



Real Estate Regulatory Authority, Bihar

6th Floor, Bihar State Building Construction Corporation Campus Hospital
Road, Shastri Nagar, Patna 800023. E-Mail: rerabihar@gmail.com

No – RERA/S.S/09/2023/737

Date – 18.09.2024

REQUEST FOR PROPOSAL (RFP)

For

**Selection of Agency for Comprehensive services for Housekeeping, Hospitality
Pantry Service including Operation & Maintenance and other Services for
Outreach Centre of Real Estate Regulatory Authority, Bihar at Lalit Bhawan,
Bailey Road, Patna**

NOTICE INVITING TENDER

Request for proposal

1. Request for proposal (RFP) For Selection of Agency for Comprehensive services for Housekeeping, Hospitality, Pantry Services, including operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan, Patna.
2. Interested Bidders may download complete request of proposal (RFP) Documents from the website <https://rera.bihar.gov.in>

Sl.	Information to Bidders	
1	Name of the Assignment	Selection of Agency for Comprehensive services for Housekeeping, Hospitality, Pantry Service, Including operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan, Patna
2	Address for Submission of proposal	Real Estate Regulatory Authority, 6 th Floor, BSBCCCL Building Shastri Nagar, Patna, 800023
5	Date & time for Pre-Bid Meeting	25.09.2024, at 4.00 PM , at RERA, Bihar office
6	Last date and time for submission of Proposal	15.10.2024, up to 4.00 PM at Real Estate Regulatory Authority 6 th Floor, BSBCCCL Building, Shastri Nagar, Patna, 800023
7	Date & time of opening of technical bid	15.10.2024, at 4.30 PM,
8	Date & TIME of opening of FINANCIAL bid	Will be intimated latter to technically responsive bidders
9	Bid Security, EMD	Rs 1,00,000/- (Rs One Lacs only,) acceptable only in the form of Demand Draft / Bank Guarantee in favor of Real Estate Regulatory Authority, payable at Patna. EMD Exemption will be allowed as per Government rule.
11	Method of selection	The selection is based on LCM (Least cost method) further details on the evaluation process are specified in Chapter 6
12	Duration of assignment	12(Twelve) Months

K. Sivastava
18/9/24

1. The RFP can be postponed or cancelled at any time due to administrative reason and no claim shall be entertained on this account.
2. All the submitted documents shall have the signature of bidder or their authorized signatories for which authorization letter duly signed by the bidder in necessary.
3. The scanned copies should be of the original papers and certificates (Original copies may be demanded)
4. Real Estate Regulatory Authority reserve the right to change the terms and conditions, **last date of submission of bids**, and select/reject any application without assigning any reason thereof.
5. The proposal must be accompanied with Earnest Money Deposited (EMD) of **Rs 1,00,000/- (One lacs only)** acceptable only in the form of Demand Draft Bank Guarantee in favor of Real Estate Regulatory Authority, payable at Patna.
6. Consortium and Joint Ventures with other firms for this assignment are **NOT** permitted


Office Administrator

Real Estate Regulatory Authority, Bihar





Real Estate Regulatory Authority, Bihar

6th Floor, Bihar State Building Construction Corporation Campus Hospital
Road, Shastri Nagar, Patna 800023. E-Mail: rerabihar@gmail.com

No – RERA/S.S/09/2023/ 737

Date – 18.09.2024

REQUEST FOR PROPOSAL (RFP)

For

Selection of Agency for Comprehensive services for Housekeeping, Hospitality,
Pantry Service, including Operation & Maintenance and other Services for
outreach Centre of Real Estate Regulatory Authority, Bihar at Lalit Bhawan,
Bailey Road, Patna

Issued By

Real Estate Regulatory Authority (RERA), Bihar

Real Estate Regulatory, Authority Bihar, situated at 6th Floor, Bihar State Building
Construction Corporation Campus Hospital Road, Shastri Nagar, Patna - 800023, Patna, Bihar

Telephone No. 0612-2291015

E-Mail: rerabihar@gmail.com

Website: <https://rera.bihar.gov.in>

Tender No.:

Handwritten signature
18/9

Notification for Request of Proposal for Selection of Agency for Comprehensive services for Housekeeping, Hospitality, Pantry Service including Operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority, Bihar at Lalit Bhawan, Bailey Road, Patna

Sir,

The Real Estate Regulatory Authority, Bihar invites proposals for "Selection of Agency for Comprehensive services for housekeeping, hospitality, Pantry Service including operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority, Bihar at Lalit Bhawan, Bailey Road, Patna."

The Background Information and Terms of Reference of the proposal are provided in Request for Proposal (RFP). This RFP is available to all eligible agencies.

An Agency will be selected under Least Cost Method (LCM) and procedures described in this RFP, in accordance with the policies of the Govt. of Bihar.

The RFP includes the following documents:

Chapter 1 – Datasheet

Chapter 2 – Terms of Reference

Chapter 3 – Instruction to bidders

Chapter 4 – Submission & Evaluation of the Proposal

Chapter 5 – Technical & Financial Submission Forms

A Pre-proposal bid meeting will be held on the date notified in the Notice Inviting Request for Proposals wherein all issues/clarifications sought by bidders will be discussed and finalized. The deadline for receipt of proposals shall be on the date mentioned in the Notice Inviting Request for Proposals.

Real Estate Regulatory Authority, Bihar reserves the right to accept or reject any or all proposals, and to annul the selection process and rejects all proposals at any time prior to the award of contract, without thereby incurring any liability or any obligation in any form to the affected firms on any grounds.


Office Administrator

Real Estate Regulatory Authority, Bihar

DATA SHEET

A. General

Sl No	Reference
1	Location of the project – Outreach Centre of Real Estate Regulatory Authority, Bihar at Lalit Bhawan, Bailey Road Patna.
2	Name of the Client - Real Estate Regulatory Authority (RERA), Bihar Method of Selection – Least Cost Method (LCM)
3	Two Bid System (Techno-Commercial Bid and Financial proposal Bid)
4	The Client will provide Data, Inputs & Reports etc. to facilitate the preparation of the proposal For Detail, please visit https://rera.bihar.gov.in

B. Preparation of proposal

5	This RFP has been issued in the English language Proposal shall be submitted in English Language All correspondence shall be exchanged in English language
6	The proposal shall comprise the followings Technical Proposal Bid • EMD of Rs.100000/- • Cover Letter/Undertaking form • Power of attorney for signing of application • Affidavit for non blacklisting & Declaration etc. • Prequalification criteria • Audited financial statements • Form 1 • Form 2 & Financial proposal Bid • As per Price Bid Format
7	Bidder has to quote all expense related to wages, statutory compliances like Provident Fund, Employee Insurance and other expenses to carry out the work including Services charges and other taxes except GST. However, in case of any change in Minimum wage rate, financial quote may be revised equal to increase in rate for the man power supplied.
8	The duration of assignment shall be 12 (Twelve) months , and extendable for further period as decided by RERA, Bihar based on performance of the agency and requirement of RERA, Bihar with mutual consent of both parties
9	The financial proposal shall be stated in the currency INR only

C Submission, opening and evaluation

10	The agency must submit document as per 2 Bid system: Envelope 1 –Technical Bid Eligibility proposal Envelope 2 – Price Bid Financial proposal
11	Eligibility criteria

18/19

Chapter –1

Scope of Work

1.1 About the RERA, Bihar

The Real Estate (Regulation and Development) Act was enacted by the government of India in 2016 and all the section of the Act finally came in to force with effect from May 1, 2017, and the key objectives of this Act are to promote a healthy, transparent, efficient and competitive real estate sector while protecting the interest of allottees, promoters and real estate agents.

1.2 Objective of the Assignment

Real Estate Regulatory Authority, Bihar intends to engage an experienced agency which can provide the Comprehensive services for Housekeeping, Hospitality, Pantry Services including Operation & Maintenance and other Services at Outreach Centre of Real Estate Regulatory Authority, Bihar at Lalit Bhawan, Bailey Road Patna.

1.3. The broad outline of the scope of service would include:

- i. Comprehensive services for housekeeping, hospitality Pantry services including operation & Maintenance and other Services for outreach Centre, of Real Estate Regulatory Authority, Bihar. Covering whole space occupied including the chamber of chairman, his residential office, members, other officers, and staffs, movement areas, visitors' area, washroom, stores & pantry etc.
- ii. Before submitting the proposal interested bidders are advised to visit the office of outreach center at Lalit Bhawan Bailey Road Patna during working hour of any working day with prior intimation.

1.4 Scope of Work for comprehensive service.

The prime object of housekeeping services is to maintain the entire premises in neat, clean, tidy and hygienic conditions.

1.4.1 RERA Bihar, Lalit Bhawan, Bailey Road, Patna

Sl.	Floor	Area
1	1 st Floor	Chairman Office
		VVIP Lounge
		Member 2 Lounge
		PA Room
		Assistant Room
		Store Room
		Entry Foyer
2	Ground Floor	Assistant Room
		Member 1 Lounge
		Pantry Room
		Outreach Centre
		Entry Foyer

1.4.2 RERA, Bihar Head Office: 3rd, 4th & 6th Floor at (Bihar State Building Construction Corporation Ltd.) campus.

1.4.3 Residence Office

(Signature)
18/9

1.5 DETAIL SCOPE OF WORK

Further purpose of housekeeping the offices shall be functional for 6 days in a week.

1.5.1 Operations to be done daily.

- a. The first round of cleaning and dusting working the entire complex should be completed before 9.00 AM daily by deploying adequate number of persons.
- b. Sweeping and wet mopping of the entire covered area of buildings including corridors/verandah/lobby area daily.
- c. The verandah and lobby area must be mopped thrice daily.
- d. Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- e. Cleaning of Gates, Brass Plates, Name Plates, Sign boards etc.
- f. Cleaning drinking water cooler areas including attached sinks and tiles etc.
- g. Dusting of all furniture such as tables, chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire complex should be cleaned daily.
- h. Collection of all the sweepings, garbage and waste and its disposal.
- i. Cleaning of all the Toilets in the area, thrice daily.
- j. Washing of urinal Pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth.
- k. Filling of liquid soap in soap containers and putting of air freshener/sanitary cubes/naphthalene balls in urinal pots, urinal mats, etc.
- l. The house keeping personnel shall be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of corridors.
- m. Shifting of furniture and other equipment's, files etc. whenever required.
- n. Indoor plants pots, mats and carpets are to be cleaned and its periodical shifting (for exposure to sunlight).
- o. Cleaning of air conditioner, drinking water coolers, water filters, Desert coolers, etc.
- p. It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- q. Any other work assigned by the administration/authority concerned.

1.5.2. Operations to be carried out fortnightly/on demand

- a. Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and scrubbing of staircases manually with brushes
- b. Removal of dirt and dust collected on the ceiling domes in the administrative block with high pressure and water jet machine.
- c. Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area with high pressure water jet machine as and when desired by the RERA administration.
- d. Vacuum cleaning of the sofas and other places and items as directed by the RERA administration.

Handwritten signature
18/19

1.5.3. Supply of machinery / consumable materials required for cleaning.

All the Housekeeping materials/ consumables, such as Brooms, Mop sticks and other cleaning materials etc. / machinery like vacuum cleaner and any other machinery as per Annx-4 required to execute the above jobs will be supplied by the contractor at his own cost.

1.6 Maintenance & other works work: -

1	Electrical work	All type of repairing & Maintenance of all electrical Gadgets, fittings & fixtures at office.
2	EPABX System	Operation & maintenance of EPABX System
3	TV & DTH Recharge	Operation & maintenance of Television Sets and DTH etc.
4	Plumbing Work	Maintenance & repairing of all minor plumbing work.
5	Carpeting Work	Maintenance & repairing of all Furniture, Doors, Windows, Sofa Sets, Office Furniture, etc.
6	CCTV System	Operation & maintenance of CCTV System.
7	RO System	Operation & maintenance of RO System.
8	Pest Control	Pest control of all types of Insects & Reptiles of the entire premises.
9	AC Maintenance	Operation & maintenance of Split, Window & Centralize AC Unit installed at office premises.
10	Pantry Service	Agency will provide pantry staff to prepare tea and serv snacks etc.

Note:

- For the above works bidder has to deployed skilled man power having technical knowledge of above said electrical gadgets and equipment's.
- Contractor will have to maintain the day-to-day minor repairing in plumbing, electrical of the office at their cost. However, in case of replacement of major articles required would be provided by first party (RERA, Bihar).

1.7 Pantry Service

- 1.7.1 The Vendor shall supply all the consumables and allied items for preparation of tea/coffee/soup in most clean and hygienic condition.
- 1.7.2 Vendor will provide Tea, Coffee Set and other service items at his own cost
- 1.7.3 The pantry room will always be kept pick and span clean. The utensils, crockery, cutlery, refrigerator and other kitchen gadgets will be kept clean and arranged properly.

K. Bivastao
18/19

1.8. Minimum Man power required for Services

Sl.	Description of manpower	Qualification / Experience	Timing	Required Nos.
1	Supervisor (Semi Skilled)	10+2 & Min. 5 yrs on Hospitality sector	9:00 to 17:00	1
2	Pantry Boy (Semi-Skilled)	Three years' experience of Pantry services with Guest House / Canteen/ Offices	8:30 to 18:00	2
3	Housekeeping (Unskilled)	One years' experience of Pantry services with Guest House / Canteen/ Offices	8:00 to 18:00	8
4	Electrician (Skilled)	Five years' experience of Pantry services with Guest House / Canteen/ Offices	9:00 to 17:00	1
5	Plumber (Skilled)	Five years' experience of Pantry services with Guest House / Canteen/ Offices	9:00 to 17:00	1
6	MTS (Un Skilled)	Five years' experience of Pantry services with Guest House / Canteen/ Offices	9:00 to 18:00	2
Total Manpower				15

1.9. Period of Contract:

The Agency will be required to provide the desired services for a period of 12 months after signing the agreement with Real Estate Regulatory Authority, Bihar.

Notwithstanding anything contained herein above, Real Estate Regulatory Authority, Bihar reserves the right to extend the contract for further period as decided by RERA, Bihar based on performance of the agency and discontinue the services of agency in the event their services are evaluated as unsatisfactory at any time during the contract period. However, the contract may be terminated by either side giving one-month advance notice.

[Signature]
18/9

Chapter –2 (Technical Bid)

2.1 Minimum Eligibility Criteria: The Agency eligible for the bidding process must satisfy the following eligible criteria:

S.N.	Minimum Eligibility Criteria	Supporting Evidence Required
1	The Bidder must be a legally constituted Proprietary firm/sole proprietor, Partnership firm, Limited Liability partnership, Private Limited Company or Body Corporate. And should be in existence for at least 10 years in similar business (consortium & joint venture are not allowed)	Attach Copy of Proprietorship OR Partnership Deed OR Memorandum and the Articles of Association (MoA) & CIN
2	Bidder should have minimum 5 years of experience in similar work (Providing manpower for Hospitality, Housekeeping, Pantry Services and Maintenance & Operation of large Institutions/Guest House/Office of Government/Semi Government/PSUs.	Attached Copies of award letters/experience or completion certificates issued by client in support
3	Bidders should have completed similar single work for Housekeeping Hospitality and pantry Operation & Maintenance of large Institutions of Government/Semi Government/PSUs during last 5 financial years ending 31 st March 2024, contract value should not be less than 1 Crore.	Copies of award letters/ experience or completion certificates issued by client in support
4	Bidder should have Minimum 50 Manpower on his payroll during last 1 year ending 31 st march 2024	Copy of ESI & EPF Registration and Return of EPF/ESIC payment details& Return Challan
5	The bidder should have an annual turnover of not less than Rs. 5 Crore in each year, in last three financial years (FY2020-2021, FY2021-2022, F.Y. 2022-23).	CA Certificate/Audited Financial Statements for the mentioned financial years along with valid UDIN
6	Bidder Should have Bank Solvency of Rs.50 lakhs issue before 6 months of NIT of tender	Solvency issue from Nationalized Bank
7	Authorization letter duly signed by bidder in the form of Power of Attorney	Power of attorney should be submitted on letter head of the agency.
8	PAN & GSTIN Registration	Registration Certificate to be provided
9	The bidder(s) must also submit an affidavit duly notarized that all information given in its tender is correct in all respects and if found to be incorrect or false at any stage then the Authority has authority to blacklist, debar, reject and can take legal action against the bidder.	Submit an affidavit duly notarized
10	The bidder(s) Should have Valid ISO 9001,2008 and 45001 certificate	Certificate to be provided.
11	The Bidder will not sub-let/sub- contract/outsource to any company the work under this RFP. An appropriate affidavit will be submitted by the Bidder in this regard	Affidavit should be submitted with.
12	The bidder shall not be blacklisted with any of the Government agencies at the time of bidding.	Submit an affidavit duly notarized.

