contract.
2. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category. All consumable, detergents, chemicals, like (Naphthalene ball, Room freshener, mosquito/insect repellent, liquid soap, Colin, phenyl) equipments, machineries etc. shall be arranged by the bidder.
3. Cleaning should be completed in office cited premises (except common places) prior to opening of office hours i.e. 9.00 AM so that work in office does not get interrupted in the middle for cleaning purpose.
4. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons shall be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect shall be submitted to this office. The service provider shall also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
5. The service provider shall engage necessary persons as required by this office from time to time. The Deployment of personnel is to be on monthly basis. Thus deployment/arrangement of the personnel should be in such a manner that there shall be no violations of any leave Rules and weekly off days. The tenderer shall have to bear cost of providing personnel for this work load/ duty hours or weekly off. The said persons engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month.

6. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India.
7. The service provider's person shall not claim any benefit/compensation/absorption /regularization of services from/in this office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
8. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature.
9. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In charge upon any matter arising under the clause shall be final and binding on the agency.
10. That the persons engaged shall not be below the age of 18 years or above the age of 45 years and they shall not interfere with the duties of the employees of this office.
11. The functional control over the personnel deployed by the Agency will rest with this office and the disciplinary administrative / Technical control will be with the Agency.
12. This office may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
13. The service provider has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work in the prescribed . These cards are to be constantly displayed & their loss reported immediately.
14. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
15. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related

legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, Bonus, Gratuity and leave account of any obligation. The agency will require providing particulars of EPF, ESI of its employees engaged in this office. The agency will must be submitted latest proof of EPF, ESI and GST challan. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.

16. The service provider will submit the bill in triplicate to Bihar State Text Book Publishing Corporation Ltd. , Pathya Pustak Bhawan, Budh Marg, Patna-800 001 (pertaining to cleaning work Pathya Pustak Bhawan complex) in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after subject to certificate given by the Officer In-Charge and production of documentary evidence towards P.F./ESI/Service tax of its staff for the previous month. Tax if any shall be deducted at source as per the relevant Act.
17. Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
18. No wage/remuneration will be paid to deployed persons for the days of absence from duty.
19. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this office.
20. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
21. The service provider shall be contactable at all times and messages sent by phone/ e-mail/ fax / special messenger from this office shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the contract from time to time.
22. This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
23. That the Service Provider on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the

- agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against any such loss or damage. Any accident/ casualty occurred during the course of working to any staff engaged by the Agency, the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
24. This office will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
 25. The successful bidder shall furnish a security deposit of **Rs. 50,000/- (Rupees Fifty thousand only)** in the form of an account payee demand draft drawn in favour of the "**BIHAR STATE TEXT BOOK PUBLISHING CORPORATION LTD. , PATNA**", payable in Patna or Bank Guarantee from a nationalized / commercial bank in an acceptable form safeguarding the interest of this office in all respects. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by this office or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.
 26. The successful bidder will enter into an agreement with this office for supply of suitable and qualified manpower as per requirement of this office on these terms and conditions on non judicial Rs. 1,000/- stamp paper. The above stamp paper will be arranged by the bidder for execution of agreement. The agreement will be valid for a period of six months commencing from the date of agreement and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of six months and no request for any change/modification shall be entertained before expiry of the period of six months. Any statutory increase in wages/DA etc. is to be absorbed by the service provider. The contract/agreement is extendable by six month and subject to satisfactory performance of the agency and such amendments as mutually agreed to further one year.
 27. The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.

28. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc and any amount due to the Service Provider from the office shall be forfeited.
 29. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
 30. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Managing Director, Bihar State Text Book Publishing Corporation Ltd. , whose decision shall be binding on both the parties.
 31. The bidders shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
 32. That if any amount is found payable by the bidders towards, wages, allowances and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.
 33. This office reserves the right to reject any or all the tenders without assigning any reason whatsoever and the decision of the management shall be final and binding on all the bidders.
 34. The service charges/overhead profit should be quoted such that TDS as per Income Tax Rules may be deducted from services charges/overall profit. The bidder quoting less than 2% of services charges will disqualify.
- NB.**
1. EPF and ESI contribution to be paid for personnel employed by tenderer shall be responsibility of tenderer.
 2. For every 5(Five) days of duty of personnel two days off with payment will be given. The tenderer will have to bear cost of providing personnel for this weekly off. The total monthly rates quoted shall inclusive off all these, including profits, overheads, bonus, gratuity etc and taxes whatsoever payable.

