



**L. N. Mishra Institute of Economic Development & Social Change,
1, Nehru Marg, Patna-800001**

**RFP Notice for Empanelment of Agencies for Facility Management
Services in Management Development Center (MDC) and Girls Hostel
(H-1,H-2)**

(Tender No. Housekeeping/LNMIPAT/05/2025-26 Dated 20/02/2026)

1. Definitions:

- **LNMI** - L. N. Mishra Institute of Economic Development & Social Change, Patna
- **PO** - Purchase Order
- **EMD** - Earnest Money Deposit
- **PSD/PS** - Performance Security Deposit/Performance Security
- **FDR** - Fixed deposit receipt
- **BG** - Bank Guarantee
- **Institute** - L. N. Mishra Institute of Economic Development & Social Change, Patna
- **Client** - L. N. Mishra Institute of Economic Development & Social Change, Patna
- **Bidder** - Who have submitted the Valid RFP/Tender Document
- **Supplier** - Successful/Empaneled bidders
- **Agency** - Successful/Empaneled bidders
- **Service provider** - Successful/Empaneled bidders
- **Contractor** - Successful Bidder who has been awarded work and signs the agreement

2. Important Information

Name of the Work	Housekeeping and facility management services of Management Development Center (MDC) and Girls Hostel (H-1, H-2) in Lalit Narayan Mishra Institute of Economic Development and Social Change, Patna
Non-Refundable Tender Cost	Rs. 5,000.00 (Five Thousand only) through demand draft in favour of Director, LNMI – Patna payable at Patna(Non-Refundable).
RFP Document	RFP Document Can be downloaded from Institute website www.lnmipat.ac.in In case, downloaded bidding document is used, Bidder(s) will have to submit the cost of the Tender Document (Non-Refundable) along with the completed documents in the form of demand draft in favour of Director, LNMI, Patna, payable at Patna towards cost of the “Tender documents” Bidder is required to attach separate Demand Draft for the same in a separate envelop super scribed with “ cost of bidding document ” if the cost of tender document is not submitted by the bidder, his offer shall be outright rejected.

EMD/Bid Security	Rs. 5,00,000.00 (Rs. Five Lakhs Only) in the form of Bank Guarantee / Demand Draft in favour of Director, LNMI. Patna from any scheduled bank.
Performance Bank Guarantee (PBG)	Performance Guarantee will be submitted in the form of Bank Guarantee @ 10 % of Project Cost/P.O. Value by successful bidder.
Last date for submission of Bid	16.03.2026 Till 4.00PM
Date of Pre-Bid Meeting	28.02.2026 at 3:00 P.M. in the Conference Hall of the Institute.
Opening of Bids (Technical Only)	17.03.2026 Till 1.00PM

3. Introduction

Lalit Narayan Mishra Institute of Economic Development and Social Change (L. N. Mishra Institute) is one of the Bihar's premier Institutions dedicated to higher education in the fields of management, information technology, and professional studies. The Institute operates under the patronage of the Government of Bihar and is affiliated to Aryabhata Knowledge University, Patna, offering a wide range of undergraduate, postgraduate, and doctoral programs. Institute has a Management Development Center and two Hostel Units presently designated for accommodation for Girls and Trainees. In MDC LNMI conducts various training programmes and short-term courses. It provides all the facilities for the trainees and its guests including accommodation and dining apart from running of course / programme.

LNMI through this RFP intends to secure services of experienced & reputed outsourcing Agency/ Company/ Contractor/ Organization/ Firm/ Trust/ Society for Housekeeping and Facility Management Services in Management Development Center (MDC) and Girls Hostel (H-1, H-2).

4. Eligibility Criteria

- a. The Tenderer must have a minimum average annual turnover of Rs.5,00,00,000/- (Rupees Five Crore) in the last three years and should be in profit during the last three years.
- b. The Tenderer should have sufficient and experienced employees as per requirements on their rolls specifically trained for housekeeping work (Annexure 'C').
- c. The Tenderer should have minimum three years of experience in doing similar nature of work and have successfully completed. In case of ongoing agreements, a certificate / letter must be made available from the client regarding the same.
- d. Copies of the following documents should be submitted along with the Technical Bid to assess the bidder's eligibility
 - i. Goods and Service Tax Registration Certificate
 - ii. Registration Certificate
 - iii. PAN No.
 - iv. Document of Incorporation /MOA etc. for the firm/ company, registration certificate in case of Trust etc. otherwise Status of company along with partner details, in case, it being proprietorship on its letterhead.

5. General Instruction to Bidders/Proposers

- a.** The tenderers are required to submit bid in two bid system i.e. two separate Bids i.e. – **Technical and Financial**, as per prescribed proforma are to be submitted. The two Bids should be submitted in two separately sealed envelopes marked “**Technical Bid for Housekeeping and Facility Management Services in LNMI, Patna**” and “**Financial Bid for Housekeeping and Facility Management Services in LNMI, Patna**”. Both sealed envelopes should be put in a third sealed envelope marked “**Tender for House Keeping Services in LNMI, Patna**” (*Documents must be submitted in spiral binding or duly tagged*). **Only Part-1 of financial bid shall be considered for finding & finalizing L-1 Bidder. Part-2 of the Financial bid shall be for finding the rate of the consumables only.**
- b.** Tenders will be opened on **17.03.2026 at 1.00PM** by a Tender Evaluation Committee constituted for the purpose in the presence of tenders and /or their representatives who may like to be present on the said date and time.
- c.** The tenders form/document must be clearly filled with ink or should be typed. The finance bid 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.
- d.** The forwarding letter and attested copies of the following documents are required to be submitted along with the tender: List of clients with Satisfactory Performance Certificate issued by various organizations where such types of work / jobs are being executed presently or have been performed by the contractor in past.
- e.** The Service Provider must comply with all the statutory compliances including payment of minimum wages as per latest Bihar Government Regulation/s, provident funds and employee state insurance premium for all the staff deployed for providing the services. Any non-compliance of any statutory requirement will lead to the termination of the contract and other punitive action.
- f.** Every page of the submitted bid should be signed by the Tenderer with seal of Agency / Firm.
- g.** The agency shall have to deposit Rs. 5,00,000/- (Five Lakhs) as earnest money deposit (**EMD**) by way of A/c payee Demand Draft/ FD/ Bankers Cheque payable at Patna in favour of “**Director, L.N Mishra Institute, Patna**” (Refundable only after finalization and award of tender). No cash will be accepted. The amount of **EMD** shall not bear any interest whatsoever, which will be refunded to the un-successful tenderer after award of work.
- h.** The successful bidder shall have to deposit (10%) of Contract amount as **Performance guarantee or security deposit** in the form of Bank Draft / Bank Guarantee (Valid till 6 months after contract period) of Nationalized Bank in favour of “**Director, L.N Mishra Institute, Patna**” payable at Patna, within 15 days of the work order. The amount of Performance guarantee or security deposit will not bear any interest whatsoever.
- i.** The LNMI shall pay the monthly contract amount after submission of bill every month after making statutory deductions like income tax/ TDS etc.
- j.** GST, if any, as imposed by the Govt. or as levied from time to time will be reimbursed to the house keeping agency in the subsequent month on production of the receipt /challan in support or the

deposit of the GST to the concerned department. The company will have to produce copy of half yearly / annual GST return to the LNMI on its occurrence periodically.

- k.** Terms and conditions given in tender document and work order shall form part of agreement and will govern the entire housekeeping operations, which the successful tender shall have to abide by during the period of contract.
- l.** The LNMI reserves the right to have a panel made out of the submitted tenders and in case selected agency fails to do the job successfully or leaves the job in middle of the contract period, or decline to accept the award due to some reason the next agency will be offered the job however the validity of the panel will be for the remaining period of the award of contract. In case the successful bidder declines to accept the award or to provide the house keeping services the EMD submitted by him shall be forfeited and LNMI may also be blacklisted the firm/agency/company.
- m.** The LNMI reserves the right to cancel / reject tender in full or any part of it.
- n.** It will/ would be presumed that tenderer/bidder have understood and accepted all the terms and conditions once Tender is submitted. No inquiry Verbal or written, shall be entertained in respect of acceptance / rejection of the tender.
- o.** Any act on the part of the tender/bidder to influence anybody in the LNMI can lead to rejection of his tender.
- p.** Bid must be unconditional. An alteration or changes in rates or terms and condition in tender document shall be considered as invalid and liable to be rejected.
- q.** Sub-contracting is not permitted. Any such attempt shall be treated as a violation of the contract and may lead to termination of the contract.
- r.** Tenders not conforming to these requirements shall be rejected outright and no correspondence thereof be entertained whatsoever.
- s.** LNMI reserves the right to accept or reject any bid irrespective of it being the lowest by taking into account the interest of the LNMI in awarding that contract. Interest of LNMI will be paramount and in this regard the decision of the LNMI shall be final. **Only Part-1 of financial bid shall be considered for finding & finalizing L-1 Bidder.**
- t.** The selected tenderer shall have to provide the proof of deposit of ESIC, EPF to the individual account of the staff deployed each month and also to submit copy of annual return giving complete list with all the details of individual EPF contribution with their EPF number.
- u.** **Contract will be for a period of Two Years**, which may be extended for further period on satisfactory performance.
- v.** Awardee shall furnish verification certificate from Police Station for every Personnel deployed.

6. GENERAL CONDITIONS OF CONTRACT (GCC)

- i.** Person deployed by the Firm / Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment's.
- ii.** All the staff should wear uniform during service time. The uniform should be neat and tidy. The uniform has got to be approved by the management (LNMI).
- iii.** The Firm / Contractor should ensure the health and safety measures of the employees deployed.
- iv.** The Firm/ Contractor will be responsible for supply/ installation/ refilling/ maintenance of all such items /equipment's used in washrooms and other areas for housekeeping purposes.
- v.** The Firm / Contractor must employ adult and skilled labour only. The Contractor shall be fully responsible for the conduct of his staff.
- vi.** The Firm / Contractor at all times should indemnify LNMI 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 there under from time to time. LNMI will not have any responsibility in this regard.
- vii.** The contract shall initially be valid for period of Two Years which may be extended further period on satisfactory performance, on the same terms and conditions.
- viii.** LNMI, however, reserves the right to terminate the contract full or in part by serving one month's notice, in writing.
- ix.** The rates quoted by the bidder shall remain unchanged during the period of contract.
- x.** In case of breach of any terms and conditions, partially or fully, attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited in part or full by LNMI besides annulment of the contract.
- xi.** The Contractor must provide standard liveries to its housekeeping staff/ supervisors/ managers. The staff shall be in proper uniform as approved by LNMI and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of LNMI. The storekeeper/ supervisor deployed by the contractor will store all their liveries, materials, and equipment in the storeroom and maintain a record of the stores which shall be opened to inspection by LNMI.
- xii.** The Contactor shall:
 - Ensure cleaning and housekeeping in the MDC/ Girl's Hostel is done within stipulated time and at regular intervals every day without fail.
 - Duty arrangement shall be made in such a way so that the housekeeping staff are available 24×7.
 - Ensure Pest/ Animal and Rodent free environment in the premises.
 - Provide tissues boxes and hand towels in Officers rooms.
 - 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 garbage bins/bags, etc. in all rooms, workstation, washrooms and pantries.
 - Ensure that their supervisor is equipped with mobile phone.
 - Arrange for garbage disposal vehicle, bins and other material required for segregation and disposal of waste in a professional manner.
 - Provide Waste Management Services to its staff including all equipment, disposables containers, trolleys etc. complete in all respects.
 - Plan and 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 Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The contractor 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 Contractor for the housekeeping staff.

7. Scope of work and services of the premises

- I. Details of scope of work are enclosed at Annexure “B”
- II. Details of manpower to be used at each of the premises for housekeeping job are given in Annexure “C”.
- III. The contractor shall provide resources to meet the contractual obligations.

8. Variations

The LNMI may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorate for additional areas for equipment, toiletries etc.

9. Payment Procedure

Payment will be made in the first fortnight of the succeeding month upon submission of the bill in duplicate. Payment for variable manpower is to be calculated on man days. Charges for items given in **Part-2** of Financial Bid shall be paid on the basis of actual consumption, performance & satisfaction of LNMI.

10. Liquidated damages

Whenever and wherever it is found that cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by LNMI and if no action is taken within ONE Hour, liquidated damages of Rs.500/- per complaint shall be imposed. The decision of LNMI shall be final, in this regard. In case of stipulated number of staff not turning for duty the damage/ fine imposed shall be decided by the LNMI.

