

**BIHAR STATE MILK CO-OPERATIVE  
FEDERATION LTD.  
(COMFED)**

**TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY  
MANAGEMENT SERVICES**

Tender Document Cost: **Rs. 5000/- (Rs. Five Thousand only)**



**Registered Office:**

Dairy Development Complex,  
P. O.-Bihar Veterinary College,  
Patna – 800014, BIHAR, INDIA  
Tel: 0612-2224083, 2228953, 2228347  
Email :comfedtrainingcentre@gmail.com

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## Table of Contents

TENDER NOTICE.....	2
TENDER DOCUMENT.....	1
I. ELIGIBILITY CRITERIA .....	2
II. INSTRUCTION TO TENDERERS .....	4
III. GENERAL CONDITIONS OF CONTRACT (GCC).....	6
IV. SCOPE OF WORK .....	9
a) Daily services .....	9
b) Weekly Services .....	10
c) Waste, Disposal Management.....	10
d) Pest and Rodent Control Services .....	10
e) Housekeeping Monitoring and Control .....	11
f) Glass Windows And Doors.....	11
g) Horticulture services.....	12
h) Comprehensive Guesthouse Management Services .....	13
i) Parking management .....	14
j) Plumbing services.....	15
V. RESOURCES REQUIREMENT .....	16
VI. TECHNICAL BID.....	17
VII. DETAILS OF THE EXISTING CONTRACTS.....	18
VIII. SELF DECLARATION.....	19
X. CHECKLIST .....	20
XI. FINANCIAL BID .....	21
XII. KEY PERFORMANCE INDICATORS (KPIS) .....	22
XIII. SAMPLE QCBS CALCULATION.....	23
XIV. ALLOWED CHEMICALS TO USE FOR PEST CONTROL .....	24

**BIHAR STATE MILK COOPERATIVE FEDERATION Ltd. (COMFED)**

Dairy Development Complex, P.O. Bihar Veterinary College, Patna – 800014

**TENDER NOTICE**

**COMFED: Training: 8427**

**Date: 11.08.2025**

Sealed tenders are invited for **Housekeeping and Facility Management Services** at COMFED premises including hostels, training centre, labs, guest house, offices, etc. The tender document can be downloaded from <https://www.sudha.coop/tender>. Last date for submission is **28-08-2025 by 5:00 PM.**

For details, contact Mr. Amit Kumar Suman at **9471002608**, Email: [amit\\_suman@sudha.coop](mailto:amit_suman@sudha.coop) / [comfedtrainingcentre@gmail.com](mailto:comfedtrainingcentre@gmail.com).

**MANAGING DIRECTOR**

## TENDER NOTICE

**NOTICE INVITING TENDER FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES AT BIHAR STATE MILK COOPERATIVE FEDERATION LTD.**

Tenders are invited under **two Bid systems** from Companies / Proprietary Firms / Partnership Firms having a **minimum five years of experience** of providing Housekeeping and facility management services in Govt. Organization or Autonomous govt. Bodies; (**Part-I: Technical Bid and Part-II: Financial Bid**). Annexure-I (General Rules & Guidelines) & Annexure II (Agreement) is included in the detailed tender documents.

Bidders must have a **minimum annual turnover of Rs. 50 Lakh (Rs. Fifty Lakh only)** during each of the last **three years** for Housekeeping & Facility Management Services. They must be **registered with EPFO, ESIC, and have GST registration**. Additionally, the bidder must have **successfully carried out one similar work of value equal to Rs. 35 Lakhs or two similar works of value equal to Rs. 17.5 Lakhs each within the last Three Years**.

Detailed Tender documents can be obtained from the website of **Bihar State Milk Co-operative Federation Ltd. (COMFED)** which is [www.sudha.coop/tender/](http://www.sudha.coop/tender/). **Cost of Tender (Rs. 5000/-)** must be paid through **Demand Draft** with Technical Bid.

**Key Dates:**

- |   |   |   |
|---|---|---|
| 1. Availing of tender documents               | : | 11 Aug 2025   |
| 2. Receiving of Pre-bid Query                 | : | 18 Aug 2025   |
| 3. Pre-Bid Meeting                            | : | 19 Aug 2025 at 11 AM at COMFED, Patna   |
| 4. Publication of Corrigendum if any          | : | 20 Aug 2025, on the website of COMFED<br><a href="http://www.sudha.coop/tender/">www.sudha.coop/tender/</a> |
| 5. Last date for submission of Tender         | : | 01 Sep 2025 at 05.00 PM   |
| 6. Date and time of opening of Technical bid: | : | 02 Sep 2025 at 11.00 AM   |
| 7. PPT presentation                           | : | 03 Sep 2025   |

**Information:**

- Cost of Tender document: Rs. 5000/-** to be paid by **Demand Draft only** in favour of "**Bihar State Milk Co-operative Federation Ltd. (COMFED)**" submitted with **Technical Tender**.
- Financial Bid:** Date and time for opening of financial bid shall be intimated at a later date to successful bidders after evaluation of technical bid.
- Earnest Money Deposit (EMD) Rs. 1,00,000/-** to be submitted along with the **Technical Bid:**
- This advertisement and detailed tender documents may be obtained from the website [www.sudha.coop](http://www.sudha.coop). The cost of the Tender document (Rs. 5000/-) be submitted separately in the form of a Demand Draft along with DD of EMD with technical bid. **Bid not containing the cost of tender document & EMD shall be summarily rejected.**

Tenders received after the due time and date given above will not be considered. Tenders will be opened on the date & time maintained above in the presence of bidders, who wish to be present. If the date of receiving and opening of the tender is declared a Gazetted holiday, the same will be accepted and opened on the next working day at the same time. For any clarification on tender document and related problem a pre-bid meeting is scheduled at **Bihar State Milk Co-operative Federation Ltd. (COMFED)** on **19 August 2025 at 11.00 AM**. The bidder may wish to present in Prebid meeting or forward their queries by **18 August 2025** through mail or post.

**Bihar State Milk Co-operative Federation Ltd. (COMFED)** reserves the right to accept / reject any or all the tender without assigning any reason whatsoever.

