

बिहार सरकार
वाणिज्य-कर-विभाग

कार्यालय, राज्य कर आयुक्त सह सचिव, वाणिज्य कर विभाग, बिहार, पटना
OFFICE OF COMMISSIONER CUM SECRETARY STATE TAX, COMMERCIAL TAXES
DEPARTMENT, BIHAR, PATNA

TENDER FOR GEM NOTICE

TENDER NOTICE (THROUGH GEM PORTAL) FOR ENGAGEMENT OF MANPOWER AGENCY FOR OUTSOURCING HOUSEKEEPING/SANITARY SERVICE, SECURITY SERVICE, ELECTRICIAN, GARDENER, PLUMBER AND PERSONNEL FOR FIRE SYSTEM TO THE OFFICE OF COMMISSIONER CUM SECRETARY STATE TAX, COMMERCIAL TAXES DEPARTMENT, KAR BHAWAN, BIHAR, PATNA .

E-tender (through GeM Portal) under two-bid system from eligible Manpower Service providers for above mentioned services to the office of commissioner cum secretary state tax, commercial taxes department, "Kar Bhawan", Bihar, Patna for an initial period of one year. Requirement/eligibility criteria, terms and conditions of the contract have been clarified in the tender documents. Tender document is available online at GEM Portal as well as on the website of, **COMMERCIAL TAXES DEPARTMENT, BIHAR, PATNA, i.e. [State.bihar.gov.in/biharcommercialtax]** Bidders are advised to read the tender document and check their eligibility before participating in the bid.

TENDER SCHEDULE

Name of the Work	Required man power for housekeeping/sanitary service, security service, electrician, gardener, plumber and personnel for fire system to the office of commissioner cum secretary state tax, "Kar Bhawan", Commercial Taxes Department Bihar Patna.
Estimated Cost for one year contract	125 Lakhs (With GST)
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand.	2% of the Contract Value
Performance Security Deposit/Security Deposit (PSD/SD) to be deposited only by successful bidder in favour of – DY SEC COMMERCIAL TAXES DEPARTMENT PATNA.	5% of the Contract Value

Terms and conditions for bid.

- (1) E-tenders are being invited for providing manpower for housekeeping/sanitary service, security service, electrician, gardener, plumber and personal for fire system through GeM. All the instructions of GeM bidding is applicable. Tender must be submitted through GeM only. Bid received through physical mode shall not be considered at all. Detailed information regarding the items, EMD details, specifications, terms and conditions can be downloaded from the following websites: www.biharcommercialtax.gov.com or gem.gov.in.

(2) **MAN POWER REQUIRED FOR DIFFRENT SERVICES :-**

Required Sr. Provider	No. of Person	Specification
Housekeeping/sanitary Services	26 Including one Supervisor	Unskilled/ Skilled(Supervisor)
Security Services	19 Including one Supervisor	Skilled
Gardening Services	02	01 Skilled/01 Semi Skilled
Electrician	04 Including one Diploma Holder	03 Skilled 01 High Skilled
Fire Man	04	Skilled
Plumber	01	Skilled

- (3) Interested bidders shall submit their tender(s) both Technical bid and financial bid online on www.gem.gov.in. The bidders shall upload all the documents as per eligibility criteria for Bidders.
- (4) The bidder is expected to examine all instructions, eligibility criteria, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall be rejected.
- (5) Bids received without EMD will not be considered.
- (6) All the preferences would be available to the bidder of special class of enterprises as per the rule 13 of the Bihar Purchase Preference Policy-2024.
- (7) The service provider must be a register taxpayer in the state of Bihar. The service provider shall be operational in the state of Bihar for a minimum period of one year prior to the bid publication date. It must have filed GST Return and paid GST in last one year prior to the bid publication date and should have engaged at least 50% local people with respect to total employment generated by it in the state of Bihar prior to bid publication date.
- (8) Minimum annual turnover for last three years of the bidder should be 85 lakhs per annum and must have past experience for same/similar services of at least three years.
- (9) Bidder must submit work experience certificate of same/similar services for the last three years.
- (10) Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents shall be rejected.
- (11) This office reserves the right to accept or reject any or all bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.
- (12) Clarification regarding any ambiguity in eligibility criteria may be sought through **E-mail at** CTDHQACCT-BIH@GOV.IN.

- (13) The bidder must be registered with the statutory Central and State authority viz. ESI, EPF, Income Tax, GST Registration etc. and should have a valid Labour License and license from the concerned department, govt. of Bihar in case of security services for supply of manpower as mentioned in the tender document. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the contractor and all records maintained there of shall be available for scrutiny by this Office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
- (14) PAN, GST, ESI, EPF, Labour Licence, Aadhar No. and Bank Account of the bidder should be enclosed along with the tender.
- (15) During the contract period, if state government notify any changes in minimum wage rate/category of labour, that changes will be applicable from the date of notification. The Service Provider should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act.
- (16) Every deployed person should be in uniform with identity card as provided by Agency. The service provider shall bear all the expenses related to uniform and identity cards.
- (17) No wages / remuneration will be paid to any staff for the days of absence from duty.
- (18) The Service Provider should ensure that wages to the employees are paid before 7th of every month.
- (19) Payment to the Service Provider will be made by NEFT/RTGS/ECS only, on presentation/submission of the bill. Income Tax, GST and other taxes, if any, shall be deducted at source as per the rates notified by the respective authorities.
- (20) The Service Provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party.
- (21) All damages caused by the personnel to the property of the Department shall be recovered from the contractor.
- (22) This Office reserves the right to terminate the contract at any time without giving any prior notice or reasons what so ever.
- (23) The contract will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the contract further, Subject to satisfactory performance of the Service Provider.
- (24) The service provider shall provide bank Guarantee from a reputed bank for 5 % (five) of Annual Value of the contract as performance security. In case of deficiency of service / loss or any contravention of this contract due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract. The guarantee will be valid during the contract period and also two months after the end of the contract period.
- (25) Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to courts of Patna jurisdiction only.
- (26) There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person/employees of the service provider shall not claim any absorption in this office or the Government of Bihar.
- (27) The service provider's person/employees 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.

- (28) 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.
- (29) 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 commissioner cum secretary, CTD, upon any matter arising under the clause shall be final and binding on the agency.
- (30) The service provider must employ adult labour/personnel only. Employment of child labour will lead to the termination of the contract and necessary action.
- (31) If any of the personnel of the service provider indulges in theft or any illegal/irregular activities, misconduct, the service provider will take appropriate action as per law and rules against its erring personnel in consultation with this office and intimate the action taken to this office. Such personnel who indulge in such type of activities should not be further deployed in this office by the service provider in any case. All such losses shall be taken care of/made good by the service provider.
- (32) The service provider shall not assign, transfer, pledge or sub contract the performance of such services without the prior written consent of this office.
- (33) The transportation, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
- (34) The service provider shall provide well trained and experienced electrician, fire man, and plumber.
- (35) The character of antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect will be submitted to the Office.
- (36) The office of commissioner cum secretary state tax, CTD, Bihar, Patna may at its discretion at any point of time during the validity of the contract, require the service provider to dismiss or remove from the site of work, any person/employee or persons/employees, as 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.
- (37) The service provider shall provide an Affidavit stating that the agency has not been black listed by Centre/ any state government/ PSUs etc.
- (38) **All the provisions of The Bihar Purchase Preference Policy-2024 shall be applicable in the Bid process.**

BID EVALUATION:-

- (1) Bids, in respect of which EMD has been furnished, will only be considered for technical evaluation Bidder can submit EMD (2% of estimated value of the contract) with account payee Demand draft in favor of-
- " DY SEC COMMERCIAL TAXES DEPARTMENT PATNA "**
- (2) In case of successful tendered declines the offer of contract, for whatsoever reasons, his EMD will be forfeited.
- (3) Financial bids of technically qualified bidders will be considered only for financial evaluation.
- (4) The Service provider should quote the service charges as a percentage of monthly wage bill exclusive of GST.
- (5) Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract. If more than one bidder quotes the lowest rate, it has been awarded as per guidelines in GEM portal.

TERMS AND CONDITIONS FOR SECURITY SERVICES:-

- (1) The agency should have obtained a license from the controlling authority under Section 7(5) of "The Private Security Agencies (Regulation) Act, 2005."
- (2) The security guards shall perform their duties diligently and afford/provide protection to the entire premises of the offices includes the open areas & the built up areas. In any adverse situation, he shall immediately inform the officer-in-charge.
- (3) The security guards shall be vigilant so that no person shall carry away any articles belonging to the office, out of its premises without proper authorization from the officer nominated to authorize such movement, and in such an event, he shall immediately inform the officer-in-charge.
- (4) The security guards employed should work on all days on roster (24x7) basis abiding all labour and other government regulations in a manner that fixed number of personnel should present on all days in three shift.

CONDITIONS AND SCOPE OF WORK FOR HOUSEKEEPING SERVICES:-

- (1) The persons employed should work on 26 days in month on roster basis in a manner that fixed number of personnel should present on all days in two shift from 7:00 AM to 3.30PM and 10:30 AM to 7.00 PM with half-an-hour break for lunch in each shift.
- (2) The cost of all the Housekeeping material like brooms, cobweb sticks, dusters, mop sticks, buckets, mugs, toilet cleaner, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dust bins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner etc. will be borne by the department.

SCOPE OF REQUIRED DAILY SERVICES:-

- (1) Daily sweeping and wet mopping of the entire office area including the lobby.
- (2) Dusting and wiping of all furniture like tables, chairs, sofas, almirahs, computer table/chair and electronic gadgets like computers, telephones, fax machines, photo copier machines etc. All the doors, windows, partitions including the particle board, glass and aluminum channels in the entire Office should also be cleaned daily.
- (3) Thorough cleaning of toilets, including WCs and Urinals along with attached water tanks and wash basins, using strong disinfectants like phenyl, harpic, etc., twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors on the toilet walls.
- (4) Vacuum cleaning of the Computer Section, all computers in the Office and sofa sets, twice a week.
- (5) Removal of blockages and clogging in the wash basins and other sanitary fittings for smooth out flow of waste water, and any major problems to be reported to care taker.
- (6) Collection of all sweepings, garbage and waste material and their effective disposal.
- (7) General maintenance and up keep of the entire in and around Office premises.
- (8) Shifting of furniture, files and other Office equipment, whenever required.
- (9) Care should be taken that the gadgets are not tampered with during the cleaning operation.

- 10) Cleaning and maintenance of canteen premises.
- (11) The deployed persons should sign with timings in the Morning and Evening attendance register maintained by care taker or make attendance in Biometric as installed by CTD.
- (12) The Service Provider should also ensure the mopping of the steps leading to all the floors and the middle foyers every day.
- (13) In respect of the Common area of the building like terrace, car parking and periphery of the building including greenery should be swept and kept clean.
- (14) The waste bins kept inside the toilets/rooms/common area should be cleared every day.

Sd/-

Joint commissioner state tax-cum-DDO
Commercial taxes department,
bihar, patna,800001

(To be submitted with technical bid)

DECLARATION

- 1 I, _____ Son/Daughter/wife of Shri _____
Proprietor/Director, authorized signatory of the Agency/Firm, mentioned above, is 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 undertake to abide to them;
- 3 The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I am well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person.

Date:-

Full Name:-

Place:-

Seal:-

PROFILE OF THE CONTRACTOR/ TENDERER

Sl. No	Particulars	To be filled in by the Tenderer
1.	Firm/company name	
2.	Date of establishment of the Firm/company.	
3.	Detailed office address of the Firm/company with office telephone number, Fax number, Mobile number, email-ID and the name of the authorized person(s) with Aadhar no.	
4.	Whether registered with all concerned Government authorities (PF/ESI etc.) (Copies of certificate of registration to be enclosed.)	
5	PAN/TAN number (Copy to be enclosed)	
6.	GST number (Copy to be enclosed)	
7.	Licence under "The Private Security Agencies (Regulation) Act, 2005 (Copy to be enclosed)	
8.	Whether the firm is black listed by any Govt. Department or any criminal case is registered against the firm or its owner /partner anywhere in India. Please attached an Affidavit stating that the agency is / has not been black listed by Centre/State Government/PSU etc.	
9.	Length of experience in this field. Attached experience certificate for last three years.	

Signature of the Tenderer or Authorized signatory Of the Tenderer with seal of the Firm/Agency.