K. Nivartan
18/9

- 2.2 All documents of as per minimum eligibility criteria should be self-attested.
- 2.3 The bidders have to submit the tender's offline in two bid system (Technical bid & financial bid) in the prescribed parforma. Bidders must submit the documentary proof in support of meeting the qualification criteria. Simply undertaking by the bidder for any item of the criteria shall not suffice the purpose.
- 2.4 The Technical bids shall be opened on _____ at _____ by the Committee authorized by the competent authority at the office of Chairman, RERA-Bihar.
- 2.5 After opening the technical bids and verifying the EMD amount and certificate for exemption from EMD if any, the valid bids i.e. those accompanied with EMD amount & valid exemption certificate, shall be subjected to detailed evaluation
- 2.6 The financial bids of only those bidders who qualify at technical bid stage shall be opened on _____ at _____. By the Committee authorized by the competent authority at the office of Chairman, RERA-Bihar.

Section 1
(Annx-1)

Sl.No	Description	Particulars
1	Full Name of the Firm	
2	Constitution & Nature of Firm (State whether sole proprietor/ partnership firm/ limited company)	
3	Year of Establishment	
4	Registration Number under applicable act with a copy of registration certificate	
5	Registered Postal Address	
6	Telephone No. Fax No. Mobile No.	
7	Address of Branches	
8	Name and address of Directors ,in case of Company Name and address of Sole proprietor Name and address of partners; in case of partnership firm	
9	(a) Name of Bankers & Branch with full address (b) Style of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate)	
10	PF Code allotted by the jurisdictional PF Commissioner with photo copy of certificate	

18/19

CHECK LIST
SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sl.no.	Description of Requirement	Yes/No	Page No.
1	Proof of Legal Constituted (Sole Proprietor/ Partnership/Pvt. Ltd.)	Yes/No	
2	Five years' experience in manpower supply for Hospitality, Housekeeping, Pantry Services including Maintenance & Operation last five financial years ending 31.3.2024.	Yes/No	
3	Copies of Balance Sheet and P&L A/c for the last 3 years duly certified by C.A. and/or Audit report duly certified by C.A. and certificate from C.A. certifying annual turnover of Rs.1 crore.	Yes/No	
4	Copy of Registration certificate of GST number.	Yes/No	
5	Copy of Registration certificate PAN from Income Tax Department.	Yes/No	
6	Registration certificate of ESIC uploaded.	Yes/No	
7	Registration certificate of jurisdictional Provident Fund Commissioner along with PF registration code uploaded.	Yes/No	
8	Acceptance of terms and conditions attached. Each page of terms and conditions laid in to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
9	Copy of Bank Solvency of Rs.50 lakhs issue last 6 month of Publication of NIT.	Yes/No	
10	Copy of ISO 9001 and 45001.	Yes/No	
11	Bidder should have Minimum 50 Manpower on his payroll during last 1 year ending 31 st march 2024.	Yes/No	
12	The bidder shall not be blacklisted with any of the Government agencies at the time of bidding.	Yes/No	

Declaration by the Tenderer/Bidder:

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

Encls: 1. DD/Pay Order No.....

2. Terms & conditions(each page must be signed and sealed)

(Signature of Tenderer/Bidder with seal)

Name:

Seal:

K. Nivastha
1819

Chapter –3

TERMS AND CONDITIONS OF CONTRACT

3. INSTRUCTION TO THE APPLICANTS.

3.1 Other Conditions –

- I. The Bidder shall keep a complaint / suggestion book at a pre-designated place to record complaint suggestion on services rendered by the Bidder and such complaint shall be taken note off and acted upon immediately whenever required.
- II. The Bidder will be given electricity & water facility by the RERA, Bihar
- III. Misuse of electric & water facility shall be considered as a breach of contract and the Bidder shall be liable to make good of the same apart from any other action that may be taken under contract.
- IV. No interest payable: No claim for interest shall be entertained in respect of bills or in respect of any money or balance with respect to any delay in making monthly / final payment.
- V. Statutory Requirements: The Bidder shall comply with the provisions of all Labour Legislation's of Central and State enactment and any bye-laws, rules, orders or notification of any Government, Municipal or local authority for the time being in force affecting the work undertaken by him. The contractor will keep the Board indemnified against all claims, penalties, losses that may be incurred by reason of any breach, by the contract of statute, bye laws, rules Regulations, Notification, etc.
- VI. The employees of the Bidder shall always be his employees and never of the RERA, Bihar. The Bidder shall especially fulfill all the requirements of the Employees State Insurance Act, 1948 & Employees Provident Fund and Misc. Provisions Act, 1952 as applicable to his employees and keep the relevant original records available for the inspection by the concerned authorities at any time.
- VII. Workmen's Compensations: In the event of any injury, disability or death of any workmen in or about the work employed by the Bidder, the Bidder shall at all times indemnify and save harmless the Employee against all claims, damages and compensation under the Workmen Compensation Act, 1923. RERA Bihar will not be responsible for this
- VIII. The personnel deputed by bidder must have high order of discipline and expertise in hospitality of top order, any personnel found as incompetent shall be removed from the work site.
- IX. The Bidder shall pay wages / allowances to the personnel engaged by him. RERA Bihar shall not be liable / responsible for the staff engaged by the Bidder during / after completion of the contract.
- X. Bidders are advised to visit the site / property in advance at their own cost and collect all information that will be necessary for preparing the tender.
- XI. Bidder shall be responsible for any breakage/damage by his employees in the process of work and in such an event the amount as determined by the RERA Bihar will be recovered from the Bidder.

Kanivartan
18/9

- XII. On expiry of contract or on termination, the Bidder shall ensure that personal deployed by him are withdrawn immediately from the office of RERA Bihar. It shall be explicitly understood that none of the employees of the Bidder will have any right against the RERA during pr after termination / expiry of this contract.
- XIII. If after submitting the tender, the bidder withdraws his offer or modifies the same or if after acceptance of his tender, the bidder fails or neglect to complete the necessary formalities or fails to implement the contract with in time stipulated for them without prejudice to any other rights, RERA Bihar shall be entitled to forfeit the full amount of the earnest money deposited by the bidder.

3.2. Number of Applications

Each applicant is eligible to submit one proposal in the format prescribed in the RFP.

3.3 Proposal Validity

The Proposal shall remain valid for acceptance by the Real Estate Regulatory Authority, Bihar for a period of 120 days from the last date of submission of proposals. In case of need Real Estate Regulatory Authority, Bihar may request the Applicants to extend the period of validity of their proposals on the same terms and conditions.

3.4 Pre-bid Queries

The Applicants can also submit their queries in writing (through fax/email) to the **office administrator, Real Estate Regulatory Authority, Bihar. Enquiries, if any, can be addressed to: office administrator, Real Estate Regulatory Authority, Bihar. 6th Floor, Bihar State Building Construction Corporation Campus Hospital Road, Shastri Nagar, Patna 800023.**

All communication seeking clarifications pertaining to the RFP document, if any, should reach the designated official on or before the date of pre-bid meeting. Any communication received after the due date will not be entertained.

Real Estate Regulatory Authority, Bihar shall endeavor to clarify the queries through a written response and will upload them on the website of RERA, Bihar

3.5 Amendment of RFP

At any time prior to the Proposal Due Date, Real Estate Regulatory Authority, Bihar for any reason, whether on its own initiative or in response to clarifications requested by a prospective Applicant, may modify and/or amend the RFP Document or part thereof by the issuance of an amendment.

To give the prospective Applicants reasonable time in which to take such amendments/modifications into account for preparing their Proposals, Real Estate Regulatory Authority, Bihar reserves the right to extend the Proposal Due Date.

3.6 Association of consultants and Sub-Consultants

Associates or Joint Venture arrangement or Consortiums are not allowed under the assignment.

3.7 Confidentiality

Information relating to the examination, clarification, evaluation for selection, and recommendation of the Preferred Applicant / Successful Applicant shall not be disclosed to any person who is officially not concerned with the Bidding Process or is not a retained professional advisor advising Real Estate Regulatory Authority, Bihar in relation to, or matters arising out of, or concerning the Bidding Process.

Pravin Kumar
1819

Real Estate Regulatory Authority, Bihar shall treat all information submitted as part of Proposal as confidential and shall require all those who have access to such material to treat the same in confidence. Real Estate Regulatory Authority, Bihar shall not divulge any such information unless it is ordered to do so by any authority that has power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or Real Estate Regulatory Authority, Bihar.

3.8 Litigation History

Any entity which has been barred/blacklisted by the Central/ State Government, or any entity controlled by it, from participating in any assignment/ project, would not be eligible to submit Application, either individually or as an associate.

3.9 Conflict of Interest

The Applicant shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Applicant found to have a Conflict of Interest shall be disqualified.

The interpretation of conflict of the interest in the light of definition as mentioned under the contractual law and any other law for the time being enforced made by Real Estate Regulatory Authority, Bihar shall be final and binding upon the party/ies.

In the event of disqualification, Real Estate Regulatory Authority, Bihar shall be entitled to forfeit and appropriate the Bid Security as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the Real Estate Regulatory Authority, Bihar and not by way of penalty for, inter alia, the time, cost and effort of the Real Estate Regulatory Authority, Bihar, including consideration of such Applicant's Application (the "Damages"), without prejudice to any other right or remedy that may be available to Real Estate Regulatory Authority, Bihar under the agreement or otherwise.

3.10. Fraud and Corrupt Practices

The Applicants and their respective officers, employees, agents shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, Real Estate Regulatory Authority, Bihar may reject an application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice in the Bidding Process.