**Managing Director  
COMFED**

**TENDER DOCUMENT FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES AT BIHAR STATE MILK CO-OPERATIVE FEDERATION LTD. (COMFED) PREMISES**

Sealed tenders are invited for housekeeping and facility management services in **Bihar State Milk Co-operative Federation Ltd. (COMFED), Dairy Development Complex, P. O.-Bihar Veterinary College, Patna – 800014 BIHAR, INDIA.**

Name of Work Area & Zone of Housekeeping Services	Cost of Tender Document	Earnest Money
<b>Mechanized Cleaning &amp; House Keeping of all the building in Bihar State Milk Co-operative Federation Ltd. (COMFED) at HQ including open area, garden and parking area situated at Dairy Development Complex, P. O.-Bihar Veterinary College, Patna – 800014 BIHAR, INDIA</b>	<b>Rs. 5000/-</b>	<b>Rs. 1,00,000/-</b>

1. Bidders may visit/inspect the premise of COMFED on any working day between **10.00 AM to 04.00 PM** except Sunday, 2<sup>nd</sup> and 4<sup>th</sup> Saturday by contacting the designated Officer of **Bihar State Milk Co-operative Federation Ltd. (COMFED) at Dairy Development Complex, P. O.-Bihar Veterinary College, Patna – 800014 BIHAR, INDIA.**
2. Tender documents consist of the following:
  - Tender Notice including eligibility criteria.
  - Instructions for Bidders
  - General Conditions of Contract
  - Scope of Work
  - Resource requirement.
  - Technical Tender
  - Details of Existing Contracts of Bidder
  - Financial Tender
  - Declaration
  - Checklist
3. A set of tender documents can be downloaded from the website of **COMFED** on any working day from **11<sup>th</sup> Aug 2025**. The non-refundable cost of tender document is **Rs. 5,000/- (Rupees Five Thousand only)** payable by demand draft/ Cash/ Bankers' cheque of any nationalised bank drawn in favour of "**Bihar State Milk Co-operative Federation Ltd. (COMFED), Patna**", be submitted with Technical Bid.
4. The technical bid has to be filled properly, and all desired documents must be self-attested with seal, the DD against cost of tender document and EMD be kept in a envelope "**clearly marked as cost of document and EMD**", the Financial Bid be kept in another envelope **clearly marked "Financial Proposal " with a warning "Do not open with Technical Proposal."**, both the envelop along with the technical bid be placed in a third big envelop **clearly marked as "Bid for Housekeeping and Facility Management Services"** and addressed to **Bihar State Milk Co-operative Federation Ltd. (COMFED), Dairy Development Complex, P. O.-Bihar Veterinary College, Patna – 800014 BIHAR, INDIA.**

If bidder fail to attach any desired document with bid, it will lead to rejection of technical bid.

5. If the financial proposal is not submitted by the bidder in a separate sealed envelope and duly marked as indicated above, **both Technical and Financial Proposals shall be declared non-responsive.**
6. Detailed Tender Document can be obtained from our website <https://www.sudha.coop/>.
7. The Technical Bids shall be opened at **11.00 AM on 02<sup>nd</sup> Sep 2025** at **Bihar State Milk Co-operative Federation Ltd. (COMFED), Dairy Development Complex, P. O.- Bihar Veterinary College, Patna – 800014 BIHAR, INDIA** in the presence of tenderers or their authorized representatives who may wish to be present.
8. The Tenderers whose technical bids are accepted will be informed later about the date of the opening of financial bids.
9. Tenders received after the closing date and time shall not be considered.

## I. ELIGIBILITY CRITERIA

1. The Bidder must have **minimum 5 years of experience** of providing similar services and a **minimum annual turnover of Rs.50 Lakh (Rupees Fifty Lakh only) during each of the last three years.** Self-attested copies of the following documents should must be submitted along with the Technical Bid:
  - GST Registration
  - Registration Certificate from Registrar of Companies / Registrar of Firms / Shop & Establishment Act / etc.
  - PAN No.
  - EPF & ESI Registration
  - Audited Balance Sheet/ ITR
  - Experience certificate/ details
2. The Bidder should have **more than 30 employees on its rolls, specifically trained for housekeeping work.** Last three months' copy of Electronic Challan cum Return (ECR) of EPF and ESIC to be enclosed.
3. The Bidder should have **successfully carried out one similar work of value equal to Rs. 35 Lakhs or two similar works of value or two works equal to Rs. 17.5 Lakhs each within the last Three Years.**
4. Tenderer should have **ISO 9001 or above registration.**
5. Successful bidder will be selected on **Quality cum Cost Based Selection (QCBS).** Total marks allotted in the technical bid and financial bid will be 100 marks each. Financial bid of those parties will be opened who have **scored 70 or above marks in Technical bid.** Weightages for technical bid and financial bid shall be **50% and 50% respectively.**
6. **Technical Score:**
  - The Marking System for evaluation of Technical Bids would be as follows:

S. No	Evaluation Criteria	Maximum Marks
<b>A</b>	<b>Organization Related</b>	<b>40</b>
A1	<b>Experience of the same Operation</b>	<b>15</b>
	(1) 5 years	3
	(2) 5 years – 6 years	5
	(3) 6 years – 7 years	8
	(4) 7 years – 8 years	12
	(5) More than 8 years	15
A2	<b>Organization Status</b>	<b>10</b>
	(1) Proprietary firm/Partnership firm	3
	(2) Private Ltd Company	6
	(3) Public limited Company	10

A3	<b>Financial Status of the Company</b>	<b>15</b>
	Annual turnover during last 3 years starting FY 2022-23	
	(1) Rs 50.00 Lakh to less than Rs 1.00 crore	5
	(2) Rs 1.00 crore to less than Rs 2.00 crore	10
	(3) Rs 2.00 crore or more	15
<b>B</b>	<b>Nature of experience in facilities management</b> at least one client in that segment with annual billing more than Rs 35 Lakh or two clients with annual billing more than Rs. 17.5 Lakh in any of the last 3 years. (CA certificate and work order in this regard to be submitted)	<b>25</b>
	5 marks each for projects with annual billing more than 35 Lakh	
	2.5 marks each for projects with annual billing more than 17.5 Lakh	
	Subject to a maximum of 25 marks	
<b>C</b>	<b>ISO 9001 and above</b>	<b>10</b>
<b>D</b>	<b>Approach &amp; Methodology</b>	<b>25</b>
	A PPT presentation on Approach & Methodology, Organization Chart, Monitoring with complete justification of how the services will be provided efficiently.	

*In case of ongoing agreements, a certificate / letter must be made available from the client regarding the same. Bidder managing composite service like Housekeeping, Catering should submit CA certificate mentioning the annual turnover of Housekeeping & facility Service and Catering Services separately.*

- Technical scores of each technically evaluated bids based on the above criteria would be calculated after evaluation of information and supporting documentation submitted by bidders. All bidders who have submitted information and documentation as per the tender documents and have **scored more than 70 marks** on the technical criteria would be considered technically eligible and referred to as Technically Evaluated Responsive Bidders or Pre-qualified Bidders.
7. **Financial Bid:** Financial Bid shall be opened of only those bidders who score minimum 70 marks in the technical evaluation. The price proposal with **lowest quoted total price (LP)** amongst the price proposals will be given a financial score of 100 and other price proposals shall be given financial scores that are inversely proportional to their quoted total price (QP). The formula shall be as follows: **Financial score of firm = 100 X (Lowest quoted total price / Quoted total price of the respective firm)**
  8. The **final score** shall be devised against a total mark of 100 by giving weight to Technical Proposal and Financial Proposal of **50% and 50% respectively**. The formula shall be as follows:  
**Total Score = (Technical Score X 0.50) + (Financial Score X 0.50)**
  9. The bidder with **highest Total Score shall be awarded the contract** subject to the terms and conditions of this document.

## II. INSTRUCTION TO TENDERERS

1. The tenderers are required to submit bids as following: The original copy of the Technical Proposal with self-attested copies all desired documents, envelop of DD related to Tender Document / EMD to be submitted in a **sealed envelope clearly marked "Technical Proposal."** Similarly, the original financial proposal shall be placed in a **sealed envelope clearly marked "Financial Proposal" and with a warning "Do not open with Technical Proposal."** The envelopes (Technical Bid, envelope 1- EMD and Cost of Document and envelope 2 Financial Proposal) shall be placed into an outer envelope with the title of the Tender **"Bid for Housekeeping and Facility Management Services"**.

The complete Bid with all desired and relevant documents must be submitted in binded form **with page no. marked on each page**, to **Bihar State Milk Co-operative Federation Ltd. (COMFED), Patna** up to **05.00 PM of 01<sup>st</sup> Sep 2025**. **Bid submitted in loose sheets will be rejected.**

2. Tenders will be opened at **11:00 hrs on 02<sup>nd</sup> Sep 2025** by the Committee constituted for this purpose in the presence of tenderers and/or their representative who may like to be present on given date and time.
3. The tenders form must be clearly filled in ink legible or typed. The tender should quote the **rates and amount in the figures and as well as in words**. In case, there are differences of amount in words and in figures, **amount mentioned in words shall be treated correct and final**. Tender document must be duly signed by the tenderer himself, or his authorized signatory.
4. The forwarding letter and attested copies of all the documents are required to be submitted along with the tender: List of clients with **Satisfactory Performance Certificate** issued by various organizations where such type of work/jobs are being executed presently or have been performed by the Bidder earlier, must be enclosed in support of credibility of the company. **Certificates from Govt. Organisation or Autonomous Bodies shall only be considered.**
5. The rate should be quoted for service charge **inclusive of all taxes** for item listed under Sec (A). COMFED will pay minimum wage notified by Bihar Government and applicable **EPF, ESI** contribution, **Bonus, GST** and any other statutory compensation as per the law, for rest of item in accordance with the provisions of Minimum wages Act and Contract Labour Act and other statutory provisions like Provident Fund Act, Bonus, HRA, Gratuity (as applicable), leave uniform allowance, ESIC, etc. and GST as applicable. **Breakup of the rate also to be submitted in the financial bid.**
6. The Tenderers are supposed to go through and understand the Resource Requirement thoroughly and objectively before filling up Financial Bid. Any representation/alteration regarding the same after the award of work shall not be entertained.
7. The tenderers must go through the Checklist in **PART-X** of the Tender Document. All criteria of the Checklist must be checked and complied and the same must be signed with the seal of the tenderer.
8. Each paper of the tender should be **signed by the Tenderer with seal of Agency/Firm.**
9. The bidder must deposit **Rs. 1,00,000/- as Earnest Money Deposit (EMD)** by way of A/c payee Demand Draft / Bankers Cheque payable to **Bihar State Milk Co-operative Federation Ltd. (COMFED)"** at **Patna**. The amount of EMD should not bear any

interest whatsoever, which will be refunded to the unsuccessful tenderer after award of the work to successful bidder.

10. Successful bidder has to deposit **Rs. 2,00,000/- (Two Lakh Rupees Only)** in the form of Bank Draft of a Nationalized Bank in favour of "**Bihar State Milk Co-operative Federation Ltd. (COMFED)**" payable at **Patna** within 15 days after the receipt of offer letter by bidder /Agency, otherwise the award letter will be treated as cancelled. The amount of security deposit will not bear any interest whatsoever. The EMD amount will be adjusted with security deposit.
11. **Bihar State Milk Co-operative Federation Ltd. (COMFED)** shall deduct **taxes at source** at the prevalent rates as per the provision.
12. **Bihar State Milk Co-operative Federation Ltd. (COMFED)** reserves the right to cancel / reject whole, or any part of the tender without assigning any reason.
13. Once the Tender is submitted, it will be/would be presumed that the bidder has understood and accepted all the terms and conditions of the tender. No inquiry either Verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
14. Any act on the part of the tenderer to influence anybody in the **Bihar State Milk Co-operative Federation Ltd. (COMFED)** is liable for rejection of his tender.
15. **Tender must be unconditional.** An alteration or changes in rates in tender document shall be considered as invalid and liable to be rejected.
16. Tenders not conforming to these requirements shall be rejected outright and no correspondence thereof be entertained whatsoever.
17. **Bihar State Milk Co-operative Federation Ltd. (COMFED)** reserves the right to accept or reject any bid without assigning any reason thereof.
18. **Contract shall be valid for a period of Three years**, which may be extended for further period up to a maximum of **two years on satisfactory performance of the agency.**
19. **Power of Attorney must be attached in Technical Bid** stating authorisation of person to sign the Bid document and Agreement.
20. Bid shall be valid for a period of **90 days from the last date of submission of tender.**

**Managing Director**  
**Bihar State Milk Co-operative Federation Ltd. (COMFED)**  
**Dairy Development Complex**  
**P. O.-Bihar Veterinary College, Patna – 800014 BIHAR, INDIA**  
Tel: **0612-2224083, 2228953, 2228347**  
Mail: **comfedtrainingcentre@gmail.com**