UNDERTAKING BY THE BIDDER

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the Tenderer with Seal
Name:
Designation
Address:
Phone/Mob. No.

SECTION - III

**Supply for out sourcing of Cleaning Activities at
Bihar State Text Book Publishing Corporation Ltd. , Patna**

SI No.	Particulars	Unit	Requirement in Nos. of Manpower/ Qty.
01	Manpower Cost Skilled (Supervisor)	Manpower	01
02	Semi Skilled Labour	Manpower	01
03	Unskilled Labour	Manpower	09
04	Charge of material using in Corporation		
	Total		

Note: Quoted prices should be basic rate inclusive of all the salary/allowances payable to the employees, other mandatory/statutory charges like EPF, ESI, Gratuity, Bonus and service charge etc. Applicable government tax, if any would be borne by Bihar State Text Book Publishing Corporation Ltd., Patna.

Signature of the Bidder

Office Seal

SECTION - IV

**LIST OF CLEANING ITEMS TO BE SUPPLIED
BY THE CONTRACTOR AS PER REQUIREMENT PER MONTH.**

SI No.	Particulars
01	Coconut Broom
02	Soft Broom
03	Cobweb Brush
04	Harpic Brush
05	WC Round Brush
06	Glass Duster
07	Floor Duster
08	Mop Stick
09	Wet Mopping machine
10	Dry Mopping machine
11	Rubber Wiper
12	Plastic Bucket
13	Plastic Mugs
14	Cotton Swabs
15	Nylon Scrubber
16	Vacuum Cleaner
17	Scotch Brite
18	Dust Pan

Signature of the Bidder
Office Seal

SECTION - V

**LIST OF CLEANING AGENTS & INSECTICIDE ITEMS
TO BE SUPPLIED BY THE CONTRACTOR (MONTHLY)**

01	Bathroom acid	Litre
02	Naphthalene ball	Kg
03	Phenyl	Litre
04	Room Spray	Litre
05	Bleaching powder	Kg.
06	Baygon Spray	Gram
07	Soap oil	Litre
08	Surf / Tide	Kg.
09	Harpic	Litre
10	Colin Spray	Litre

Signature of the Bidder

Office Seal

SECTION - VI

FINANCIAL BID - PRICE BID

SI No.	Particulars	Cost in Rs. (per month)	
		In Figures	In Words
01	Section-III i) Each Man power skilled supervisor ii) Each Man power Semi skilled labour iii) Each Man power un skilled labour (Cleaning Activities)		
02	Section-IV (Cleaning items)		
03	Section-V (Cleaning Agents & Insecticide items)		
	Total Rs.		

Note: L-1 & L-2 bidder will be decided only SI. No.1 according to govt. allowances.

Signature of the Bidder

Office Seal

SECTION - VII

TECHNICAL BID

Sl.No.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3	Date of establishment of the Agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5	Whether registered with the holding licence from all concerned Government Authorities including registration under Contract Labour (Regulation & Abolition) act 1970 (Copies of all certificates of registration to be enclosed- valid licence)	
6	Labour License Number (copy to be enclosed)	
7	PAN/TAN/GST Number (Copy to be enclosed)	
8	Service Tax Registration Number (Copy to be enclosed)	
9	EPF Registration Number (Copy to be enclosed)	
10	ESI Registration Number (Copy to be enclosed)	
11	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (if no. a certificate is to attached in this regard.)	
12	Length of experience in the field.	

13	Whether a copy of the terms and conditions (Section-II), duly signed, in token of acceptance of the same, is attached.	
14	Whether agency profile is attached?	
15	Solvency certificate from Bank for 50.00 (fifty) lacs.	
16	Average Annual turn over minimum 2.00 crores last three financial years.	
17	Valid character Certificate	

Place:

Signature of the Bidder:

Date:

Office Seal: