

बिहार सरकार
GOVERNMENT OF BIHAR
Office of the Resident Commissioner, Bihar Bhawan,
New Delhi

**Tender Document for Housekeeping Services and supply of
Security Personnel**

Issue Date: 22-04-25

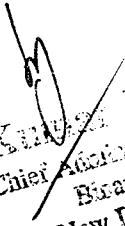
Last Date for Submission of Bids: 29-04-25

1. Introduction

- 1.1 This tender is issued by the Office of the Resident Commissioner, Bihar Bhawan, New Delhi ("the Authority").
- 1.2. Services required: Comprehensive House Keeping, and supply of security personnel at:
 - 1.2. 1. Indira Gandhi Indoor Stadium – Cycling and Gymnastics
 - 1.2. 2. Dr. Karni Singh Shooting Range – Shooting
 - 1.2.3 KSSR Hostel

2. Scope of Services

- 2.1 The Bidder should provide professional good quality facility management services as per the level of 3 star quality services with automatic cleaning machine and equipments.
- 2.2 Bidder shall bring in its own equipment along with premium cleaning material for cleaning and shall be responsible for maintaining these equipments and materials at all time with all the safety standards.
- 2.3 There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed.
- 2.4 Provision and deployment of trained housekeeping staff to maintain cleanliness and hygiene of competition halls, corridors, restrooms (dedicated male & female), and common areas.


M. K. Singh
Chief Executive Officer
Bihar Bhawan
New Delhi-110021

- 2.5 Additionally, the selected bidder shall also be responsible for provisioning of comprehensive facility management at KSSR Hostel (125 rooms) which shall inter-alia include but not limited to
- 2.5.1 Plan, manage, and carry out waste collection and disposal in an eco-friendly manner at the KSSR hostel, including the provision of necessary waste segregation resources.
 - 2.5.2 Provide dedicated male and female housekeeping and cleaning staff the hostel to ensure maintenance of hygiene and cleanliness standards.
 - 2.5.3 Supply all essential housekeeping materials such as garbage bags, cleaning chemicals, brooms, mops, wipers, and related cleaning tools.
 - 2.5.4 Supply hygiene consumables including shampoo, shower gel, tissue rolls, and bed towels, with timely replenishment at KSSR Hostel.
 - 2.5.5 Provide laundry services for linen at hostel rooms including bed sheets, pillow covers, and related items, for daily changeovers.
- 2.6 Provision and deployment of adequate number of licensed security personnel at KSSR for perimeter control, access management, crowd control, and asset/equipment protection, and provide DFMD, HHMD in liaison with the administrator at KSSR/IGIS.

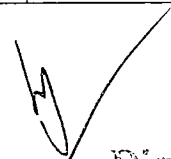
3. Bidder Qualifications

- 3.1. Bidder must be a legally constituted entity in India, holding valid incorporation certificates.
- 3.2. Bidder must have at least five (5) years of proven experience in similar assignments for large-scale public or government events.
- 3.3. Bidder must have an average annual turnover of not less than INR 2 Crore in the last three audited financial years.
- 3.4 Any bidder having a prior experience of doing the same nature of work with Khelo India shall be given preference subject to meeting of other eligibility criterion.
- 3.5. Bidder must possess valid PAN, GST, and all requisite labor law registrations.
- 3.6. Bidder must not be blacklisted or under declaration of ineligibility by any Government authority.

4. Evaluation Criteria

Proposals will be evaluated on a Quality and Cost Based Selection (QCBS) basis, with the following weighting:

Parameter	Weightage
Technical Capability & prior experience of doing the same nature of work	40%
Deployment Plan & Staffing Strategy	30%
Financial Proposal (L1 receives maximum score)	30%


Kumar Digvijay
 Chief Administrative Officer
 Eshar Bhawan
 New Delhi-110021

5. Terms and Conditions

- 5.1 The Bidder shall furnish an Earnest Money Deposit (EMD) of INR 1,00,000 (Rupees one Lakhs Only). Bids without EMD will be rejected.
- 5.2 The contract period shall commence three days prior to the first event and terminate one day after the final event.
- 5.3 All personnel must carry valid identity cards and wear prescribed uniforms at all times.
- 5.4 Housekeeping and security staff shall remain on standby during all event hours and practice sessions.
- 5.5 Compliance with all applicable labor laws and statutory requirements is mandatory. The Bidder shall indemnify the Authority against all claims arising from non-compliance.
- 5.6 The EMD will be forfeited if the Bidder withdraws or modifies its bid during validity, fails to accept the Letter of Award, or fails to furnish performance security.
- 5.7 The successful bidder shall be required to execute a formal contract agreement with the Chief Administrative Officer, Bihar Bhawan, prior to the commencement of services.
- 5.8 The tender shall be governed by the prevailing laws of Bihar and Bihar Financial Rules.

6. Penalty Provisions

- 6.1 Non-deployment or absenteeism of staff: INR 1,000 per instance per personnel per shift.
- 6.2 Breach of security resulting in unauthorized entry: INR 5,000 per incident.
- 6.3 Failure to maintain hygiene standards: INR 2,000 per violation per day.


7. Bid Submission Process

- 7.1 Bidders are required to submit their bids in sealed envelopes to the address mentioned below:-

Chief Administrative Officer, Bihar Bhawan, 5- Kautilya Marga, Chanakyapuri,
New Delhi

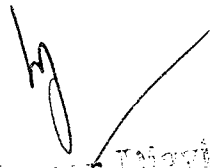
- 7.2 The bid shall comprise of two parts:

- **Technical Bid:** This bid shall include the company profile, all documents pertaining to the eligibility criteria, a sample menu, a detailed staff deployment plan, and copies of relevant past work orders.
- **Financial Bid:** This bid shall include the tender form at Annexure I.


Kumar Digvijay
Chief Administrative Officer
Bihar Bhawan
New Delhi-110021

8. Important Dates

S.No	Event	Date
1	Last Date and Time for Submission of Bids	29.04.2025 @3:00 PM
2	Date and Time of Opening of Technical Bids	29.04.2025 @4:00PM
4	Date of Opening of Financial Bids	30.04.2025
5	Date of Award of Contract	01.05.2025


Kumar Dignity
Chief Administrative Officer
Bhar Bhawan
New Delhi-110021

ANNEXURE - I
FINANCIAL BID in separate envelop marked "FINANCIAL BID B Cover"

TENDER FORM

I offer to provide Comprehensive House Keeping, and supply of security personnel and other equipments at Khelo India Youth Game 25 venues in Delhi, as per the terms and conditions laid down by the Resident Commissioner, Bihar Bhawan and to provide these services as detailed in the tender document at a fee of Rs.)/- only. (Inclusive of all taxes, duties, fees, cess, etc.), in language.....
.....

Note: (1) Above cost has been quoted inclusive of all prevailing taxes and fees .

(2) No escalation apart from as stated hereinabove on what so ever account, shall be paid by us on the fees quoted by us for the scope of services mentioned in the bid Document.

I further understand that the Resident Commissioner, Bihar Bhawan has the right to accept or reject my offer without assigning any reason thereof and I shall abide by that decision.

Date:

Signature.....


Designation.....

Name & Address.....
.....
.....

Tele nos.....

(Authorized Representative of the Bidder)

XXXXXXXXXXXXXXXXXXXXX


Kumar Digvijay
Chief Administrative Officer
Bihar Bhawan
New Delhi-110021