### III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The persons deployed by the Firm / Bidder must be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.
2. All the staff shall wear uniform during service time. The uniform should be neat and tidy. The dress has to be got approved from the management.
3. The Firm/Bidder should ensure the health and safety measures of the employees. Employees/Staff may be advised to produce a valid medical fitness certificate as and when demanded. **COMFED** may also conduct health check-up of the staff deployed at regular intervals.
4. The Bidder will be responsible for supply/installation/refilling/maintenance of all such items/equipment used in washrooms and other areas for housekeeping purposes.
5. The Bidder must employ skilled labour only. The Bidder shall be fully responsible for the conduct of his staff.
6. The Bidder at all times should indemnify **COMFED** 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 Workman Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; or any other law relating thereto and rules made thereunder from time to time. **Bihar State Milk Co-operative Federation Ltd. (COMFED)** will not own any responsibility in this regard.
7. The contract shall initially be valid for period of **Three years** and may be extended further for a period of **Two years on year-to-year basis, subject to satisfactory performance, on the same terms and conditions.** **COMFED**, however, reserves the right to terminate the contract by serving one month notice, in writing. The Contract may be terminated with mutual consent by giving one month notice.
8. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Bidder will be liable to be forfeited by **Bihar State Milk Co-operative Federation Ltd. (COMFED)** besides annulment of the contract.
9. **COMFED** will provide standard consumables as per list enclosed to the housekeeping staff/supervisors. **COMFED** will provide space for setting up a control room of the Bidder in the premises. The housekeeping staff will first report to the Supervisor in the control room and subsequently deployed for duty after having been checked for consumables, upkeep, issue of material and equipment's, etc. The storekeeper/supervisor deployed by the Bidder will store all their materials and equipment's in the storeroom and maintain a computerized record of the stores which shall be opened to inspection by **COMFED** staff during working hours.
10. **COMFED** will ensure that the Office Rooms, Conference Rooms, Visitor Rooms etc. are open at designated hours for cleaning/housekeeping work.
11. The Bidder shall:
  - a) Ensure cleaning work is **completed by 9.00 AM every day.**
  - b) The manpower duty arrangement shall be made so as the **housekeeping staff is available in the office till 08.00 PM.**
  - c) Ensure **Pest/animal and Rodent free environment** in the premises.
  - d) Provide tissues boxes and hand towels in Officers rooms.
  - e) Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in washrooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc, in all designed washrooms and separate garbage bins for each type of garbage (Green, Blue & Red)/bags, etc. in all workstation washrooms and pantries.

- f) Checklists of work have to be maintained with sign of worker and supervisor with date and time.
- g) Ensure that their supervisor is equipped with mobile phone.
- h) Arrange for garbage disposal vehicle, bins and other material required for segregation and disposal of waste in a professional manner.
- i) Provide Waste Management Services, when applicable including all equipment, disposables containers, trolleys etc. complete in all respects.
- j) Plans manage collection, mechanized screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Bidder will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The Bidder will also ensure that the garbage collection work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Bidder to the housekeeping staff.
- k) **Variations: COMFED** Official may order variations in the scope or quantum of work through a written variation order as per provisions. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorated for additional areas for equipment, toiletries etc.
- l) **Payment Procedure:** Payment will be made in the **first fortnight of the succeeding month upon submission of the bill in duplicate**. Payment for manpower will be variable to be calculated on man-days. Charges for items as in Financial Bid shall be paid based on use and performance & satisfaction of the concerned Officer deputed for the purpose by **Bihar State Milk Co-operative Federation Ltd. (COMFED)**. However, no additional payment shall be made on account of any delay in payment.
- m) **Liquidated damages:** Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Bidder by **COMFED** and if no action is taken within **ONE Hour, liquidated damages / penalty will be charged @ Rs. 500/- per complaint** and in case complain is within seven days **liquidated damages / penalty will be charged @ Rs. 1000/- per complaint**. The decision of **COMFED** shall be final, in this regard. For this, one complaint register shall be maintained in each of the building in which complain shall be registered and will be brought to the notice of Supervisor by the Officer concerned of **COMFED**.
- n) **Manpower:** Any misconduct/ misbehaviour on the part of the manpower deployed by the Bidder will not be tolerated and such person will have to be replaced by the Bidder at his own costs, risks and responsibilities immediately, with written intimation to **COMFED**.
- o) The Bidder should ensure to maintain adequate number of manpower and also arrange a pool of stand by housekeeping staff supervisor. In case any housekeeping staff/ supervisor is absent from the duty, the reliever of equal status and capability shall be provided by the Bidder from an existing pool of housekeeping staff.
- p) **Materials:** Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, not harmful to humans and property should be used.

- q) **Risk Clause:** The Bidder shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement.
- r) All necessary reports and other information will be supplied on a mutually agreed basis, and regular meetings will be held with the **COMFED**.
- s) Bidder and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the **COMFED** and shall not knowingly tend to any person or company any of the effects or assets of the **COMFED** under its control.
- t) In the event of loss/damage of equipment's etc. at the premises of the **COMFED** due to negligence/carelessness of Bidder's staff, if established after a joint enquiry, then the Bidder shall compensate the loss to **COMFED**.
- u) The Bidder or its representative/s shall meet **COMFED** representative/s regularly to take feedback regarding the housekeeping services. The Bidder will also maintain a suggestion book for comments on the services rendered by it. The Bidder shall not assign or sublet this Agreement or any part thereof without the approval of the **COMFED**.
- v) In every case the Bidder shall make alternative arrangements for meeting his contractual responsibilities of the Sub Bidder/Associate.
- w) Appointment of Supervisors will be done subject to satisfaction of **COMFED**'s representatives and must be approved by them.
- x) **Dispute Settlement:** It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the **Managing Director , Bihar State Milk Co-operative Federation Ltd. (COMFED)** whose decision shall be final and binding on both the parties.

(Signature of tenderer with seal)

#### IV. SCOPE OF WORK

**Cleaning Service** The aim and objective are to provide high level of a cleanliness, hygienic and presentable look to the entire area. Predesignated managers/supervisors of the Bidder will supervise the work. The Bidder has to ensure that the staffs deployed is dressed in neat and clean uniform as approved. Officials of **Bihar State Milk Co-operative Federation Ltd. (COMFED)** will monitor the entire work and staff deployed by the selected tenderers.

a) **Daily services** Housekeeping/cleaning services should be done daily from Monday to Saturday and some place on Sunday 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 **09:00 AM** and **general recleaning before 2:30 PM**. Bidder will arrange manpower for special VIP visits at no extra cost.

1. 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 Officer Chamber, Halls, conferences rooms, committee rooms, office rooms, cabins, cubicles, Hostels, Gym, Classes, Mini lab, Canteen etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office, Hostels and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cobwebs, etc. and disposing off all the collecting refuse at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment's, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of windowpanes/ Venetian blinds.
5. Spraying Room Fresheners as provided by **Bihar State Milk Co-operative Federation Ltd. (COMFED)** in all rooms on a daily basis at regular intervals.
6. Regular spray of mosquito and insect's repellents at the cost of agency should be done so that the entire office area is free from mosquitoes and other insects.
7. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
8. Cleaning and disinfecting all vitreous fixtures including toilets, 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.
9. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment's, nameplates, plant boxes, doormats etc.
10. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
11. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
12. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, labs, etc.
13. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the **Bihar State Milk Co-operative Federation Ltd. (COMFED)** officials Incharge.

**b) Weekly Services** The deep cleaning of the entire area will be done by the Bidder once a week as under:

1. Dusting of entire area including windows/ windowpanes/ doors/ledges, etc.
2. Thorough cleaning/ sweeping/washing/ mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents/ cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to **Bihar State Milk Co-operative Federation Ltd. (COMFED)** for weekly cleaning so that **Bihar State Milk Co-operative Federation Ltd. (COMFED)**'s concerned official/ Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Bidder will work in the specified area mentioned in the scope of work.
9. The Bidder will provide the duty register to **Bihar State Milk Co-operative Federation Ltd. (COMFED)**, as required.

**c) Waste, Disposal Management** The Bidder will ensure collection, mechanized screening/ segregation of dry and wet garbage in the earmarked area. The Bidder will also ensure segregation of biodegradable and non-biodegradable garbage. Finally, the Bidder will arrange to suitably transport and dispose garbage from the earmarked area to the nearest **Bihar State Milk Co-operative Federation Ltd. (COMFED)** bin outside each premises. The Bidder shall keep bins of different colour **Red, Green & Blue** of suitable size and specification bins at the collection area. The Bidder will employ his staff for the collection/ disposal work. The garbage will have to be disposed off at **at least twice a day**. The Bidder will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/ disposal, etc.

**d) Pest and Rodent Control Services**

1. **The selected agency shall implement effective measures for rodent control and disinfection services for all the facilities at COMFED** including fogging, chemical treatments, and other necessary procedures. All required chemicals and allied accessories shall be arranged and supplied by the Bidder at no additional cost.
2. **Bidder should possess valid licence (e.g. pest control license from the CIBRC). COMFED** may ask for it anytime. If any violation found regarding License Fine will be imposed ₹500/- per day.
3. **Only safe and approved chemicals that are non-hazardous to humans and allowed by statutory body shall be used.** Part XIV mentions the list of chemicals which are allowed for the pest control. The chemicals must not leave stains, residues, or cause any visible damage to the treated surfaces or surrounding areas.
4. **The Bidder shall be fully responsible for any harm caused to humans, equipment, documents, or property** resulting from the use of chemicals or pest control methods. Any damage to machinery, books, furniture, or official records occurring during the course of service shall be repaired or compensated by the Bidder at their own expense.
5. **The Bidder shall submit a comprehensive plan and schedule for pest and rodent control operations**, clearly outlining the methodology, chemical details, frequency,

and manpower deployment. Services should preferably be conducted on a weekly or fortnightly basis and scheduled on Sundays or public holidays to avoid disruption of regular office activities.

6. **Weekly** pest control measures have to be taken by the agency.
  7. **The Bidder shall maintain proper documentation and service records**, including date and time of treatment, type of chemicals used, areas covered, and the name of the personnel deployed. These records must be shared with the designated authority after every service.
  8. **Emergency pest control services must be provided by the Bidder within 24 hours of receiving a complaint**, especially in sensitive areas such as kitchens, server rooms, storage rooms, and washrooms.
  9. **The Bidder shall ensure that the deployed staff are trained, uniformed, and carry valid ID cards**. They must follow safety protocols, wear protective gear, and adhere to hygiene standards while performing the services.
  10. **The Bidder shall be subject to periodic performance reviews**, and failure to maintain quality standards, respond to complaints promptly, or follow safety norms may lead to termination of the contract and forfeiture of security deposit.
  11. **Waste material or dead rodents resulting from pest control activities must be disposed of hygienically**, as per local municipal guidelines, and must not be left unattended within the premises.
  12. Supply and placement of Rodabox (approx. 20 in number) and stickpad should be arranged and managed by agency on a daily basis.
- e) **Housekeeping Monitoring and Control** For better management and smooth services the following monitoring mechanism will be adopted by the Bidder:
1. **Toilets Checklist:** This is to be attached on the back of the toilet door. It is to be filled up by the Bidder supervising staff on duty daily.
  2. **Management/ Housekeeping Service Requirements/Complaints Report:** This is to be filled up by the management and administrative staff of the Bidder who receive/ observe the complaints/ requirements for any of the services. All suggestion, complaints related to services or staff deployed by the Bidder will be registered on the computer provided to the Bidder and reported to **Bihar State Milk Co-operative Federation Ltd. (COMFED)** Official. The Bidder will take immediate action to resolve the same failing which the penalty clause will be invoked.
  3. **Housekeeping Services Complaints Register:** This register is to be completed on the basis of information received by the housekeeping Manager from **Bihar State Milk Co-operative Federation Ltd. (COMFED)** through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/ fax/ e-mail, verbal complaints from **Bihar State Milk Co-operative Federation Ltd. (COMFED)**, etc. and necessary action is to be taken.
- f) **Glass Windows And Doors**
- The Bidder shall have his staff to clean glass with appropriate soap solution/glass cleaners (Colin) to be provided by COMFED on weekly basis.
  - Internal Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals. Also, vertical blinds cleaning shall be done.

## **g) Horticulture services**

### **1. Ground Maintenance**

1.1. A comprehensive ground maintenance service shall be provided to meet the requirements of **Bihar State Milk Co-operative Federation Ltd. (COMFED)** and in accordance with good practice.

1.2. All products used in connection with ground maintenance shall be used and safely stored in accordance with good practice and applicable legislation.

1.3. All equipment's used in the delivery of the services shall meet statutory electrical and mechanical safety requirements.

### **2. Hard Landscaping**

2.1. Hard Landscaping Maintenance shall include but not be limited to:

- Footways/ Footpaths/Road Surfaces.
- Courtyard Paving.
- Steps to entrances.
- Car Parking Areas.
- Kerbs, Edgings and Pre-formed Channels.
- Fencing/Gates and Boundaries.