Without prejudice to the rights of Real Estate Regulatory Authority, Bihar hereinabove, if the Applicant is found by to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any RFP issued by Real Estate Regulatory Authority, Bihar during a period of 2 (two) years from the date such Applicant is found to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

Handwritten signature
1819

For the purposes of this, the following terms shall have the meaning hereinafter respectively assigned to them:

- a. **"corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the Real Estate Regulatory Authority, Bihar who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Real Estate Regulatory Authority, Bihar, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the agreement, who at any time has been or is a legal, financial or technical adviser of the Real Estate Regulatory Authority, Bihar in relation to any matter concerning the Project;
- b. **"Fraudulent practice"** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, to influence the Bidding Process.
- c. **"Coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process.
- d. **"Undesirable practice"** means (i) establishing contact with any person connected with or employed or engaged by the Real Estate Regulatory Authority, Bihar with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest;

3.11 SUBMISSION & EVALUATION OF THE PROPOSAL

- 3.11.1 Submission of Proposal Submission of technical and financial proposal only through offline mode only
- 3.11.2 All the required documents should be signed and uploaded otherwise the tender of the bidder will be rejected.
- 3.11.3 All bids submitted in response to this RFP document shall be accompanied by Earnest Money Deposit (EMD) of 1,00,000/- (Rs one lacs only) acceptable in the form of Demand Draft / Bank Guarantee drawn in favor of Real Estate Regulatory Authority, Bihar, payable at Patna or EMD Exemption certificate of issue by MSME.


1819

3.11.4 The EMD will be refunded as follows:

- In the case of unsuccessful bidders, the EMD will be returned to them without any interest accrued thereon at the earliest after the final bid validity period and latest on or before the 30th day after the award of the contract to the successful bidder.
- In the case of selected bidder(s), the EMD shall be refunded on receipt of the Performance security / Bank Guarantee.

3.12 Opening of Bid

- a) The Bid submitted without EMD, will be summarily rejected. Only those Bid for which EMD is received will be eligible for opening and bid shall be rejected
- b) Total transparency will be observed and ensured while opening the Proposals/Bids.
- c) Authority reserves the rights to postpone or cancel a scheduled Bid opening. Date & time
- d) Financial Proposal would be opened of those Bidders who qualifies in the technical qualification criteria

3.13 Content of the Proposal

a) Technical Proposal

The Technical Proposal shall necessarily comprise the Profile of the Agency, Experience in providing services as per terms of RFP, Detailed profile of proposed team members, Turnover of the Agency, Approach & methodology for handling services as per terms of RFP, Supporting documentation.

The formats of the Technical Proposal to be submitted as per the requirement of the Technical & Financial formats provided in RFP. In case of non-compliance with the format's marks may be deducted/proposal may be rejected.

b) Financial Proposal

The agency is required to submit the Fee quote for providing services as per the terms of RFP. The Financial Proposal to be submitted in the format provided

3.14 Evaluation Methods

The detailed evaluation methods for Technical and Financial proposal are specified below.

3.14.1 Evaluation of Technical Proposal

Technical proposals of all the agencies which meet the basic requirements (i.e. timely submission, bid security, sealing of application etc.) would be taken up for detailed evaluation as per the technical bid evaluation criteria. Technically qualified / responsive bidders only move into the next stage of financial evaluation.

3.14.2 Opening and Evaluation of Financial Proposal

The financial proposal shall not be opened till the technical evaluation is complete. The financial proposal of only such Applicants will be opened who technically qualified/responsive, the final selection shall be based on least cost method i.e. lowest financial proposal will be ranked as L1 bidder and would be eligible for award of work

3.15 Last date of submission of the Proposal

The Proposals must be submitted by the Bidders on or before the proposal submission due date.

K. Srinivasulu
18/19

3.16 Date of proposal opening

The technical proposal will be opened for evaluation in the Real Estate Regulatory Authority, Bihar office, Patna. The authorized representatives of the agencies (Applicants) may choose to attend the technical proposal opening. The Applicants who qualify as per technical evaluation would be intimated in the due course. The financial proposal of the Applicants who failed to qualify as per technical evaluation would not be opened. The financial proposals of the Applicants who qualify as per technical evaluation will be opened in the Real Estate Regulatory Authority, Bihar office, Patna.

3.17 Award of contract

The Agency will sign the contract after fulfilling all the formalities/pre-conditions mentioned in the standard form of contract of Real Estate Regulatory Authority, Bihar, within 30 days of issuance of the letter of intent. The firm is expected to commence the Assignment/job on the date and at the location specified in the contract.

3.18 Performance Bank Guarantee

The successful bidder shall deposit PBG within fifteen (15) working days from the date of Notification of Award/ signing of contract (whichever is earlier), Unconditional Bank Guarantee in favor of "Real Estate Regulatory Authority, Bihar" payable/on-cashable at Patna, from any nationalized or scheduled commercial Bank in India for an amount equivalent to **10% (Ten percent)** of the Total contract value for 12 months towards Performance Security valid for a period of six (6) months beyond the stipulated date of completion of services. The Bank Guarantee will be released after six months of successful completion of the assignment

Performance Bank Guarantee (PBG) must be unconditional and irrevocable from a Nationalized or Scheduled Bank, payable on demand, for the due performance and fulfilment of the contract by the bidder.

The performance guarantee shall be as per denominated in the currency of the contract and shall be in the form of bank guarantee.

This performance bank guarantee will be of an amount equivalent to 5% of contract value. All charges whatsoever such as premium; etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.

The performance Bank Guarantee shall be valid until the end of six months after the completion of the contract with successful bidder. Subject to the terms and condition in the Performance Bank Guarantee, six months after the contract completion, the performance Bank Guarantee will lapse automatically.

The Performance Bank Guarantee may be discharged/ returned by Authority upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the Bidder being unable to serve the contract for whatever reason Authority would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Authority under the contract in the matter, the PBG shall be payable to Authority as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. Authority shall notify the Bidder in writing regarding the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.

K. Nivastu
18/9

Authority shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due, the equivalent value of any payment made due to inadvertence, error, collusion, misconstruction or misstatement

3.18 PAYMENT SCHEDULE

The Agency shall be paid consolidated Monthly Fees on the basis of financial proposal submitted by bidder for entire contract period towards outputs and deliverables as mentioned in Terms of Reference

3.19 Payment Terms

- The payment shall be made on monthly basis against the services provided by the team members subject to the following terms and conditions:
- The monthly payment during the entire contract period of 12 months shall be made in accordance with the financial proposal submitted by the selected bidder and shall remain valid till the completion of the contract period. No price variation should be asked for increase in manpower cost or any other cost during the contract period of **12 months**. However, in case of any change in Minimum wage rate, financial quote may be revised equal to increase in rate for the man power supplied
- The Agency shall submit a time sheet of each of the team members deployed on a monthly basis along with bill to claim the fee and it should be signed by the supervisor.
- Under this contract the payments for the services of the Agency will be made as per the Terms of Reference (ToR). It is expected that the Agency will quote its fee after considering all requirements for satisfactory performance of the services specified in this ToR
- Statutory Deductions from bills to be made as per Prevailing rules

3.20 Support and input to the agency.

Real Estate Regulatory Authority, Bihar, shall provide adequate office space to the Agency to perform its services.

3.21 Liquidity Damage

In case of personal deputed absent from office without prior information & approval, no remuneration would be paid for the absent days and an amount equal to remuneration payable for the days of absent will be deducted as penalty from bill of respective month. And in case absent is more than 5 days without information/approval deduction would be double

In case of maintenance work is not completed on time a penalty, as decided by RERA Bihar will be deducted from the bill

3.22 Dispute Resolution

In case of any dispute arising out of this RFP including its interpretation there of the same shall be put before Chairman Real Estate Regulatory Authority, Bihar and the decision of Chairman Real Estate Regulatory Authority, Bihar in this regard shall be final and binding upon both parties.

3.23 Jurisdiction

The Court at Patna shall have exclusive jurisdiction w.r.t RFP and its interpretation

W. B. Singh
18/19

SUBMISSION FORMS - TECHNICAL & FINANCIAL

Form - I: Technical Proposal Covering Letter

FORM I

(To be placed in the sealed cover containing technical proposal)

[Location, Date]

To,

Secretary

Real Estate Regulatory Authority,

6th Floor, Bihar State Building Construction Corporation

Campus Hospital Road, Shastri Nagar,

Patna 800023.

Dear Sir,

We, the undersigned, offer to provide the services for *[Insert title of assignment]* in accordance with your Request for Proposal dated *[Insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal.

We are submitting our Proposal in our own individual capacity without entering any association / as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the RFP, we undertake to negotiate based on the proposed personnel. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in the RFP.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature *[In full and initials]*:

Name and Title of Signatory:

Name of Agency: Address:


18/9/24

Form II (B) – Detailed description of Firm's Experience

[Using the format below, provide information on each Assignment/job for which your firm was legally contracted for providing similar services (Please specify exact assignment / job for which experience details may be submitted).

Assignment Name:	Approx. value of the contract (exclusive of taxes): <i>(Supporting document should be attached to verify the assignment value i.e. Work Order/Client Certificate)</i>
Country: Location within Country:	Duration of Assignment: Nature of the Assignment:
Name of Client/Sponsoring Authority:	Total No. of Staff-Months provided:
Start Date (Month/Year):	Completion Date (Month/Year):
* रेरा बिहार *	
Address/Client Contact:	Approx. value of services provided by your firm:
Narrative Description of Assignment:	
Description of Actual Services Provided by Your Staff:	

K. Nivastan
18/1/11

Price Bid

Fin 1 - Financial Proposal Covering Letter

(To be placed in the sealed cover containing financial proposal)

[Location, Date]

To,

Chairman

Real Estate Regulatory Authority,

6th Floor, Bihar State Building Construction Corporation Campus

Hospital Road, Shastri Nagar,

Patna 800023.

Dear Sir,

We, the undersigned, offer to provide services for **"Comprehensive services for Housekeeping, Hospitality including Pantry operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan,"** in accordance with your Request for Proposal _____ and our Technical Proposal. Our attached Financial Proposal is for the sum of _____ Per Month is fee for the services to be provided. This amount is inclusive of GST.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date

We understand that you are not bound to accept any Proposal you receive.

Thanking you,

Sincerely,

Authorized Signature

Name and Title of Signatory:

Name of Firm:

18/19

Fin 2- Summary of Costs

Comprehensive services for housekeeping, hospitality including Pantry operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan

S.N.	Description of Services	Fees	
		Rs. (in figures)	Rs. (in words)
A.	For providing Services of as per Scope of work (including cost of consumables etc.)		
B	Service charge of Bidder@____% as per prevailing rules of GeM		
C	Total Fee exclusive of GST (A+B)		
D	Add: GST as per prevailing rules		
E	Total Fees including GST (for 12 Months) (C+D)		

Note: -

- Bidder has to quote as per current minimum wage of Central/State which ever be higher.
- The rate should be inclusive of Housekeeping Consumables and other cost required to complete the work.
- RERA reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices including but not limited to nonpayment of minimum wages & other statutory dues; without bearing any liability or any loss whatsoever it may cause to the bidder in the process. In case the quoted rates (per square feet basis) are found to be less than the sum total of minimum wages and other statutory dues payable to specified number of workers, such bids shall be summarily rejected without assigning any reasons whatsoever.
- Selection of the bidder would be made after taking all the relevant factors like past performance, credentials, responsible business practices, competency to execute such contracts, credentials of fulfillment of provisions of labour laws with past contracts and above conditions into account together. Mere lowest rates are not the sole criteria of selection

Authorized Signature

Name and Title of Signatory:

Name of Firm:

Noni
18/19

Tentative list of items to be used for cleaning & housekeeping Services

1	Items
1	Phenyl
2	Disinfection Toilet Cleaner
3	Glass & Surface Cleaner Liquid
4	Washroom Refresher
5	Mosquito Repellent
6	Room Freshener
7	Detergent Powder
8	Scrubber
9	Duster small
10	Hand Wash liquid
11	Floor cleaner liquid
12	Dry Mop
13	Wet Mop
14	Soft Broom
15	Hard Broom
16	And other housekeeping tools for smooth functions
17	Portable Vacuum Cleaner
18	Garbage Bag Small/Medium
19	Battery (AA/AAA) for remote
20	Sanitization Spray

Signature
18/19

Affidavit

I.....S/O,W/O.....Resident
of....., PIN-..... declare that;-

My Company/Firm having registered name M/s.....bearing Registration
no....., having official address.....,
PIN.....has never been blacklisted by government and private organization.

The details are written in the bid documents and annexure attached with are true and correct In
case any information certificate submitted found to false the bid submitted by me may be
cancelled immediately, bid security money may be forfeited and penal action can also be taken for
giving such false affidavit.

Our Company/firm will not sub-let/sub- contract/outsource to any company the work under this
RFP

This affidavit has been sworn in respect of Bid Hiring of agency for Comprehensive services for
Housekeeping, Housepality including Pantry operation & Maintenance and other Services for
outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan, Patna

Name and signature of deponent

K. N. Prasad
18/9/1

LETTER OF AUTHORIZATION FOR ATTENDING THE BID OPENING

Sub. : Authorization for attending the technical bid opening on _____ and financial bid on _____ of the bid for hiring of agency for Comprehensive services for Housekeeping, Hospitality, Pantry Service Including operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan, Patna. Following person is here by authorized to attend the bid opening for the bid mentioned above on behalf of M/s..... (Name of the bidder).

Name specimen signature:- _____

Alternate representative :- _____

Name specimen signature :- _____

Signature of the bidder or

Officer authorized to sign the bid documents on behalf of the bidder

N.B. Permission will be denied incase the photocopy of the duly filled in form is not brought at the time of opening



SPECIMEN AGREEMENT

To be executed at the time of entering into agreement before placing order. Each page of this form shall be signed by the bidder for acknowledging that he/she has seen the terms and conditions of the agreement.

Agreement

The agreement is made on this _____ day of _____ 2017 between M/s

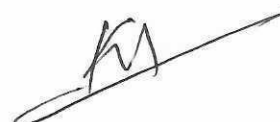
herein referred to as the Supplier carrying on business under the name and style of M/s. _____ of the one part.

and

Real Estate Regulatory Authority, Bihar (RERA, Bihar), acting through the _____, herein after referred to as the process on the other part whereas the said supplier has agreed with Real Estate Regulatory Authority ,Bihar (RERA , Bihar), for supply of required Items in conformity with the requirements & specifications.

Now this indenture witnessed that in consideration of the promise, it is mutually agreed and declared between parties hereto as follows.

1. The Supplier agrees to undertake to provide **Comprehensive services for Housekeeping, Housepitality including Pantry operation & Maintenance and other Services for outreach Centre of Real Estate Regulatory Authority (RERA), Bihar at Lalit Bhawan, Patna.** as per the requirement as agreed to in their bid letter no.....dated.....at the rates quoted by him/them.
2. The Comprehensive services for Housekeeping, Housepitality including Pantry operation & Maintenance and other Services i.e..... which are not in conformity with the requirements/ specifications are liable to be rejected.
3. This agreement shall be effective from.....to.....
The contract may be extended with the same terms and conditions and rates for further period with the consent of both the parties.
4. The Performance security deposit by the supplier for due and faithful performance of the contract by the supplier of all and several covenants herein contained of his part to be observed with full power. Administrator, Real Estate Regulatory Authority Bihar on behalf of the Real Estate Regulatory Authority will be entitled to appropriate the said sum to any damage, penalties and other sums which the supplier may be required to pay in case the supplier fails to perform /fulfill or to keep and observe all or any of the said conditions of the agreement on his part herein after contained.



5. The Performance security deposit shall be released after six months after successful completion of the work at the end of the contract period including the extended period, if any
 6. That all disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Chairperson, Real Estate Regulatory Authority, Bihar or any person nominated by him. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with consent of the parties. No part of the agreement shall be suspended on the ground of pending arbitration proceedings.
 7. The Security Deposit is liable to be forfeited to the Real Estate Regulatory Authority without any prejudice to any other rights and remedies of Authority in case the bidder fails to undertake the contract work, as per the work orders and as per the terms and conditions given in bid schedule during the currency of the contract including the extended period if any.
 8. The Bid schedule, instructions to the bidders, scope of work of conditions, Terms and Conditions of the Bid and Bid Submitted by the suppliers shall also form part of this agreement.
 9. That the supplier acknowledges that he has fully acquainted himself with all the terms and conditions and he shall not plead ignorance of the same.
- In witness whereof, the parties hereunto have set their hands to this Deed on the day and year herein above mentioned.

Signature of the bidder as above Real Estate Regulatory Authority, Bihar
(Purchaser)

Signature:

Signature:

Name :

Name :

Address :

Address :

WITNESSES

1)

(2)

Note : Other Terms and Conditions as per the concern package and objectives of the bid document will be added in this specimen's agreement