11. Manpower

- a. Any misconduct/ misbehavior on the part of the manpower deployed by the contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately.
- b. The Contractor should ensure to maintain adequate number of manpower as per Annexure “C” and also arrange a pool of stand by housekeeping staff/ supervisor. In case any housekeeping staff/ supervisor is absent from duty, the reliever of equal status shall be provided by the Contractor from its pool of housekeeping staff.

12. Materials

13. Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority of LNMI. For proper maintenance, suitable cleaning materials which are environmentally friendly, not harmful to humans and property should be used.

14. Risk Clause

- I. The Contractor shall always have standby arrangements for carrying out the work under the Contract to the satisfaction of LNMI in case of failure of the existing arrangement.

- II. If the service/s of the contractor is/are found to be unsatisfactory/ not up to the mark, LNMI reserves the right to terminate the contract at any time by serving one month Written notice and also has the right to award the contract to any other selected/ empaneled tenderers at the cost, risk and responsibilities of Contractor at fault. Any excess expenditure incurred on account of this will be recovered from the Contractor's Security Deposit or from the pending bill or by raising a separate claim.
- III. All necessary reports and other information will be supplied by the on-requirement basis and regular meetings will be held.
- IV. Contractor and its staff shall take proper care and reasonable precautions to protect them from loss, destruction, wastage or misuse of the areas of which responsibility is given to them by LNMI. Contractor or its staff shall not lend any person or company any of the assets of the LNMI under its control.
- V. In the event of loss/damage of equipment's etc. due to negligence/ carelessness of Contractor or his staff then the Contractor shall compensate the loss to LNMI.
- VI. The Contractor will maintain a Guest Book, Suggestion book and Complaint Register for maintaining guest's details occupancy and comments on the services rendered by it. The Contractor shall not assign or sublet this work in full or part to any third party. However, he may use the services of associates for providing the services in which case the contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- VII. In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities or of the associate's responsibility.
- VIII. Appointment of Supervisors will be made in consultation with LNMI.

15. Dispute Settlement:

All differences and disputes arising out of or in connection with this work and contract 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 Arbitrator appointed by the Director, LNMI, who shall conduct arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of such Arbitration shall be Patna whose decision shall be final and binding on both the parties. If dispute not resolved by the Arbitrator appointed by the Director, LNMI, then dispute shall be subject to the exclusive jurisdiction of competent court in Patna only.

Director

Undertaking/Declaration

(Notorised)

1. I,.....Son/ Daughter of Sri
.....Proprietor/ Partner/ Director/ Authorised
Signatory of
address..... am competent to sign this declaration
and submit this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey
my acceptance of the same.
3. The information / documents furnished along with the above application are true and authentic to
the best of my knowledge and belief. I/ we am/ are well aware of the fact that furnishing of any
false information / fabricated document would lead to rejection of my tender at any stage besides
appropriate legal action under BNS/BNSS.
4. We are not involved in any major litigation that may have an impact or affect or compromise the
delivery of services as required under this tender.
5. I/ We have not been black-listed by any Central/State Government/ Public Sector Undertaking in
India.

Date:
Place:

Sig. of tenderer with seal
Full Name:
Company's Seal:

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

Details of Experience

	Name and Address of the organization, Name, Designation and Telephone Name 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.

Sig. of tenderer with Seal

Date:

Name:

Place:

Seal:

N.B.: The above details should be accompanied with certificate from the concerned department and should be , duly signed by the authorized signatory of the Company with seal and should be enclosed with Technical tender.

Scope of Work

The contractor shall be responsible for the overall housekeeping, catering, front office management of **Management Development Centre (MDC)** and **Girl’s Hostel (H-1 & H-2)** and any other duties assigned by the LNMI from time to time. The contractor has to provide the Laundry services as well at rate approved by the LNMI.