2.2. The Service Provider shall ensure that:

2.2.1. All external hard surfaces are kept safe, clean and tidy.

2.2.2. All areas must be kept free of a large accumulation of leaves, weeds and any other solid matter.

2.2.3. All external hard surfaces shall be kept reasonably free of weeds, moss, lichen or any other organic growth and litter.

2.2.4. Fences gates and boundaries must be maintained and replaced to deter unauthorized access and to retain the appearance of well-kept facilities.

### **3. Soft Landscaping**

3.1. The Service Provider shall maintain, all of the grassed and planted areas, hedges and trees, in a manner which ensures the establishment of healthy and vigorous plants and a close textured, weed free which creates a neat and tidy appearance.

3.2. Soft Landscaping Maintenance shall include but not limited to:

- Grassed Areas;
- Horticultural Works;
- Office Plants and Flowers;

### **4. Grassed Areas**

4.1. This section shall include but not be limited to the following:

- All grassed areas shall be maintained in a neat, tidy and usable condition
- Appropriate to the designated use/ location;
- All grassed areas shall be kept free of weeds, moss or extraneous growth;
- All grassed areas shall be kept in healthy growth at a reasonable length;
- Following grass cutting operations, all adjoining surfaces shall be free of any arising cuttings etc.
- All grassed areas shall be kept free of large accumulations of litter and foreign matter such as stones, animal faeces, bricks and glass.

### **5. Horticultural Works**

- This section shall include but shall not be limited to the following:
- All horticultural works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;
- All trees, perennial plants and shrubs shall be maintained so that they are in healthy growth;
- Trees and shrubs shall be kept to an acceptable height and form and are to be pruned in accordance with good horticultural practice;
- Plants or shrubs shall not obstruct or encroach pedestrian or vehicular traffic routes;
- Garden shall be kept clear of litter, weeds, leaves, suckers, dead flower heads, rubbish, animal faeces and other debris, and remain in a neat and tidy condition at all times;
- All plants/ trees and shrubs etc., which have or appear to be dying, should be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.

## 6. Office Plants and Flowers

This section shall include but not be limited to the following:

- All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;
- All plant specimens shall be maintained so that they are in healthy growth;
- All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice;
- All pots/containers shall be cleaned and replaced where necessary;
- All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.
- Approximately **250 Flowerpots shall be required** for the purpose which shall have seasonal, indoor and decorative plants will be provided by COMFED on request and plan of agency.

## h) Comprehensive Guesthouse Management Services

The Bidder shall be responsible for the complete and seamless management, operation, and upkeep of the COMFED's Guesthouse located at **COMFED HQ**. The objective is to provide a high standard of comfort, safety, and hospitality for all guests.

The scope for guesthouse management shall include, but is not limited to, the following key areas:

### a) Housekeeping and Room Services

- **Room Cleaning:** Daily cleaning and tidying of all guest rooms (8 rooms), including making beds, dusting all surfaces, vacuuming carpets/mopping floors, and cleaning windows.
- **Bathroom Sanitization:** Thorough daily cleaning and sanitization of all bathrooms and toilets. This includes cleaning WCs, washbasins, mirrors, and fittings, and ensuring they are free from stains and odours.
- **Linen Management:** Changing bed linens, pillow covers, and towels as per a fixed schedule (e.g., every two days or upon guest checkout) or upon specific guest request. Managing the laundry cycle for all used linen.

- **Replenishment of Supplies:** Daily replenishment of guest amenities in rooms and bathrooms, including but not limited to soap, shampoo, toilet paper, and drinking water bottles. The cost of these consumables shall be [borne by the Bidder / billed to the Client].
- **Common Area Maintenance:** Regular cleaning and upkeep of all common areas including the lobby, lounge, dining area, corridors, staircases, and any recreational spaces.
- **Periodic Deep Cleaning:** A comprehensive deep cleaning schedule for all rooms and common areas on a monthly/quarterly basis.

#### b) Maintenance and Upkeep

- **First-Level Maintenance:** Undertake minor repairs and maintenance tasks such as changing fused bulbs, fixing leaking taps, or addressing minor plumbing chokes.
- **Maintenance Reporting:** Log all maintenance complaints from guests. Immediately report any major faults related to electrical systems, plumbing, air conditioning, carpentry, etc., to the designated [Client's Name] representative.
- **Vendor Coordination:** Coordinate with the Client's approved vendors for major repair and maintenance works to ensure minimal disruption to guests.
- **Asset Management:** Maintain a log of all furniture, fixtures, appliances, and equipment within the guesthouse.

#### c) Administration and Reporting

- **Record Keeping:** Maintain accurate records of guest occupancy, complaints, maintenance requests, and inventory consumption.
- **Inventory Reports:** Submit a monthly report on the stock and consumption of all consumables (toiletries, cleaning supplies, food items).
- **Feedback Management:** Systematically collect and document guest feedback to facilitate service improvements.
- **Monthly Reports:** Submit a consolidated monthly performance report to the Client, detailing occupancy, significant events, maintenance activities, and guest feedback summary.

#### i) Parking management

The service provider would have to provide a complete organized and systematic parking management system for the Office. The parking area should be divided in the following category:

- Four/Two-wheeler / Cycle parking for officials & Visitors The service provider would provide sufficient manpower to manage the entire parking area during working hours.
- The service provider would ensure that only labeled four/ two wheelers are parked at the reserved parking kept for officials.
- The service provider would have to ensure trouble free movement of vehicles inside the Office.
- The service provider would have to ensure that no unauthorized vehicle is parked inside the Office.
- The service provider would have to keep an entry / exit record of all the vehicles which would then be made a part of monthly record.

**j) Plumbing services**

- Performing of plumbing work, including minor work and ordinary repairs.
- Service of sanitary, and water piping to the final point of connection of the exterior of a building or structure located within the campus **COMFED**.
- Installation, extension, alteration, repair, maintenance and removal of water service piping or water distribution piping, approved backflow prevention devices and assemblies.
- Consumables shall be provided by **COMFED**.

## V. RESOURCES REQUIREMENT

It is desired that the Bidder should have sufficient machines such as **Scrubbing Machine, High Pressure Jet, Wringer Trolley, Caddy Bucket, Signages, Vacuum Cleaner**, etc.

### Expected Number of manpower to be deployed

SN	Manpower Description	Class of worker	Tentative No. of staff required	Remarks
1	Housekeeping Supervisor	Highly Skilled	1	The number of staff in different categories may be reduced/increased based on the need of the Corporation.
2	Trained Housekeeping Staff	Semi-Skilled	2	
3	Sanitary Staff	Semi-Skilled	8	
4	Plumber	Semi-Skilled	1	
5	Gardener		5	

17

### List of Cleaning Materials & Aids arranged by COMFED

1. Table Duster	18. Hard Broom	35. Mug
2. Floor Duster	19. Hard Broom with Danda	36. Hand Wash 5 Ltr
3. Garbage Bag Small	20. Hit 625 ML	37. Wiper Big
4. Wet Mop Set 9"	21. Red Harpic 500 ML	38. Odonil
5. Wet Mop Refill 9"	22. Dustpan	39. Dettol Liquid 500 ML
6. Collin	23. Soft Broom	40. Vim Bar Big
7. Blue Harpic 500 ML	24. Toilet Brush	41. Vim Bar Small
8. Dustpan	25. Hand Brush (Nylon)	42. Hard Broom
9. Hit 400 ML	26. Scotch Brite	43. Dry Mop Set 18"
10. White Phenyl 5 Ltr	27. Room Freshner (Godrej)	44. Cobweb Brush
11. Vim Liquid 500ML	28. Tissue Paper Box	45. Hard Brush
12. Surf Excel	29. Toilet Roll	46. Towel Big (Twice in a year) New & Subsequently dry cleaned
13. Naphthalene Ball	30. Tissue Paper Squse	47. Towel Small (Twice in a year) New & Subsequently dry cleane
14. Good night, Refill	31. Garbage Bag Big	
15. Dettol Dispenser	32. Acid 5 Ltr	
16. Santoor Hand Wash Pump	33. Lizol 500 ML	
17. Dettol Hand Wash 900 ML	34. Bucket 13 Ltr	

*Requirement for above items may vary. Bidders are requested to familiarize themselves with the size, function and requirements of office for better assessment of items required.*

Computerized records shall be maintained by the Bidder which shall be opened to inspection by **Bihar State Milk Co-operative Federation Ltd. (COMFED)** staff during working hours. The computer shall be provided by the Service Provider. Monthly consumption report shall be generated and be enclosed along with invoice and shall be paid as per actual.

Sig, of tenderer with seal

## VI. TECHNICAL BID

### TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES Technical Tender

1.	<b>Name of the Bidder</b>	
2.	<b>Name of owner/Partners/Directors</b>	
3.	<b>Full Particulars of Office</b>	
	(A) Address	
	(B) Telephone No. (Landline)	
	(C) Fax No.	
	(D) Official Email Address	
4.	<b>Registration Details: -</b>	
	(A) PAN/GIR No.	
	(B) GST Registration No.	
	(C) E.P.F Registration No.	
	(D) E.S.I Registration No.	
5.	<b>Details of Earnest Money Deposit</b>	
	(A) Amount (Rs.)	
	(B) D.D./P. O No. and Date	
	(C) Drawn on Bank	
	(D) Valid up to	
6.	<b>Details cost if tender document Deposit</b>	
	(A) Amount (Rs.)	
	(B) D.D./P. O No. and Date	
	(C) Drawn on Bank	
	(D) Valid up to	
7.	<b>Financial Turn-Over (Enclose Audited)</b>	
	(A) FY 2022-23	
	(B) FY 2023-24	
	(C) FY 2024-25	

Note: Enclose self-attested photocopy of 4(A), 4(B), 4(C) & 4(D). Enclose DD in original for EMD amount & Cost of Tender Document.

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**VII. DETAILS OF THE EXISTING CONTRACTS**

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From	To
				DD/MM/YY	DD/MM/YY
A					
B					
C					
	Additional information, if any				

The above format may be used to provide requisite details.

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Date:

Place:

Full Name:

Company's Seal:

### VIII. SELF DECLARATION

1. I, ..... Son/Daughter of Sri.....Proprietor/Partner/  
Director/ Authorised Signatory of .....and 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 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. We are not involved in any major litigation that may have an impact of affecting or  
compromising the delivery of services as required under this tender.
5. We are not blacklisted by any Central/State Government/Public Sector Undertaking in  
India.

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Date:

Place:

Full Name:

Company's Seal:

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

## X. CHECKLIST

Each bidder must submit **self-attested copies** of the following documents in the Technical Bid:

S. No.	Required Document	Tick
1.	<b>Covering Letter</b> on company letterhead	
2.	Copy of <b>PAN Card</b>	
3.	Copy of <b>GST Registration Certificate</b>	
4.	Copy of <b>EPFO Registration Certificate</b>	
5.	Copy of <b>ESIC Registration Certificate</b>	
6.	<b>Registration Certificate</b> from appropriate authority (e.g., Registrar of Companies, Partnership Firm Registration, or Shops & Establishment)	
7.	<b>Audited Balance Sheets</b> and Profit & Loss Account for the <b>last 3 financial years</b> showing annual turnover of at least ₹1 crore	
8.	Copy of all <b>work orders and completion certificates</b> (or ongoing contracts) showing: • 1 similar work worth $\geq$ ₹35 lakh OR • 2 similar works worth $\geq$ ₹17.5 lakh each Completed in last 3 years	
9.	Latest <b>ECR (Electronic Challan cum Return)</b> for last 3 months showing $\geq$ 30 housekeeping employees	
10.	Copy of valid <b>ISO 9001</b> and <b>OHSAS 18001 / ISO 45001</b> certification	
11.	<b>Undertaking/self-declaration</b> on letterhead stating: - Not blacklisted - No major litigation - Acceptance of terms & conditions	
12.	<b>Power of Attorney/Authorization Letter</b> in case the bid is signed by someone other than the proprietor	
13.	Proof of tender fee (₹5000 DD) and EMD (₹1,00,000 DD)	
14.	Duly filled and signed <b>Checklist, Technical Tender Format, and Details of Existing Contracts</b> (Annexure)	

Sig, of tenderer with seal

**XI. FINANCIAL BID****TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES**

S.No.	Particulars	Unit	Commission/ service charges	Total Nos.	Amount
<b>A</b>	<b>MANPOWER CHARGES</b>	Monthly			
1	Housekeeping Supervisor			1	
2	Trained Housekeeping Staff			2	
3	Sanitary Staff			8	
4	Plumber			1	
5	Gardner			5	
<b>B</b>	<b>Items for Other Services (As per part-iv and v of the tender document)</b>	Unit			
	(a) Charges for Machineries and equipment's any other item(s) that may be required for fulfilment of the contract:	Use basis			
	(b) Charges inclusive of material, equipment's & manpower for providing Pest and Rodent Control Services (including anti-termite treatment) (Weekly)	Monthly			
	<b>Grand Total (Rs.)</b>				

The rate should be quoted for service charge **inclusive of all taxes** for item listed under Sec (A). COMFED will pay minimum wage notified by Bihar Government and applicable **EPF, ESI** contribution, **Bonus, GST** and any other statutory compensation as per the law, for rest of item in accordance with the provisions of Minimum wages Act and Contract Labour Act and other statutory provisions like Provident Fund Act, Bonus, leave uniform allowance, ESIC, etc. and GST as applicable. **Breakup of the rate also to be submitted in the financial bid.**

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Date:

Full Name:

## XII. KEY PERFORMANCE INDICATORS (KPIs)

*(To be monitored monthly by the Caretaker/Officer-in-Charge)*

### A. Hygiene & Sanitation KPIs

KPI No.	KPI Description	Target/Standard	Method of Verification
1	Frequency of daily cleaning	Twice a day (minimum)	Cleaning logbook, physical inspection
2	Washroom sanitation status	Odour-free, clean, disinfected	Random checks, staff feedback
3	Timely garbage collection	Once daily or more as needed	Waste disposal records
4	Floor cleanliness	No visible stains or litter	Physical inspection
5	Complaint response time	Within 2 hours of reporting	Complaint register

### B. Pest Control KPIs

KPI No.	KPI Description	Target/Standard	Method of Verification
1	Adherence to pest control schedule	100% as per schedule	Service logbook
2	Reduction in pest complaints	90% reduction over baseline	Complaint & feedback register
3	Use of approved chemicals	100% compliance	MSDS records & chemical labels
4	Presence of rodents/insects	Zero sightings in treated areas	Staff/resident feedback
5	Safety compliance during treatment	No incidents reported	Incident register, visual inspection
6	Emergency service response time	Within 24 hours	Service call records

### C. Documentation & Compliance KPIs

KPI No.	KPI Description	Target/Standard	Method of Verification
1	Maintenance of logbook	100% entries updated	Physical verification
2	Submission of monthly report	By 3rd of every month	Submission records
3	Contractor attendance	As per manpower requirement	Attendance register

### XIII. SAMPLE QCBS CALCULATION

**Assumptions:** We have 4 bidders: **Bidder A, Bidder B, Bidder C and Bidder D**

**Technical Scores:**

Bidder	A	B	C	D
Technical Bid Score	82	72	84	60

*(Since Bidder D has scored less than 70 marks in the Technical Bid, they are disqualified from proceeding to the Financial Bid stage.)*

**Financial Quotes (in ₹):**

Bidder	A	B	C	D
Financial Quotes	10,00,000	8,00,000	9,00,000	Disqualified

**Step 1: Calculate Financial Scores**

**Formula:**

Financial Score =  $100 \times (\text{Lowest Quoted Price} / \text{Bidder's Quoted Price})$

Bidder	A	B	C
Quoted Price (₹)	₹ 10,00,000	₹ 8,00,000	₹ 9,00,000
Financial Score Calculation	$100 \times (8,00,000 / 10,00,000) = 80.00$	$100 \times (8,00,000 / 8,00,000) = 100.00$	$100 \times (8,00,000 / 9,00,000) \approx 88.89$
Financial Score	80	100	88.89

**Step 2: Calculate Final QCBS Score**

**Formula:**

Total Score =  $(\text{Technical Score} \times 0.50) + (\text{Financial Score} \times 0.50)$

Bidder	A	B	C
Technical Score	82	72	84
Financial Score	80	100	88.89
Final QCBS Score Calculation	$(82 \times 0.50) + (80.00 \times 0.50) = 41 + 40$	$(72 \times 0.50) + (100.00 \times 0.50) = 36.0 + 50.0$	$(84 \times 0.50) + (88.89 \times 0.50) = 42.0 + 44.44$
Final Score	81.0	86.0	86.44

**Result:**

**Bidder C wins the contract with the highest final score: 86.44.**

#### XIV. ALLOWED CHEMICALS TO USE FOR PEST CONTROL

Sl. No.	Type of Pest	Pesticide / Chemical Name	Composition / Concentration	Dosage / Quantity	Method of Application	Frequency	Remarks / Location Specific Need
1	General Insects (ants, flies, spiders)	Cypermethrin 10% EC	Emulsifiable concentrate (10% w/w)	25-30 ml per liter of water / 30 ml per liter of water	Manual spray using knapsack sprayer	Fortnightly	Office rooms, corridors, lobbies - all dry zones
2	Mosquitoes	Deltamethrin 2.5% SC	Suspension Concentrate (2.5% w/v)	10-15 ml per liter of water / 5 ml per liter of water	Ultra-low volume (ULV) spray or fogger	Weekly in monsoon / Bi-weekly in winter	Near water drains, green areas, entrance halls
3	Cockroaches	Fipronil 0.03% Gel	Gel bait formulation (0.03% w/w)	2-3 drops per meter of skirting line	Spot treatment using syringe dispenser	Monthly	Pantry, under desks, electrical panels, false ceilings
4	Rodents	Bromadiolone 0.005% Cake Bait	Cereal bait cake (0.005% w/w)	1-2 blocks per bait station	Placed in bait stations	Monthly	Basement, storerooms, backyards, ducts
5	Termites (Preventive)	Imidacloprid 30.5% SC	Suspension concentrates (30.5% w/w)	2.1 ml per liter of water / 2.1 ml per liter of water	Pre-construction / post-construction injection	Once in 6 months	Wooden furniture, base of walls, windows, conference rooms
6	Flying Insects	Lambda-cyhalothrin 5% EC	Emulsifiable concentrate (5% w/w)	10 ml per liter of water / 10 ml per liter of water	Misting or ULV Spray	Monthly	Near entry points, gardens, light sources
7	Ants / Crawlers	Boric Acid / Diatomaceous Earth	Powder / dust (natural desiccant)	10-15 gm per sq. meter	Applied along wall junctions	Bi-monthly	File rooms, library, archives, record storage
8	Reptiles (Lizard control)	Naphthalene balls	Solid repellent (naphthalene >95%)	4-5 balls per 10 sq. meters	Placed in corners and racks	Monthly	Toilets, window corners, curtain areas