A. Housekeeping & Cleaning Service

The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire area including all rooms, bathrooms, common area, roof, dining hall, Kitchen, staircases, corridors, recreation room, Gym and premises etc. Predesignated managers/ supervisors of the contractor will supervise the awarded work. The contractor has to ensure Predesignated staffs deployed are dressed in neat and clean uniform approved by LNMI. The officials of LNMI will monitor the entire work. Details of area for housekeeping areas are as follows:

Sr.No.	Name of the area	Area (Sq.ft.)
(i)	MDC Block	18000 sq. feet (Approx)
(ii)	Hostel(H-1)	12000 sq. feet (Approx)
(iii)	Hostel(H-2)	12000 sq. feet (Approx)
(iv)	Premises	20% of constructed area (Approx)

B. Daily services

Housekeeping/cleaning services should be done daily at regular intervals so that the areas covered under the contract remains spick 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. Contractor will arrange manpower for special VIP visits/ Events at no extra cost.

1. Contractor/Agency will ensure cleaning, dusting, vacuuming and disinfecting floors, walls and ceilings, removal of waste and any other garbage from the entire area under the contract (such as halls, conferences rooms, committee rooms, office rooms, cabins, cubicles, etc.).
2. Contractor/Agency will ensure sweeping, cleaning, and mopping with disinfectant cleaner of all the area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas.
3. Cleaning of baskets, wastepaper baskets, cobwebs, etc. and disposing off all the collecting refuse at designated site on daily basis shall be ensured by the Contractor.
4. Contractor/Agency will ensure dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills and also cleaning and dusting of windowpanes/ Venetian blinds.
5. Contractor/Agency will ensure Spraying Room Fresheners in all rooms on a daily basis at regular intervals.

6. Contractor/Agency will ensure Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Contractor/Agency will ensure 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.
8. Contractor/Agency will ensure Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, doormats etc.
9. Contractor/Agency will ensure placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Contractor/Agency will ensure to check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Contractor/Agency will ensure Cleaning, dusting, reception, security rooms, training halls, committee rooms, computer labs, etc.
12. Daily Housekeeping Tasks Includes (Indicative List):
 - Cleaning of all rooms, and specified building area.
 - Sweeping of floors using broom followed by wet mopping or scrubbing with hygienic cleaning agents
 - Cleaning and sanitization of toilets followed by wiping with a dry duster.
 - Dusting of furniture, fixtures, and furnishings.
 - Changing of bed linen (bed sheets, bedspreads, pillow covers, bath towels, and hand towels) on alternate days or with every new occupancy.
 - Preparing rooms for new guests.
 - Making the bed.
 - Spraying room freshener.
 - Placing deodorant and sample bathing soap and other toiletries in toilets.
 - Providing fresh drinking water
13. Common Area Maintenance will include (Indicative List):
 - Cleaning of all corridors and staircases using broom followed by wet mopping or scrubbing.
 - Collection and disposal of garbage/waste from rooms, premises, and kitchen to a designated place.
 - Cleaning of kitchen and dining hall (including attached toilets) at least thrice daily.
 - Cleaning includes sweeping, mopping/scrubbing of floors, dusting of furniture, wall tiles, doors, and windows.
 - Placement of Indoor plants in flower vase and overall maintenance.

C. Waste Disposal Management System

The contractor will ensure collection, mechanised screening/ segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of biodegradable and non-biodegradable garbage. Finally, the contractor will arrange suitable transport and disposal of garbage from the earmarked area to the nearest Patna Municipal Corporation point outside each premises. The contractor shall keep bins of suitable size and specification bins in the collection area. The contractor will employ his staff for the

collection/ disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/ disposal, etc.

D. Weekly Services

The deep cleaning of the entire area will be done by the contractor at least 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 drainpipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents/ cleaning agents.
5. Washing 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 it to LNMI for weekly cleaning so that concerned official/ In charge of the particular area can supervise the cleaning work.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to LNMI as required.

E. Pest and Rodent Control Services

1. The Contractor shall take effective measures for Pest, Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The contractor shall use chemicals that are harmless to humans and machines and are of WHO specifications. Further, the chemicals should not leave any spot in the treated area.
3. The contractor will be responsible for any damage to human/ machinery by any chemicals used by him. Any damage caused to machinery/ books / documents due to rodent and disinfection services in the areas covered under contract shall be made good by the contractor.
4. The contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services. The work should preferably be done on fortnightly basis and ideally scheduled on Sunday or holiday.

F. Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the contractor.

I.Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the contractor supervising staff on duty daily.

II.Management/ Housekeeping Service Requirements/ Complaints Report

This is to be maintained by the management and administrative staff of the contractor who receive/ observe the complaints/ requirements for any of the services. All suggestions and complaints related to services or staff deployed by the contractor registered will be addressed and action taken report shall be maintained in a register by the contractor. The contractor will take immediate action to resolve all the observations and complaints, failing which the penalty clause/ punitive action will be invoked.

III. Housekeeping Services Complaints Register

This register is to be maintained by the contractor for registering complaints of guests and residents and also on the basis of information received by the official of LNMI through inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/ fax/ e-mail, verbal complaints from LNMI etc. and necessary action is to be taken.

G. Glass Windows and Doors

All the doors and glass windows of the building should be cleaned with appropriate soap solution on weekly basis. Internal Glasses/doors shall be wiped with dry cloth to remove fingerprints at regular intervals. Also, vertical blinds and door cleaning shall be done.

H. Indoor Office Plants & Flowers

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

- All office planting work shall be undertaken in a manner so as to maintain a pleasant, tidy appearance.
- All plant specimens shall be maintained so that they are healthy growth.
- All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice.
- A fully detailed asset register detailing all plant specimens shall be kept by the contractor detailing type, location, condition and frequency of visit for all plants on display at each location.
- All pots/ containers shall be cleaned and replaced whenever 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.

I. Pantry Service

The Pantry chef/assistant chef/ Attendants would provide the following services:

- i. Stock Management and Controlling of pantry consumables-water and other consumables.
- ii. Ensure functioning of all the equipment/ accessories and machines.
- iii. Provide cooking, serving and cleaning services during meetings/ conferences as per the requirement of the management and the guests.
- iv. To take proper care of crockery/cutlery.
- v. To maintain hygiene levels of the pantry services.
- vi. To follow the instructions of the management.
- vii. Ensure grooming and maintaining service level.
- viii. Round the clock supply of drinking water as per instruction of the management.
- ix. Functioning of the pantry equipment on round the clock basis.
 - x. Consumables shall be provided by LNMI or contractor shall be asked to augment it on its own and fixed charges of per plate/head basis depending upon the menu shall be reimbursed.
 - xi. Consumables/groceries and vegetables shall be provided by LNMI or contractor shall be asked to augment it on its own and fixed charges of per plate/head basis depending upon the menu shall be reimbursed.

J. GST

GST, If any, as imposed by the Govt. or as levied from time to time will be reimbursed to the agency/ contractor in the subsequent month on production of the receipt /challan in support or the deposit of the

GST to the concerned department. The company will have to produce copy of half yearly / annual GST return to the LNMI on its occurrence periodically.

K. Laundry Responsibilities

Contractor shall ensure:

- fresh and clean linen is always available in all rooms.
- Dry cleaning of blankets and quilts at regular intervals.

L. Front Office Management

Contractor shall be responsible for front office management of MDC, which shall include

- Handling guest check-in/check-out.
- Maintaining a proper register of guest occupancy and payments.
- Coordinating room readiness and service requests.
- Assisting guests with general information and ensuring a comfortable stay.

M. Catering/Pantry Services

A brief Catering and pantry Services guidelines is being enumerated here. However, these guidelines are not comprehensive. LNMI may modify these or include/exclude more provisions in it, depending on its requirement. The scope of catering services shall include the following:

- All the guests must be treated with utmost care and hospitality. Catering services shall be delivered in a professional and courteous manner, ensuring high standards of hygiene and quality.
- **Meal Preparation and Service:** Hygienic, fresh, and nutritious meals (breakfast, lunch, and dinner) shall be prepared and served in accordance with the sample menu provided.
- **Beverages and Snacks:** Tea, coffee, milk, snacks, and other refreshments shall be served during HI-TEA.
- **Meal Services:** All meals will be provided on a paid basis in Buffet Service, in line with the approved menu and rates per plate/head fixed by LNMI.
- **Cleanliness and Maintenance:** The kitchen and dining areas must be cleaned and maintained before and after every meal service to ensure a safe and sanitary environment.
- **Dining Area Hygiene:** Regular dusting and cleaning of dining tables, chairs, and surrounding areas shall be carried out to always uphold cleanliness standards.
- **Equipment and Supplies:** The contractor shall ensure proper use and upkeep of cooking appliances, utensils, crockery, and other dining equipment, provided by LNMI. Further Contractor is expected to augment or procure on its own all such items/ utensils/ equipment etc required in kitchen, cooking and serving which has not been provided by LNMI.

N. Room Service Staff Responsibilities

Room service staff are supposed to greet guests politely and professionally, maintain cleanliness and readiness of all rooms, respond promptly to the guest's requests or complaints, maintain confidentiality and respect guest privacy, follow hygiene, safety, and appropriate protocols.

Room Readiness Checklist: Each room must be Stocked with essentials like:

- I Fresh linens and towels.
- II Toiletries (soap, shampoo, toothpaste, etc.).
- III Drinking water (2 bottles/day).
- IV Tea/coffee kit (where applicable) II. Functional utilities.
- V Lights, fan, A/C, geyser.
- VI Television, Wi-Fi, and other amenities.

VII **Morning Room Service** (8:00 AM – 11:00 AM):

- Room cleaning
- Bed-making
- Replenishment of supplies

VIII **Evening Touch-Up** (5:00 PM – 7:00 PM) (on request):

- Fresh towels
- Turn-down service Food & Beverage Services

IX **Breakfast** - BUFFET as per decided menu by LNMI.

X **Lunch**- BUFFET as per decided menu by LNMI.

XI **HI-TEA**

XII **DINNER** - BUFFET as per decided menu by LNMI.

O. Staff Conduct and Uniform

Contractor will ensure that

- All deputed staff are in uniform.
- Staff should be polite, honest, and professional in behaviour.
- Staff shall maintain strict discipline and not use any violent, abusive or offensive languages while inside the premises.
- Smoking and consuming Tobacco including *pan masala/Pan* and other contraband/intoxicating substance inside the premises is strictly prohibited.

P. Furniture, Fixtures & Equipment

The LNMI will provide the following:

- Complete furniture and furnishings for all rooms and office use.
- Air conditioners, electrical appliances.
- Window curtains, mattresses, bed sheets, pillow covers, blankets, and towels.
- PBX Phone and call-bell.
- Lift.
- Gym Equipment.
- Kitchen equipment & cutlery

The contractor will be responsible for proper upkeep and usage of all the equipment and facilities.

Q. Consumables to be Provided by the contractor/Agency

The contractor shall procure and supply the following consumables and amenities which are of reputed brand and are good quality based on the actual number of guests staying at MDC. These items are to be provided in guest rooms and common areas as required, ensuring guest comfort and satisfaction and will be reimbursed by LNMI on actual consumption.

- Room Spray / Air Freshener
- Paper Napkins
- Liquid Soap / Hand Wash
- News Paper (on approval)
- Dental Kit
- Dustbin
- Toilet Roll

- Guest Soap
- Odonil (Air Freshener Block)
- Mosquito Repellent
- First Aid Kit
- Water Jug and Flask
- Any other item as required to ensure a hygienic and pleasant stay for guests

Note:

- All consumables must be of recognized brands and good quality.
- The contractor must monitor stock levels and ensure timely replenishment.
- Items must be neatly arranged and replaced regularly based on occupancy and usage.

R. Maintenance Responsibilities of the Contractor

The contractor shall be responsible for the following maintenance-related activities to ensure the smooth and uninterrupted functioning of the MDC BLOCK.

- Replacement of Bulbs, Tubes, and Other Electrical Fittings.
- Routine Plumbing and Minor Electrical Maintenance Work inside the building.
- Pest Control Services on a regular basis.
- Maintenance of Indoor Plants to ensure a pleasant and green environment.

S. General Responsibility of Contractor

- The contractor shall provide all materials, tools, and manpower required for routine maintenance at their own cost.
- All materials used must be of reputed brands and good quality.
- The contractor must furnish a weekly report and progress update to the In charge Officer
- The contractor shall maintain daily attendance and work reports of deployed workers, which must be counter-signed by the concerned official of the MDC BLOCK/Hostel.

Resource/Manpower Requirements

1. It is desired that the contractor should have sufficient machines such as Scrubbing Machine, High Pressure Jet, Wringer Trolley, Caddy Bucket, Signages, Vacuum Cleaner, etc.
2. Number and Minimum level of Skill Requirement of deployed Manpower shall be as follows:

Sr. No.	Staff Requirement	Experience	MDC	Girl's Hostel
i	Manager (Highly Skilled)	20 yrs	1	-
ii	Asst Manager (Semi- Skilled)	5 yrs	1	-
iii	Receptionist (Skilled/ Semiskilled)	3 yrs	1	-
iv	Chef (Highly Skilled)	15 yrs	1	-
v	Assistant Chef (Semi- Skilled)	5 yrs	2	-
vi	Kitchen Staff (Non-Skilled)	0-1 yrs	3	-
vii	Waiter/ Server/Steward (Non/Semi-Skilled)	0-2 yrs	4	2 (Female)
viii	Housekeeping In charge (Skilled)	5 yrs	1	2
ix	Housekeeping Staff (Semi- Skilled)	3-5 yrs	6	2 (Female)
x	Woman Marshal (Resident)	0-2 yrs	-	2
xi	Sweeper		1	4 (Female)

Note: Number of manpower deployed may can be increased or decreased and Bill shall be raised by the contractor in accordance to the actual number & type of deployed staff.

3. Cleaning Material and Aids
 - The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the storeroom and issue to the staff daily as required.
 - Computerized records shall be maintained which shall be opened on inspection by LNMI.
 - Covered trolleys, Dustbins, dustpan, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. are to be provided by the Contractor as required.

Sig. of tenderer with seal

Annexure “D”

Technical Bid Format
For House Keeping and Facility Management Services

1	Name of Tendering Company/ Firm/ Agency	
2	Name and address of owner/ Partners/ Directors	
3	Full Particulars of Office	
	(A) Address	
	(B) Telephone No.	
	(C) Fax No.	
	(D) E-mail Address	
4	Registration Details:-	
	(A) PAN/ GIR No.	
	(B) GST reg. No.	
	(C) E.P.F. Registration No.	
	(D) E.S.I. Registration No.	
5	Details of Earnest Money Deposit	
	(A) Amount (Rs.)	
	(B) D.D. /P.O. No. and Date	
	(C) Drawn on Bank	
	(D) Valid up to	

The format below may be used to provide requisite details for the **last three** financial years.

- (I) Audited Balance Sheet
- (II) Audited Income / Expenditure Statement
- (III) Audited Profit and Loss Account Statement
- (IV) Audited Report Statement

Sig. of tenderer with seal

Date:

Name:

Place:

Seal:

Financial Bid Format
For House Keeping and Facility Management Services

Name and Address of the Tenderer:

PART-1

Sr. No.	Particulars		Name of the Building		Rate per unit manpower/ Month (in Rs.)		Total Amount (4*3)	
					In figure	In words	In figure	In words
1	2		3		4		5	
A.	Manpower		MDC	Girl's Hostel	In figure	In words	In figure	In words
	i	Manager (Highly Skilled)	1	Nil				
	ii	Asst Manager (Semi- Skilled)	1	Nil				
	iii	Receptionist (Skilled- Semi-Skilled)	1	Nil				
	iv	Chef (Highly Skilled)	1	Nil				
	v	Assistant Chef (Semi- Skilled)	2	Nil				
	vi	Kitchen Staff (Non-Skilled)	3	Nil				
	vii	Waiter/ Server/Steward (Non/Semi-Skilled)	4	Nil				
	viii	Housekeeping In charge (Skilled)	1	Nil				
	ix	Housekeeping staff (Semi- Skilled)	6	2 (Female)				
	x	Woman Marshal (Semi- Skilled)	Nil	2				
xi	Sweeper (Non- Skilled)	1	4 (Female)					
B.	Service Charge				In figure		In words	
C	Taxes (all kinds of tax including GST)							
Grand Total (A+B+C) (Rs.)								

Part-2

Charges for consumable items vis-a-vis toiletries kit, Tea kit, cleaning material per piece/ liter etc. (Payment to be done on basis of actual consumption)			
Sr. No.	Name of the Item	Price per unit/ liter (In Figure)	Price per unit/ liter (In words)
i	Toiletry kit		
ii	Tea Kit		
iii	Odonil		
iv	Goodknight		
v	Room Freshner		
...		

Date:
Place:

Sig. of tenderer with seal
Name:
Seal: