

**Government of Bihar**  
**Department of Art, culture & Youth**  
3<sup>rd</sup> Floor, Vikas Bhavan (New Secretariat)  
Patna – 800 015  
**Bihar Museum Society, Patna**

**NOTICE INVITING TENDER FOR FACILITY MANAGEMENT SERVICES AT BIHAR  
MUSEUM, PATNA.**

Sealed tenders are invited from reputed Firms/Agencies/Companies/Consortium under “Two-bid” system - Technical Bid (un-priced) and Financial Bid (priced) to provide FACILITY MANAGEMENT SERVICES for Bihar Museum, Patna (Bihar Museum Society is an Autonomous Organization of Bihar Government, registered under Societies Registration Act, 21, 1860, controlled by the Department of Art, Culture & Youth, Government of Bihar). The selection of the Firm/Agency/ Company/Consortium for the purpose will be decided through QCBS (Quality and Cost Based System).

Detailed information of the Tender Document can be downloaded from the website <http://yac.bih.nic.in> or <http://prdbihar.gov.in>. The bidder has to submit non-refundable tender processing fee of Rs. 5,000/- (Rupees five thousand only) and Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lakh Only) through demand draft in favour of BIHAR MUSEUM SOCIETY, PATNA, payable at Patna along with the Technical Bid. EMD will be returned to the all unsuccessful Firms / Agencies / Companies after 30 days of finalization of the tender. Tender Document complete in all respects in a sealed envelope is to be submitted by Speed Post/Registered Post only at the Office of **The Director, Bihar Museum, Bailey Road, Patna - 800001. No tender will be accepted by courier or by hand.** The tenders received late/tenders without Processing Fee/Conditional tenders/Incomplete Tenders in any respect would be rejected. The Director, Bihar Museum, Patna reserves the right to accept or reject any or all tenders without assigning any reason.

**Important Dates for the selection process:**

(i) Date for pre-bid meeting	-	29.08.2017	at 4.00 P.M. onwards
(ii) Last date for submission of Tender	-	06.09.2017	up to 03.00 P.M.
(iii) Date of opening Technical Bid	-	06.09.2017	at 04.00 P.M.
(iv) Date of opening Financial Bid	-	Will be informed	

**Venue for pre-bid meeting:** Pre-bid meeting will be held at the office of The Director, Bihar Museum, Bailey Road, Patna – 800 001.

(Taranand Mahto Viyogi)  
Deputy Secretary  
Dept. of Art, Culture & Youth

**Memo No. – बि० सं० /FMS/81/2017/**

**Patna, Dated: - -2017**

Copy to – The Director, Information & Public Relation Department, Bihar with 08 (eight) additional copies of the advertisement and CD for publication in national dailies.

(Taranand Mahto Viyogi)  
Deputy Secretary  
Dept. of Art, Culture & Youth

**TENDER DOCUMENT FOR PROVIDING  
FACILITY MANAGEMENT SERVICES  
FOR  
BIHAR MUSEUM, PATNA**

**TO BE DEPOSITED  
AT  
THE DIRECTOR, BIHAR MUSEUM  
BAILEY ROAD  
PATNA - 800 001**

**Bihar Museum Society**

(An Autonomous Organization under the Department of Art, Culture & Youth Government of Bihar, registered under Societies  
Registration Act – 21, 1860)

## **ABOUT THE MUSEUM**

Bihar Museum, situated at Jawahar Lal Nehru Marg, Near Patna High Court, is a world class museum under control of The Bihar Museum Society (An autonomous body, registered under Society Registration Act - 21, 1860; fully funded by the Department of Art, Culture & Youth, Government of Bihar). The Museum is one of the most prestigious institutions of Bihar, showcasing the facets of culture & civilization of Indian sub-continent in general and Bihar in particular. Initially it has average footfall of about 1000 (one thousand) visitors daily and in due course can be potential hangout at Patna.

### **ELIGIBILITY CRITERIA**

**Technical bid envelop should contain the following: -**

1. The Bidder must be a legally constituted Proprietary firm, Limited Company or Corporate Body, who possess the required licenses, registrations etc., as per law valid at least for 24 months from the date of the opening of tender for providing Facility Management Services and the work declared in the scope or work.
2. The Bidder shall have experience of providing Facility Management Services for at least 5 (Five) years ending March, 2017.
3. **Financial Turnover during the last 3 F.Y. should be at least 25 Crore (Twenty Five Crore) per year and the net worth of the firm should not be less than 10 Crore. The solvency certificate should be of 10 Crore from any nationalised bank.**
4. Income Tax Return of 3 Assessment years should be submitted with technical bid.
5. There should be no case pending with the police against the Proprietor/Firm/ or the Company and should not blacklisted by any Government office. (An affidavit in this regard on Non-Judicial Stamp Paper of Rs. 100 is to be provided as per Appendix - A).
6. Bid validity period will be 4 (Four) month's after opening of technical bid. (An undertaking in this regard on Letter head is to be provided as per Appendix – B)
7. The Bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
  - (i) Company Registration/Proprietary Firm/Limited Company/Corporate Body.
  - (ii) EPF Registration with latest challan
  - (iii) ESI Registration with latest challan
  - (iv) GST Registration,
  - (v) License issued by the Dept. of Labour, Govt. of Bihar
  - (vi) PAN Card
  - (vii) Quality Related Certification:- ISO 9001-2008, OHSAS 18001, SA 8000 (Minimum 3 years old)
8. The firm shall submit documentary evidence of having satisfactorily completed either three works of similar nature each costing not less than the amount equal to 40% of the estimated cost or two similar nature of works each costing not less than the amount equal to 60% of the estimated cost or one similar nature of work costing not less than the amount equal to 80% of the estimated cost during the last five financial years.

**Note : Proof in support must be enclosed for above ELIGIBILITY CRITERIA**

### **PROCEDURE**

1. Tender Bids should be placed in a properly sealed envelope addressed to **The Director, Bihar Museum, Bailey Road, Patna-800 001.**

Technical bid along with Tender Processing Fee should be **put up in a separate envelop** and the Financial Bid should be **put in separate sealed another envelope**, clearly indicating “TECHNICAL BID” and “FINANCIAL BID” with the details of the Bidder. Both sealed Technical & Financial Bid’s envelops should be **put in one envelope and must be super-scribed “Tender for Facility Management Services”** with the name, address & phone nos. of the Bidder. The tender must be submitted at the **Office of the Director, Bihar Museum, Bailey Road, Patna - 800015** on the date & up to the time mentioned in the tender notice and the tenders will be opened in the Office of the Director, Bihar Museum, Bailey Road, Patna – 800 015 on the date and time specified for the same in the presence of all Bidders or their authorized representatives.

2. **The Bidder shall acquaint himself fully with all Museum premises, Sites, conditions and the working environment before quoting the rates. AMC of Equipments/Machineries installed in Bihar Museum will be taken by the Agency from the Manufacturer or Authorized agency. List of installed Equipment/Machineries will be provided in Pre-Bid meeting and will be uploaded on the departmental website i.e [www.yac.bih.nic.in](http://www.yac.bih.nic.in)**

It is advised to do a complete survey at his own of the Premises before offering rates. No compensation because of any difficulties will be entertained later after award of works.

3. **The evaluation of the tender will be done as per least cost selection basis. The Technical Bid will carry 100 marks, the detail break-up of which is given on Annexure - V of the Tender Document, qualifying marks will be 70 points. The Financial bid will be open after completion of technical bid of only those agency, qualified in technical bid.**
4. In case the Bid being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a Person holding a power of attorney authorizing him to do so or in the case of a company, the tender be signed in the manner laid down in the said Company’s Article of the Association. The signatures on the tenders will be deemed to be the authorized signatures.
5. An Index page showing contents/annexure & page no. should be annexed first followed by relevant documents with proper page numbering & signed by the owner of the firm or his Authorized Signatory as token of acceptance of Terms & Conditions. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/ authorization may be enclosed along with tender.
6. The bidder must ensure that the conditions laid down for submissions of offers are complete and correctly filled. The rates and units shall not be overwritten and shall be in both i.e. figures and words.
7. In case two or more agencies are found to have quoted the same rates, the Tender Committee shall recommend about the Bidder to which the offer shall be granted based on the “NEGOTIATIONS” to become lowest rate bidder. The decision of the Director, Bihar Museum Society, Patna or Authority nominated by the Department shall be final.
8. Any changes with respect to this tender will be notified through News Paper and the website <http://yac.bih.nic.in> or <http://prdbihar.gov.in> only.
9. Bihar Museum Society reserves the right to accept or reject any or all the tenders without assigning any reason.

## **TERMS AND CONDITIONS**

1. The bidder must provide information about his Agency as per Technical Bid.
2. Bihar Museum Society may require different types of manpower- like Office Attendants, Drivers, Sweepers, Plumber, Electrician, Supervisor etc or other Manpower that is not mentioned in the Tender Document. This Manpower is to be provided as per requirement for eight hours a day and seven days a week. In case of overtime as per the Labour Rule, the wages will be suitably paid according the Rule or mutual understanding.
3. The number of persons required may vary from time to time and it may vary as per needs. Bihar Museum Society reserves the right to reduce or increase the Manpower, if considered

necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.

4. The payment details to be provided as per the format attached as Financial Bid. All the rates should be quoted all inclusive, i.e. all admissible administrative charges & Taxes; charges as per Labour Rule.
5. On acceptance of the tender, the Bidder shall deposit Performance Security equivalent to **10% of annual cost** in the form of Bank Guarantee/Demand Draft/NSC to Bihar Museum Society, Patna within 7 days of the award of the contract which will be refundable without interest after 60 days of completion of the contract.
6. The staff employed by the agency will always keep identity cards with them for verification while working.
7. Provide summer and winter uniforms, identity card and safety items to his employees, as required under the law at his own cost. All personnel of the Agency will wear the uniforms in clean condition while on duty. Bihar Museum Society shall not pay any extra charges to the Agency against these items. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with Bihar Museum Society.
8. In case of Housekeeping all the required machines/equipments/cloth/materials to be provided by the agency at his own cost used for cleaning, sweeping, dusting, drainage cleaning etc. Agency should ensure clean, dry & hygienic environment at Museum including the work places, cabins, cuboids, furniture, fixtures, walls, roof, glasses, entrance, staircases, toilets, three times a day (first before 9.00 am, second at 2.00 pm & third at 4.00 pm) in working days or on special occasions by providing air fresheners, toilet paper/soap/liquid, naphthalene balls/liquid of approved quality & quantity, wherever required. The detail of which is provided on Annexure-I. As a proof of equipment, agency has to provide equipment's bill in the name of agency/proprietor. For consumables and equipment, no extra payment will be made. Agency has to make necessary provision for the same while quoting as mentioned in Annexure – IV (Financial Bid). In addition, no other charges will be paid.
9. The supervisor deployed by the Agency is supposed to be present during working hours. He will give report pertaining to the assigned works to the designated officer.
10. The Bihar Museum Society shall have the right to replace or stop any person without assigning any reason whatsoever and the substitute shall have to be provided by the contract immediately, if required.
11. The staff and Manpower to be provided by the Agency should be physically fit, healthy for performing manual & assigned duties and shall not be below 18 years and above 58 years of age and should have clean Police Record. It will be the duty of Agency to make available the 'Police Verification Report' before deployment of any staff or Manpower.
12. The Manpower will be screened by the Bihar Museum Society. All the persons to be provided should have good moral character. No criminal case must be pending against any of the persons employed by the Agency. The Agency should ensure that his worker does not smoke, not indulge in drinking alcohol or intoxicants or in gambling.
13. The details of the persons deployed by the Agency with Bio-data, attested proof of Identity, photocopy of the driving license (in case of driver) and the latest photographs of all the persons shall be supplied to the Bihar Museum Society for record.
14. Obtain necessary license, permit, consent, sanction etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules, and regulations in force from time to time whether of Central or State Govt. as applicable to him or to this contract without any liability and responsibility to Bihar Museum Society, whatsoever it may be.
15. The administration of Bihar Museum Society shall be at liberty to check any time the deployment of persons by the Agency and in case of default shall deduct the wages of absentee personnel from monthly payment due to the Agency and impose penalty as deemed fit by him. The penalty can be imposed for the same as per decided. The decision of the Director, Bihar Museum Society shall be final in this regard.
16. The Agency shall be liable for full fidelity of the personnel to be provided and in case any pilferage/damage/theft/shortage is caused to the property of the Bihar Museum Society due

to the carelessness of the persons deployed by the Agency, the value as assessed shall be recovered from the payment due to the Agency under the contract. If some amount is still found recoverable, the Agency shall deposit the same within 15 days from service of notice by the Bihar Museum Society.

17. The Agency shall not pay to the persons engaged by him less than the minimum wages as approved under Minimum Wages Act, by Labour Department of GoB. The minimum wages along with statutory liability as when revised by GoB will be paid accordingly by Bihar Museum Society.
18. The Bihar Museum Society will not be liable to pay any amount other than specified as above. Any payment under provision of the ESI Act, 1948, Workman Compensation Act 1923, payment of Gratuity Act, 1948 and Employee's Provident Fund and Miscellaneous Provisions, Act 1952 or any other statutory liability shall be made by the Agency. The agency shall be solely responsible and liable for his persons under the provisions of Contract Labour (R&A) Act and the labour and services laws. A certificate to this effect will have to be submitted by the agency in separate challan in respect of Manpower employed by him. The certified copy of challans must be submitted next month along with the bill.
19. The Agency shall be paid against monthly bills to be submitted by him at the settled rates from the office, to which sanction & Fund is given for Service at a particular museum/site.
20. The Agency shall maintain daily shift-wise attendance record of the personnel deployed showing their arrival and departure time and submit to the respective office, designated for payment, and an attested (under Company/Agency seal) photocopy of the attendance record is to be attached with the monthly bill.
21. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
22. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
23. The agency must ensure the payment to staff by 7th of each month from his own resources proof of the payment should be produced with the coming month bill.
24. **TDS and other taxes as applicable will be deducted from agency's bill as per Govt. instructions from time to time.**
25. The Service tax (if claimed by the Agency) will be reimbursed only after the submission of proof of payment of Service Tax.
26. The Performance Security amount shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities of the workers etc.
27. In case of any change of constitution of the Agency, the rights of Bihar Museum Society (Govt. of Bihar) should not suffer.
28. All personnel engaged under this contract by the Agency shall be employees of Agency. Bihar Museum Society (Govt. of Bihar) shall not have any liability/responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in Bihar Museum Society/Govt. of Bihar or elsewhere.
29. Agency shall maintain all records/registers as required to be maintained under various labour laws and other statutory laws in force and as amended from time to time.
30. A local representative of agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of Bihar Museum Society they shall work under the directives and guidance of the Bihar Museum Society. This will, however, not diminish in any way, the Agency's responsibility under contract to the Bihar Museum Society.
31. The Personnel deployed by the Agency should be disciplined and will not participate in any activity prejudicial to the interest of Bihar Museum Society /Govt. of India /any State/ or any Union Territory.

32. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for Bihar Museum Society it shall be the sole responsibility of the agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the Bihar Museum Society.
33. In case Bihar Museum Society is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency or recovered from the due amounts payable to the Agency and/or from the security deposit held by Bihar Museum Society.
34. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Bihar Museum Society shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Managing Director of Bihar Museum Society shall be final in regard to all matters arising under this clause.
35. The decision of Director, Bihar Museum Society in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
36. An agreement shall be signed with the designated/authorized person of the successful agency.
37. The Director, Bihar Museum Society shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.
38. At the end of Contract Period/Termination of the Contract, the agency shall handover the charge to the new service provider (appointed by Bihar Museum Society) without any hindrance. In case of non-compliance, the Security Deposit shall be forfeited.
39. The contract will be valid for a period of one year and can be extended for another two years if agreed to by both the parties.
40. **Termination:** The Contract may be terminated by giving one month's notice, in case the agency:
  - a. Assigns or sub-contracts any of this service.
  - b. Violation/contravention of any of the terms and conditions mentioned herein.
  - c. Does not improve the performance of the services in spite of instructions.
  - d. Any violation of instruction/agreement or suppression of facts.
  - e. Contractor being declared insolvent by competent court of law.

If agency desires to exit this contract, a two months' notice in advance should be produced by the agency.

On termination of the contract, it shall be the responsibility of the agency to remove his men, machinery, and materials within days as per order. Bihar Museum Society shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.

During the notice period for termination of the contract in the situation contemplated above, the agency shall keep on discharging his duties till the expiry of notice period.

41. **Penalty:** In case of pre-mature termination of the contract due to any of the clauses of Termination the security amount shall be forfeited.
42. **Arbitration:** In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by the Sole Arbitrator to be appointed by the Director, Bihar Museum Society.
43. **Jurisdiction:** In case of any dispute, the jurisdiction shall be the Court at Patna only.

Read and accepted

(Full Name, Signature & Stamp of the Bidder)

ANNEXURE-III

*(To be submitted on Letter Head of the Registered Agency)*

**TECHNICAL BID**

**PROFORMA FOR PROVIDING FACILITY MANAGEMENT SERVICES AT BIHAR MUSEUM SOCIETY**

Technical Bid should indicate following information along with the self-attested photocopies of supporting documents:

1. Name of Firm/Agency: \_\_\_\_\_

2. Registered address: \_\_\_\_\_  
\_\_\_\_\_

3. Branch Address, if any

4. Phone/Fax No. \_\_\_\_\_  
\_\_\_\_\_

5. Email Address: \_\_\_\_\_

6. Type of Organization: \_\_\_\_\_

(Whether sole proprietorship/partnership/society/ Private Limited for Cooperative body etc. attach proof)

7. Name of Proprietor/Partners/Directors of the Organization/Firm. -----

Sl. No.	Documentary Proof of	No. with Date	Proof Attached
1	Proof of incorporation/inception of the Agency		
2	Registration for manpower supply/License to act as Facility Management Service		
3	EPF Registration Proof		
4	ESI Registration Proof		
5	PAN Number		
6	Audit Report for the Last 3 years		
7	Income Tax Return for the last 3 years		
8	GST Registration Proof		
9	Proof of Registration with the Labour Commissioner		
10	Undertaking regarding no case pending/not being blacklisted on Non-Judicial Stamp Paper of Rs. 100/-		
11	Undertaking regarding bid validity period on Letter head.		
11	Proof of ownership of equipment		
12	Satisfactory Performance certificate from at least three organizations where the contractor has supplied a group of more than 100 persons at a time for Facility Management Services during the last 3 years		
13	Proof of all the certifications		
14	Any Other relevant information		

Name and signature of the authorized person of the firm along with seal

ANNEXURE-IV

(To be submitted on Letter Head of the Registered Agency)

**FINANCIAL BID**

<b>Particulars</b>	<b>Amount Per Month</b>
<p>Monthly rate inclusive of Manpower payment with all legal charges, charges for Machinery and Equipment, Consumables and any other charges inclusive of all types of taxes applicable.</p> <p>(No extra payment will be made)</p>	<p><u>(in word and figure both)</u></p> <p>Rs. ....</p>

**Note :** - Any type of overwriting and correction made in amount will not considered.

Name and signature of the authorized person of  
the firm along with seal

## Breakup of FINANCIAL BID (Rate must be quoted in Monthly)

<p><b>(1) Hiring Charges for (Lumpsum basis)</b></p> <ul style="list-style-type: none"> <li>○ Housekeeping Staff (40 Nos.)</li> <li>○ Gardening Staff (20 Nos.)</li> <li>○ Supervisors (03 Nos.)</li> <li>○ Technical Staff (15 Nos.)</li> <li>○ Technical Supervisor (02 Nos.)</li> <li>○ Facility Manager (01 Nos.)</li> </ul>	
<p><b>(2) A. Equipment's/Tools &amp; Tackles (Lumpsum basis)</b></p> <p><b>B. Equipment's/Tools &amp; Tackles (Lumpsum basis) for Gardening (Horticulture service)</b></p>	
<p><b>(3) A. Chemicals/consumables / Manures (Lumpsum basis)</b></p> <p><b>B. Chemicals/consumables / Manures (Lumpsum basis) for Gardening (Horticulture service)</b></p>	
<p><b>(4) Pest Control / Tank Cleaning / Other Specified job in tender (lumpsum basis)</b></p>	
<p><b>(5) Technical Tools Rent (Lumpsum basis)</b></p>	
<p><b>(6) Service Charges</b></p>	
<p><b>Sub Total (column 1 to 6)</b></p>	
<p><b>GST &amp; Other Tax as applicable</b></p>	
<p><b>Total</b></p>	

**Note : - Any type of overwriting and correction made in amount will not considered.**

(a.) The charges shall be on 30 days a month basis (as per the norms of Government of Bihar, Labour Department).

(B.) The quoted consolidated monthly amount prices shall be inclusive of all charges including our contribution towards ESI, PF, Gratuity, Bonus, Substitutes. It shall also include cost of training and uniform etc.

(c.) The prices in the Price Schedule shall be inclusive of any service tax, education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rate.

(D.) Price Break-up of the quoted prices shall be submitted by the Contractor with the financial bid.

Name and signature of the authorized person of  
the firm along with seal

### Breakup for Manpower Payment

Agency must have to provide payment details on letter head of manpower supplied by them

<b>Sl No.</b>	<b>Type</b>	<b>Basic</b>	<b>Statutory Deduction (EPF, ESI etc)</b>	<b>Payment in Hand</b>
1	Housekeeping Staff			
2.	Gardening Staff			
3	Supervisors			
4	Technical Supervisor			
5	Computer Operator			
6	Peon			
7	Electrician			
8	Carpenter			
9	Plumber			

**Rate for on call basis Manpower**

**Agency must have to provide on call basis rate on their letter head of Manpower as detailed below as and when required**

<b>Sl No.</b>	<b>Type</b>	<b>On call Rate</b>
1	Fitter	
2.	Electrician	
3	Carpenter	
4	Plumber	
5	Welder	
6	HDP Pipe Welder	
7	Painter	
8	Mason	
9	Unskilled Labour	

## Annexure –V

### Details of Scoring Pattern / Criteria Technical Bids

- Profile of the Company mentioning Manpower Strength, Equipment, Previous work report etc: - 20 points
- Experience for same or similar type or work: - 05 years – 10 points; 6-10 years – 15 points; More than 10 years- 20 Points
- FMS project completed: - 1 Project – 05 Points; 2-5 Project – 10 Points; 6-10 Project – 15 Points; More than 11 Projects – 20 Points
- Financial Turnover: - 25-50 Crore-10 points; 51-75 Crore – 15 points; More than 75 crores – 20 points:
- Number of personnel/manpower deployed with different FMS Projects: - 500 personnel – 10 points; 501-750 Personnel – 15 Points, More than 751 personnel – 20 points.

Maximum – 100 points

**Note :- Agency have to submit proper documents for each criteria.**

## Scope of Work

The FM Service Provider shall be required to provide operational and maintenance services on 24 X 7 basis to Bihar Museum.

The FM Service Provider will be directly responsible for ensuring operational service levels and that the performance is met. They will be directly reporting to the Site Facility/Admin Management Team of Bihar Museum. Facilities Team of Bihar Museum will have responsibilities to define policies, procedures and standards, and provide advice to the FM Service Provider from time to time, as required. Services of Bihar Museum is divided in to two categories; i.e. Technical Services & Soft Services.

FM Service Provider shall design the manpower for Bihar Museum along-with necessary equipment's/accessories and facilitate services to the Bihar Museum.

Consumable shall be provided by BMS for civil, electrical & Plumbing work on actual basis

### **Technical Services**

Fire Fighting

HVAC Services

Electrical & Mechanical Facilities

UPS

Elevator (Lift)

Irrigation & Water Feature

Building Management System, AV System & Flap Barrier

General Services

Help Desk

Sr no	Location	Technician
1	Sub –Station / Electrician	03
2	DG Set	1
3	WTP/STP	03
4	A/c Plants & AHUs	03
5	Lifts	01
6	Computer Operator	04
7	Technical Supervisor	02
	<b>Total</b>	<b>17</b>

## Soft Services

Housekeeping Services  
Pest Control  
Horticulture Services  
Carpet Cleaning  
Fire Suppression System  
Window / Façade Cleaning  
STP/WTP  
Sewer Cleaning  
Civil work and maintenance  
Reports  
Overall Guidelines

S No	Description	Total
A	Housekeeping services	
1.	Housekeepers a) Toilets b) General Cleaning	40
2.	Gardener	20
3.	Supervisors	03
	<b>Total</b>	<b>63</b>

Apart from above the FM Service provider is expected to carry out total facility audit once in 6 months by internal experts focusing on areas like Safety, Energy, Cost savings and overall systems.

The Scope of work of major services is defined here. FM service provider will have to also provide additional facilities/work as and when required by the Bihar Museum:

## Technical Services

### 1. Fire Fighting System: -

#### Major responsibilities

- Pump Operation & Monitoring
- Monitoring and maintenance fire tank water level

#### Scope of Work

- Operation and daily maintenance of the FSS and related equipments in accordance with the Manufacturer's Instruction Manual and in coordination with AMC Vendors
- Daily check for gas pressure
- Ensure that the Checklists are adhered with utmost care and regularity
- Any breakdown/malfunctioning of the Equipment will be attended as per procedures of the original manufacturers and suppliers of associated equipment(s).
- All the Daily, Weekly, Monthly, Quarterly, Half Yearly and Annual Reports and Checklists to be adhered to 100%
- FM Service provider needs to conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Head of FM in Bihar Museum
- FM Service provider needs to conduct Fire Audit for every 6 months through internal FM Bihar Museum specialists

## 2. HVAC Services: -

### **Major Responsibilities: -**

- Chiller – Chiller, Pump and Cooling Tower operation and monitoring
- AHU – AHU Operation and monitoring
- Temperature – Area wise temperature monitoring
- Water – Cooling tower makeup water monitoring
  - Chilled water pipe line monitoring
  - Cooling tower makeup water tank water monitoring and filling
- PAHU – Server room operation and monitoring
- Heat Chiller – Chiller, pump and cooling tower operation and monitoring
- Humidity – Area wise humidity monitoring

### **Scope of Work**

To ensure AHU's are operated in a way to maintain following parameters

- Temp : 22+/- 2
- Coordination and monitoring of HVAC system of the Museum 24 hours (24x7).
- Operation and daily maintenance of the Split AC's, AHU's, PAHU's / PAC's and FSU's in accordance with the Manufacturer's Instruction manual and in coordination with AMC Vendors
- Routine Checks of AHU's Blowers, Blower Motors, and adjustment of Belt Tension
- Check and lubricate all Bearings for AHUs
- Cleaning of AHU filter on every weekend or in night hours on need basis
- Observe Noise Levels and report for abnormal condition
- Preventive Maintenance Schedule to be followed with 100% compliance and Predictive maintenance techniques to be followed
- Need to co-ordinate with Vendors for carrying out maintenance of equipment under AMC or warranty

- Need to maintain a record of all the Equipment at facility, keep record of the Vendors details, keep track of the dates of AMC/Warranty validity and inform Bihar Museum when the validity is within 2 months of completion
- Need to prepare the records of routine service visits provided by AMC providers and tracking to be done against actual visits
- Keep the Inventory status of all spares and consumables required for the maintenance of the facility and update on weekly basis
- All the Daily, Weekly, Monthly, Quarterly, Half Yearly and Annual Reports and Checklists to be adhered to 100%
- FM Service provider needs to conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Head of FM in Bihar Museum.

### **3. Electrical & Mechanical Facilities**

#### **1. Major Responsibilities: -**

- Panel – All HT & LT panel operation & Monitoring
- Transformer – Monitoring of Transformer
- APFC Panel – Power factor monitoring
- UPS System – UPS & Battery monitoring
- Solar System – Monitoring of Solar System
- Normal Light – Operation and control of Normal light
- Special Light - –Operation and control of Normal light
- AHU LCP – Operation and monitoring of AHU LCP
- Starter Panel – Operation and monitoring of Starter Panel

### **Scope of Work**

#### **Electrical System**

1. FM Service Provider will ensure smooth operation of the electrical switch gears, cables etc
- FM Service Provider will be responsible for availability of requisite power at all utility points.
  - Check for tightness of connections, any overheating. Regular cleaning of panels on weekly basis.
  - All sockets should be tested once every six months for the voltage levels and earthing
  - All power cables should be checked for continuity, any broken conductor or damage to the insulation
  - Cables of portable equipment like vacuum cleaners, Xerox machines, laptops should be checked once in three months, while for desktop Computers and other stationary equipment it should be once in six months
  - Earthing should be checked regularly as part of maintenance for tightness, corrosion etc. and should be rectified in case any deficiency is found.
  - The Resistance of earthing pits should be checked regularly and action to be taken for correction with approval of Bihar Museum.

- A log of earthing values should be maintained quarterly
- Check all motors across facility against Noise, Temp, Vibration, Imbalance of Phase current on weekly basis and record them
- Ensure that the Checklists are adhered with utmost care and regularity
- Preventive Maintenance Schedule to be followed with 100% compliance for all motors and other electrical equipments, Predictive maintenance techniques to be followed
- History of maintenance to be maintained for each and every equipment
- Co-ordination of all activities with outside agencies for the purpose of maintenance and upkeep of equipment will be carried out by the FM Service Provider
- Maintain proper inventory of all bulbs / tube lights / spares
- Ensure all the fused bulbs / tube lights are replaced as and when required
- Log down Electrical Meter readings
- All alarms to be checked and logged
- FM service agency needs to procure all the engineering consumables as per Bihar Museum Procurement policy

FM Service provider needs to conduct Electro mechanical equipment audit for every 6 months through internal FM Bihar Museum specialists.

#### **4. UPS**

1. Under any circumstances there should not be any power black out to Bihar Museum
- Monitoring of Electric panels, UPS and other installation through electricians and Diploma engineer.
  - Operation and daily maintenance of the UPS and related equipment's in accordance with the Manufacturer's Instruction Manual and in coordination with AMC Vendors
  - Daily check for UPS loading, neutral current and back up time and record them
  - Daily visual inspection for batteries for any abnormalities to be intimated to Bihar Museum immediate
  - Need to co-ordinate with Vendors for carrying out maintenance of equipment under AMC or warranty
  - Any breakdown/malfunctioning of the Equipment will be attended as per procedures of the original manufacturers and suppliers of UPS & associated equipment(s).
  - Weekly prepare reports on UPS loading and back up time with battery condition keep updated to Bihar Museum
  - Ensure 100% uptime for UPS. This will be monitored on Quarterly basis.
  - All the Daily, Weekly, Monthly, Quarterly, Half Yearly and Annual Reports and Checklists to be adhered to 100%
  - FM Service provider needs to conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Head of FM in Bihar Museum.

#### **5. Elevator (Lift)**

**Major Responsibilities: -**

- Passenger Lift – 5 passenger lift operation and monitoring
- Freight Lift – 1 freight lift operation and monitoring

### **Scope of Work**

- Provide trained lift operator in each lift for operation
- Maintenance of lift as per manufacturer norms
- Provide necessary consumables for lift operation
- To ensure proper function of lift

## **6. Irrigation and Water Feature**

### **Major Responsibilities: -**

- **Irrigation Pump** – Operation and monitoring of pump  
Operation and Monitoring of Sprinkler  
Operation and Monitoring of drip irrigation
- **Water Feature** – Operation and monitoring of water feature pump
- **Flushing Water System** – Operation and monitoring of Pump  
Flushing water tank water level monitoring and filling
- **Domestic Water System** – Domestic water tank water level monitoring and filling
- **Bore Well** – Bore well pump operation and monitoring.
- **Sanitary Fixture** – All Toilets fixture monitoring.
- **Solar Water** –Solar water system operation and monitoring.

## **7. STP (Sewage Treatment Plant) & WTP (Water Treatment Plant)**

### **Major Responsibilities: -**

- **WTP** – WTP System operation and monitoring  
Raw water tank water level monitoring and filling  
Treated water tank water level monitoring and filling.
- **STP** – STP System operation and monitoring  
Irrigation water tank water level monitoring and filling  
HVAC makeup water tank water level monitoring and filling.

### **Scope of Work**

- Checking of regular parameters required for smooth operation of complete STP at site level.
- Testing of critical parameters like residual Chlorine to ensure desired water quality and quantity.
- All necessary measure will be taken to operate the plant satisfactorily.
- Maintaining all sorts of records as per the requirements such as log-sheet of the system, performance sheet of the system, chemical consumption record, etc, to minimize the downtime of any utility and to enhance the performance of entire system.

- Regular cleaning & checking of Valves.
- Regular Backwash & Rinse of MGF, ACF & Softener of STP.
- Preventive Maintenance of Pumps, Strainers etc.
- Regular dosing of Chemicals in the system
- All replaceable items whenever required shall be provided by the agency and will be replaced in the presence of Bihar museum representative.
- First Aid arrangement will be done by the agency.
- Agency will be responsible for sludge disposal after cake formation etc and STP Tank cleaning.
- Consumables like, Testing kit, Gear oil, V Belt, Sodium Hypo, Tools, Tackles for preventive maintenance etc and housekeeping materials as required for running of the plant shall be provided by the agency.

## **8. Cleaning of HDPE Rainwater Pipes**

### **Scope of Work**

- Checking and cleaning of HDPE Rainwater pipes before, after and during rainy season.
- Cleaning of Terrace before, after and during monsoon.

## **9. Building Management System (Access Control, CCTV & System Operations):**

- To Operate and maintain the complete Access Control system like-
  - FAS Monitoring
  - PAS Monitoring
  - Access Monitoring
  - BMS Monitoring
  - CCTV Monitoring
  - WLD Monitoring
  - VESDA Monitoring
  - Roller Blind
  - Data and Voice Monitoring
  - AV System of Orientation Theatre
  - AV System of Smart Conference Room
  - Flap Barrier
  - Baggage Scanner etc
- The FM Service Provider needs to Manage & co-ordinate (through their service Providers OEM's/others) for day to day operation, monitoring and management of the systems as per the design of the system and usage requirements of Bihar Museum
- FM Service provider needs to conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Head of FM in Bihar Museum

## **10. General Services**

- Co-ordinate with AMC vendors for scheduled maintenance of all equipment

- Track all annual maintenance service contracts and ensure timely renewals
- Maintain and regularly update the preventive maintenance plan.
- Manage inventory of all required spares & consumables
- Ensure all planned repair and maintenance works are carried out
- Ensure all routine operations of equipment and systems are carried out.
- Ensure adequate supervision of all operations & maintenance activities
- Ensure adequate manpower available to carry out all the services mentioned in this schedule.
- Negotiate & recommend for all works / purchases as per Bihar Museum procurement guidelines
- Ensure all vendors are on Bihar Museum approved vendor list.
- Ensure all works are carried out as per Safety guidelines laid down by the Bihar Museum.
- Check and authorize the receipt of material, satisfactory completion of work, etc.

## 11. Help Desk

- Help desk to be maintained and operational for at least 10 hours a day, 6 days a week or (As per the guidelines issued by Bihar Museum)
- Help Desk must have a dedicated computer with an internet connection for logging the complaints and generation of MIS reports.
- Complaint must be logged immediately upon receipt.
- Responsibilities of the help desk:
  - Attend call from the premise on all the services mentioned in this RFP.
  - Direct the complaint to the concerned vendor.
  - Track every complaint, 95% of complaints should be resolved on the same day.
  - Escalate the unresolved complaint to Bihar Museum. Any critical complaint to be reported to Bihar Museum immediate on receipt of complaint
  - Provide daily, weekly, monthly MIS on the complaints received with status.
- Standard Maintenance Requirements
  - All employees/security shall contact the Help Desk whenever there is a problem, the Help Desk then lodge maintenance requests and reconfirm the location and contact numbers.
  - Help Desk personnel will prepare a Work Order accordingly and communicate the same to an appropriate maintenance contractor already authorized by Bihar Museum
  - Help Desk will communicate date and time when the maintenance Engineer/Contractor will visit the premise of the complaint. This will be fixed as per the convenience of the complainant and communicated by telephone or via email.
  - The complainant must sign the Work Order, confirming satisfactory completion of works and consumption of material, if any.
  - Depending upon the nature of the work, this may be followed up by a call/ visit of the Maintenance Engineer in order to ensure the completion and quality of the works that has been carried out

- High Cost Maintenance Requirements
- In case the maintenance requirement involves the replacement of a high cost item like a repair of a wall with seepage, etc. or a new requirement, Help Desk shall seek prior approval from Bihar Museum.
- Help Desk shall keep the complainant briefed about the progress and arrange for the completion of the assignment on receipt of such approval.
- Help Desk is the sole service for the physical maintenance of the premises and the scope of services will include electrical, plumbing, masonry, painting, polishing, air-conditioning and carpentry problems, co-ordination for installation and maintenance of air conditioner or other equipment, etc.

## Soft Services

The Service Provider shall also provide the following soft Services:

1. FM Service provider is required to carry the following equipment for housekeeping services: -

### Annexure – I

#### (A) List of Equipment, Tools, tackles etc required for housekeeping services of Bihar Museum Society: -

S.NO	Type of machine	Number of machine required
1	Single Disc Scrubber	02
2	Wet & Dry Vacuum Cleaner	02
3	Glass Cleaning Kit	03
4	High Pressure Jet	04
5	Battery Road Sweeper	01
6	Auto Scrubber	02
7	Hand Scrubber	02
8	Winger Trolley	06
9	Ladder-upto 15 ft	01
10	Telescopic Rod-11 mtr	02
11	Garbage Trolley	03
12	Carpet Cleaning Machine	01
13	Grass Cutting Machine(Motorize)	03
14	Faced Cleaning Machine	01
15	Motorised Cabling Cum Rodding Machine	01
16	Gardening Tools as per requirement	As required
17	Any other equipments as required by Bihar Museum	

(i)The machineries shall be brand new and should not have been used before. Supporting documents in support of brand new viz. Tax Invoice Receipt, as required in the tender document shall be produced by the Contractor at the time of supply of machineries in Client's office.

(ii)The repair and maintenance shall be the sole responsibility of the Contractor. There will be no down time acceptable. However, in case of break-down of a machine, the Contractor shall provide and replace immediately the faulty machine at his own cost and risk.

#### (B) List of Cleaning Consumable required for Housekeeping work in Bihar Museum Society

Sl No.	Items	Quantity / Month (Approx)
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1	Naphthalene Balls (500 gms)	03 kg
2	Phenyl (5 litre tin)	05 tin
3	Baygon Liquid (four Ltrs) in 500 gm pack	02 ltr
4	Cleanzo (5 litre tin)	40ltr
5	Room Freshener (Air Wick) 2 in one	06 nos.
6	Room Freshener (Sandal)	03 nos.
7	Odonil Metropol	48 nos.
8	Sanitary Cubes Metropol	24 nos.
9	Spray Pump	02 nos.
10	Wiper (Large)	08 nos.
11	Wiper (Small)	08 nos.
12	Hand Wash (Life Boy)	48 nos.
13	Harpic Triple Action	36 nos.
14	Floor Mop full size	60 nos.
15	Duster Full Size	50 nos.
16	Duster Yellow	15 nos.
17	Dustbin Plastic	10 nos.
18	Dustbin Plastic with Cover	05 nos.
19	Colin	08 nos.
20	Scorch Bite Large	25 nos.
21	Garbage Bag (10 kg)	02 nos.
22	Toilet Brush	16 nos.
23	Broom (phool)	15 nos.
24	Broom (bamboo)	15 nos.
25	Urinal Cubes	18 packet
26	Brasso	08 nos.
27	Gardening Consumable as per requirement i.e. pesticides, manures etc.	As required
28	Sodium Hydro	As required

29	Gear Oil	As required
30	Any other items as specified by the Bihar Museums Society authority.	As and when required

**Note:- Small nursery will also have developed inside the museum premises.**

**(C) List of Cleaning Chemical required for Housekeeping work in Bihar Museum Society**

Sno	Item	Brand	Quantity Per Month
1	Bathroom Cleaner	Eureka-Klar OR Johnson Diversey -R1	30 litres
2	Hard Surface Cleaner	Eureka - A Marine OR Johnson Diversey – R2	10 litres
3	Glass Cleaner	Eureka - Plural Plus Johnson Diversey – R3	10 litres
4	Urinal & Bowl Cleaner	Eureka - WC Rein Johnson Diversey – R6	25 litres
5	Floor Polisher	Eureka - Cris Johnson Diversey – Terronova	15 litres
6	Floor Cleaner	Eureka - Clean 6000 Johnson Diversey – Spiral	30 litres
7	Moist Control	Silicagel	05 Kg

**1. Overview**

Bihar Museum requires the provision of a professional Cleaning Service which shall include:

- Routine cleaning of the internal and external areas to meet the required service standard.
- A responsive service to maintain the full use of the facilities and the safety and well-being of all users
- A periodic and deep clean service.
- FM Service Provider shall also provide additional housekeeping services as and when required by Bihar Museum. FM Service Provider shall bring in its own equipment for cleaning and shall be responsible for maintaining these equipments at all time. All costs for purchase/repair/spares/maintenance etc for these equipments will be borne by FM Service Provider.
- FM Service Provider shall be responsible for the safekeeping of these equipment's at the Bihar Museum site and shall not take out these equipments any time during the term of contract other than for repairs. In case such repairs take more than a week, FM Service Provider shall arrange to provide alternate equipment to Bihar Museum.

1.1 The FM Service Provider is encouraged to take a holistic view of the Estate and to adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to Bihar Museum property as soon as they become aware of such defects in the course of their duties under this Contract.

1.2 In particular the Cleaning Service shall include but not be limited to

- Dusting / polishing of all furniture, sills etc

- Polishing / vacuum cleaning / cleaning of floors
- Cleaning of all toilets and shower / changing rooms (where applicable)
- Replenishing of soap, towels, toilet rolls etc
- General cleaning of staff kitchens and tea points
- Cleaning walls, ceilings, internal glass surfaces
- Cleaning of internal and external windows.
- The clearing of gutters/roofs to remove debris (where applicable);
- The removal of graffiti and other stains to the internal / external of Premises (where applicable);
- Cleaning/litter picking of external areas;
- Shampooing of carpet and chairs.
- FM Service provider needs to conduct Housekeeping audit for every 6 months through internal FM Bihar Museum specialists
- Only Johnson Diversy or Green building/USGBC council approved cleaning chemicals must be used as per Bihar Museum guidelines.

## **2. Routine Cleaning**

The FM Service Provider is required to provide a high-quality service within the scope of the Specification defined in Annexure A-1. The FM Service Provider will undertake all tasks normally associated with routine office cleaning, to ensure that the offices, toilets, meeting areas, public areas and all other Bihar Museum working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

### **2.1 Dusting / polishing of all furniture, sills.**

- All chairs and soft furnishings must be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In addition, they must be free from finger marks and smears.
- All telephones should be free from dust and smears.
- Light fittings must be free from dust
- All blinds and curtains should be free of stains, marks, and dust.
- All signage, including emergency signage should be clean, dry and free of stains, marks and dust.
- Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and placed in their original locations. Liners should be used in all containers.

### **2.2 Polishing / vacuum cleaning / cleaning of floors**

- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up. Chewing

gum and other sticky substances shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed.

- All carpets, carpet tiles, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- The pile in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic.
- Care is to be exercised when staff is still on the premises. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering

### **2.3 Cleaning of all toilets**

- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours.
- All furniture and fittings must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. All sanitary ware, including showers, shower heads, sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height. Walls, doors and cubicle partitions shall be washed by a disinfectant solution regularly.
- Mirrors must be clean and free from smears.
- Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears. Solid bars of soap must be clean and replaced as necessary.
- All toilets should be kept fully stocked with supplies and should be made available at all times.
- Towel holders/ dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.
- Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.

- Bihar Museum expects a holistic washroom supplies service. The Vendor shall provide options on the consolidation of existing and proposed washroom products

## **2.4 Walls, Ceilings, Doors and Staircase**

- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height
- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents
- Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks
- Treads and risers are to be treated same as floors
- Walls and high level surfaces and fittings must be free from dust, cobwebs and marks to the full height

## **2.5 Corridors, Lifts and Lobbies**

- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. Some slight scuffing may be apparent but the dressing must be complete and intact without evidence of powdering, discoloration or build up
- All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs and cobwebs
- All carpets, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent

## **2.6 External Areas**

- Bihar Museum requires the provision of a professionally managed Cleaning service to the external areas of the buildings
- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the business day
- Entrances, service areas, car parks, paving, paths, grounds and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations
- All areas protected by security, screening, netting, protective cages etc shall have the protection removed temporarily to remove graffiti, debris, dirt dust, weeds and litter. The protection must be replaced to the original standard prior to invasion.
- The FM Service Provider shall report any defects encountered during carrying out external areas maintenance tasks to Bihar Museum

### **3. Periodic cleaning**

- 3.1 In addition to the above, the FM Service Provider is required to carry out any periodic or deep clean activities not included in the routine cleaning activities to achieve the service standards, as defined in Annexure A-1. This can include, but is not limited to, deep cleaning and periodic cleaning activities of the communal and public areas and deep cleaning activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

Special cleaning instructions need to be followed for below mentioned area:

#### **Server Room, Communication Room and Hub Rooms**

Cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area

- This specification relates to the special cleaning in the communications and equipment areas within the premises
- These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface
- under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions
- The FM Service Provider must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically dedicated for computer use. If in doubt the cleaners should consult the Bihar Museum.
- Mats and carpets must be free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry
- Hard floor areas must be entirely free from dust and left clean and dry
- Where possible items of furniture that are removable are not to be cleaned within the area. They are to be removed dirty, cleaned outside the area and returned in a clean anti-static state
- All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted
- The use of water for cleaning in these areas is forbidden

### **4. Reactive Cleaning**

- A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities
- Remove spills and treat to minimize damage to floor coverings and reduce the risk of staining. Use only approved specialist materials within the indicated timescales for the removal and treatment of spills.

### **5. Safety Guidelines**

- The FM Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to FM Service Providers as well as sub-contractors deployed by them at the site
- All FM Service Provider workmen should be provided with a uniform by the FM Service Provider and shall work within the Bihar Museum premises in their prescribed uniform
- The FM Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by Bihar Museum personnel beforehand
- The FM Service Provider shall provide prior information to the Bihar Museum representative about any hazardous material being brought on the site and shall ensure security storage of such material
- The FM Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period
- The FM Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site
- All workmen of the FM Service Provider or their sub-contractors must have valid identifications cards verified by the Bihar Museum Security Department & shall display at all times during duty hours
- **Operating Schedule for House Keeping Services**

Descriptio	Parameters	Task	Frequenc	Remarks
General cleaning	Toilets	Serv/CLN	Daily	
	Cleaning pantry and	Serv/CLN	Daily	
	Floor and Carpet	Serv/CLN	Daily	
	Service Area	Serv/CLN	Daily	
	Stairs	Serv/CLN	Daily	
	Lifts	Serv/CLN	Daily	
	Cleaning of workstation	Serv/CLN	Daily	
	Clearing of dustbins from workstations	Serv/CLN	Daily	Twice a day
	Garbage Disposal	Serv/CLN	Daily	
	Cleaning of security and transport	Serv/CLN	Daily	
	Booming and cleaning of outside parking	Serv/CLN	Daily	
Refilling	Housekeeping supplies like toilet	Ref	Daily(hourly) Need	Refilling will be done as per need basis also
	Refilling of water, tea and other beverages, biscuits	Ref	Daily(hourly) Need	Refilling will be done as per need basis also
Micro Cleaning	Deep cleaning of toilets, pantry, floor and carpet, service area, building surrounding area, workstations, office equipment, glass surfaces etc.	Serv/CLN	Weekly	
	Light fixtures and AC	Serv/CLN	Weekly	

AHU, DG rooms (except	Serv/CLN	Weekly	
Roof drains	Serv/CLN	Weekly	
Lighting fixtures	Serv/CLN	Weekly	
Peripheral walls and grills	Serv/CLN	Weekly	
Electrical and plumbing	Serv/CLN	Weekly	
Secured areas like Hub room,	Serv/CLN	Weekly	
Brass fittings	Serv/CLN	Weekly	
Wall panelling, wood work and	Serv/CLN	Weekly	
Cleaning of office equipment's such as PC's , printers, fax machines, Photocopiers, TV, etc	Serv/CLN	Weekly	
Building structures like	Serv/CLN	Weekly	
Workstations, cabinets, other	Serv/CLN	Weekly	
Cleaning of notice boards, Paintings, Fire	Serv/CLN	Weekly	
Carpet Vacuuming and Carpet	Serv/CLN	Weekly	
Washing of low height walls	Serv/CLN	Weekly	
Cleaning of linen such as sheets	Serv/CLN	Weekly	
Cleaning of Venetian blinds	Serv/CLN	Weekly	
Sanitizing of telephone	Serv/CLN	Monthly	
Cleaning of all rain water drain line system.	Serv/CLN	Weekly	
Cleaning of all rain water main	Serv/CLN	Weekly	
Cleaning of all sewer water	Serv/CLN	Weekly	
Cleaning of all sewer water	Serv/CLN	Weekly	
Cleaning of all basement sumps	Serv/CLN	Monthly	
Cleaning of all basement drain	Serv/CLN	Weekly	
Wet wipe of glass and wall	Serv/CLN	Weekly	
Vacuuming of fabric wall	Serv/CLN	MT	
Washing of garbage room and	Serv/CLN	Weekly	
Checking stock of housekeeping and pantry	Rept	Weekly	
Carpet and chairs shampoo,	Serv/CLN	Need Basis	

Glass Façade cleaning,	Serv/CLN	Need Basis	
Deep cleaning of Marble surface	Serv/CLN	Need Basis	
Crystallization of floor	Serv/CLN	Need Basis	

## 2. Pest Control

- The FM Service Provider is to provide a total pest control service for the Premises in order to keep Bihar Museum Premises free from rodents, birds, insects etc.
- The FM Service Provider shall provide a full action plan for dealing with the range of pests encountered within the Premises. The FM Service Provider is required to carry out a detailed survey of the site. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
- The FM Service Provider shall determine the site conditions and make a list of all the pests identified during the site visit. All Health & Safety issues must be addressed, regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to.
- Bihar Museum requires a pest control service that would control, if not eradicate all pests from site, including the removal of dead creatures. Bihar Museum will look for the FM Service Provider to use the most effective and humane methods possible.
- Within the Pest Control service the FM Service Provider shall provide a pigeon and bird control service, to minimize the presence of pigeons and other birds at the Premises, and to clean the exteriors of Premises to keep the Premises regularly free of bird droppings (where applicable).
- FM Service Provider should possess Central Insecticide Board Certification and shall provide the same (CIBI Number) to Bihar Museum.
- Inspection and service will take place during visits to the premises by the FM Service Provider. Visits will be of three types and conditions should be developed covering each:
  - A pre-arranged number of regular inspections will be carried out by the FM Service Provider sufficient to meet all statutory and best practice requirements.
  - Emergency call outs and follow up treatments should be regarded as additional to routine inspections.
  - The FM Service Provider may include a routine inspection during an emergency call out or follow up only if:
    - All inspection points are covered in addition to emergency or follow up work.
    - Additional follow up visits may be required to reinforce control measures. These will often occur at the beginning of a contract to rid premises of existing infestations and following emergency call outs to ensure that actions taken prevent infestations from developing.
- Legislation restricts what pesticides can be used, where and how. Only adequately trained personnel may use pesticides or make decisions about how they are used. The FM Service Provider is required to comply with all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules relating to Biological Agents. Selection of the appropriate pesticide is the FM Service Provider's responsibility. Methods are to be efficient but carried out in a humane way.

- Reports should be written at the survey stage and after each site visit. The reports should be clear, concise and complete. They should contain a summary of what was found, what action and what precautions should be taken in future.
- The FM Service Provider shall institute a system of written reports on all site visits. These should be dated and describe the extent of treatments undertaken. Only approved pesticides must be recommended, and used in accordance with the label instructions and conditions and all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules. The identity of all pesticides applied should be recorded, together with any warnings/ precautions to be undertaken by Bihar Museum staff in relation to the pesticides applied/ work carried out.
- FM Service Provider shall provide material data sheets of the pesticides/chemical used in Bihar Museum premises.
- Certificates must be provided showing each of the technician's qualifications and aptitudes in the Pest Control techniques and processes (where applicable).
- **Operating Schedule for Pest Control Services**

Description	Parameters	Task	Freq	Remarks
Routine treatment	General pest control	Oper, Chk	Fort nightly, Need basis	
	Rodent and Lizard control, Fumigation, fogging	Oper, Chk	Monthly	
	Cockroach Gel	Oper, Chk	Quarterly	
Special service	Treatment for specific seasonal pest problems	Oper, Chk	Need Basis	
	Special service for Birds, Honey bee, cats and	Oper, Chk	Need Basis	
	Termite treatment	Oper, Chk	Need Basis	

### 3. Horticulture Services (Office Plants and Flowers)

**(Gardening work will be required after expiry of Maintenance period of one year (After handing over) by L&T Horticulture vendor)**

Several types of plants, flowers, grass are irrigated in Bihar Museum premises including ground and roof. Major roof parts of Bihar Museum is greenery. Agency has to maintain all area including ground and roof. This section shall include but not be limited to the following: -

- Maintain and upkeep of garden and plants in the premises and on various floors by deploying an experienced gardener.
- Scope of works also include daily watering, dressing of lawns/plants, change of earths, provision of fertilizers etc.
- FM agency has to make all the arrangements and only water shall be supplied by the Museum.
- All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance.
- All plant specimens shall be maintained so that they are in healthy growth
- All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice

- A fully detailed asset register detailing all plant specimens shall be kept by the FM Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location.
- All pots/ containers shall be cleaned and replaced where necessary
- All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement
- FM service provider has to provide necessary fertilizers, chemicals etc for plants
- FM service provider has to plant seasonal flower to the specified place

#### 4. Carpet cleaning

Bihar Museum requires the provision of a professionally managed carpet Cleaning service. The FM Service Provider shall clean complete carpet area as per the cycle decided by the authority. The FM Service Provider shall provide all equipment, supplies, and manpower for completing this activity. FM Service Provider shall have the provision of both dry and wet shampooing as per the requirement of Bihar Museum.

- FM Service Provider shall get the equipment approved from Bihar Museum for the load and other technical specifications
- FM Service Provider shall have dedicated set of machines only for Bihar Museum site and these should always be available at any given point of time
- A schedule of such cleaning would be given by the FM Service Provider and approved by Bihar Museum.
- FM Service Provider shall begin the cleaning operation by removing all movable furnishings from the carpeted areas, placing the furnishing in appropriate temporary locations and shall conclude the operation by replacing furnishings to their original locations once the carpet is dry
- Caution signs needs to be set up before the commencement of work
- Appropriate time should be given for the drying of the shampooed area and till such time the area should be barricaded
- All paper, gum, rubber bands, staples, paper clips and other debris shall be removed from the carpeted area
- FM Service Provider to use appropriate industrial wide commercial standard material pre- approved by Bihar Museum.
- All spots and stains shall be treated with an approved spot cleaning solution and a soft bristle brush and shall continue until as much of the spot or stain as possible has been removed.
- Clean all carpet area throughout the premises, unless otherwise stated.
- Access to locked areas is to be arranged with the Client's Representative.
- Leave carpet clean, dry and free from any stains.
- There must be no evidence of any tea coffee stains
- FM Service Provider shall take precautions against furniture damage and post shampooing splash, clean up walls etc.
- FM Service Provider shall redo the shampooing of the area that is done unsatisfactorily at no additional cost.
- Bihar Museum shall provide storage space for cleaning material and equipment. It is the responsibility of the FM Service Provider to maintain the area in neat and orderly manner.

- FM Service Provider shall follow the safety regulations of Bihar Museum, like usage of access cards, wearing and displaying ID cards etc.
- Carpet shampooing will be done on need basis without extra cost.

## 5. Fire, Life, Safety (Fire detection, alarm system)

### 5.1 Fire detection and alarm system: (Smoke Detector – panel)

#### Daily Checks

- Check the power supply position of all the panels
- Check the LED of panels through lamp test switch
- Check the health of battery
- Check the battery, if used; boost charges of the same after restoration of power supply.
- Check any fault if indicated on panels and rectify the same immediate.
- Fortnightly checks:
- Operational readiness of system during main power failures.
- Check the operation of external hooters.

#### Monthly Checks

- Check the fire circuit of each zone from the panels
- Check whether signal of fire and fault gets transmitted to main panel.

#### Quarterly checks

- Check fault circuit to each zone by actually deactivating wire or by removing detection.
- Check fire circuits by actually giving smoke to each detector of each zone
- Cleaning of all type of detectors with a cloth piece from outside
- Check the sensitivity of the detectors.

#### Half yearly checks

- Properly clean all detectors with vacuum cleaner or a blower.
- Annual Inspection Test
- All the tests, which are carried out in quarterly inspection

Operation of at least 10% of the detectors in an installation should be checked each month and the selection should be done in such a way that all the detectors in any installations shall have been checked at least once in every year. Replacement of faulty one's with new ones in coordination with AMC service provider

### 5.2 Fire Extinguishers

- Clean the exterior of the extinguisher. Brass parts with metal polish, and chromium plated parts with silver polish.
- Check the nozzle outlet and vent holes and the threaded portion of the cap for clogging and check the plunger is in working position and is clean.
- Check the cap washer, grease the threads of cap plunger

- Check pressure of all fire extinguishers.
- Check for validity of Fire extinguisher as mentioned by OEM and should take necessary steps to intimate Bihar Museum Admin for their timely refilling.

## **6. Window cleaning/Facade Cleaning**

- Bihar Museum requires the provision of a professionally managed Window Cleaning service. The FM Service Provider shall clean all external glass surfaces and internal surface of specific areas.
- FM Service Provider shall provide these services by bring its own equipment if required
- FM Service Provider shall also have provision of using different techniques like spider technique etc for areas requiring the same.
- FM Service Provider shall provide all cleaning material and ensure that meets the quality specifications required for the cleaning.
- The FM Service Provider would appoint a site supervisor who would be responsible for monitoring the services and shall inform Bihar Museum representative before starting and after completing the job on a daily basis during the cleaning cycle.
- The FM Service Provider shall ensure that the manpower used are trained and experienced and are wearing proper safety gear and uniform.
- FM Service Provider will be required to sign off Bihar Museum safety guideline document.
- FM Service Provider would produce necessary license/ approvals if required under health and safety norms.
- All floors and furniture are to be adequately protected before the commencement of work.
- Clean all glazing throughout the premises, unless otherwise stated. Access to locked areas is to be arranged with the Bihar Museum representative.
- Leave glazing clean, dry and free from smears. There must be no evidence of run marks, stains or finger marks on glass, window ledges, sills, paintwork or surrounds.
- It is incumbent upon the FM Service Provider to apprise Himself of any safety measures necessary for the discharging of His obligations and to make adequate arrangements for their provision. Where these are available from Bihar Museum the FM Service Provider must ensure that he satisfies himself as to their proper working order. Where such equipment is not provided or available from Bihar Museum the FM Service Provider shall provide it. The cost of providing such safety equipment shall be borne by the FM Service Provider.
- Risk assessments must be carried out and a site-specific insurance policy must be submitted and agreed with Bihar Museum, prior to the commencement of work.
- The FM Service Provider shall be responsible for any loss or damage to Bihar Museum property due to negligence of FM Service Provider team & will pay the repair / replacement cost.
- FM Service Provider shall redo the cleaning of the glass/ area that is done unsatisfactorily at no additional cost.

## **7. Sewer cleaning**

- FM Service Provider shall carry out the Tank Cleaning on regular intervals depending upon the usage of the Tank/ contamination

- FM Service Provider shall clean the tank on Half yearly basis for any
  - Deposits
  - Sediments
  - Algae Growth
- FM Service Provider shall carry out these activities as per standard operating procedures which shall include but not be limited to the following activities
  - Draining the contents
  - Ventilation of the Tank for any gases
  - Vacuumising
  - Pressure Wash
  - Manual Scrubbing
  - Suck out
- The FM Service Provider shall provide all equipment, supplies, and manpower for completing this activity
- FM Service Provider shall get the equipment approved from Bihar Museum for the load and other technical specifications
- Caution signs needs to be set up before the commencement of work FM Service Provider shall follow the safety regulations of Bihar Museum.
- FM Service Provider shall follow the security regulations of Bihar Museum like usage of access cards, wearing and displaying ID cards etc
- FM Service Provider shall get any specialized chemicals if required for cleaning depending upon the contamination. Approved by Bihar Museum before use
- The FM Service Provider will ensure that all trash is properly disposed outside Bihar Museum site and the affected area cleared and cleaned at the end of the job

#### Operating Schedule for Sewer Cleaning

Description	Parameters	Task	Freq	Remarks
Sewer and tank cleaning	Cleaning of all rain water drain line system.	Serv/CLN	Weekly	
	Cleaning of all rain water main holes.	Serv/CLN	Weekly	
	Cleaning of all sewer water drain line system	Serv/CLN	Weekly	
	Cleaning of all sewer water man holes.	Serv/CLN	Weekly	
	Cleaning of all basement sumps	Serv/CLN	Weekly	
	Cleaning of all basement drainlines	Serv/CLN	Weekly	
	Cleaning of all overhead water tanks.	Serv/CLN	Half Yearly	
	Cleaning of all under-ground water tanks.	Serv/CLN	Half Yearly	
	Cleaning of all under-ground fire tanks	Serv/CLN	Half Yearly	

## 8. Civil Works & Maintenance:

### Carpentry:

- Check all
  - Door closers
  - Floor springs
  - Handles
  - Hinges
  - Locks
  - Latches
  - Shutters
  - Doors Attend to complaints/requests within 30minutes of lodging of the complaints for repairing the chair, opening a stuck drawer etc. Minor repairs to be carried out immediate.
  - Co-ordinate with chair repairing technician, floor spring/door closer technicians, blinds, repairman etc.

**Plumbing:**

- Check all Cloakrooms – W/C, urinals, and clear blockages if any.
- Attend to complaints/requests within 30 minutes of lodging of the complaints
- Clear blockages in main line as and when required.
- Co-ordinate with Original Equipment Manufacturer (OEM) of auto flush system
- Check inventory of spares & consumables
- General Repairs
- Co-ordinate for works like painting, polishing, tiling, ceiling works etc.

9. **Reports**

The following reports will be submitted to Bihar Museum

**1. Facility Management Monthly Report containing the following**

- Consumption of consumables
  - i. Soft Service
  - ii. Mechanical
  - iii. Electrical
  - iv. Civil
  - v. Miscellaneous
- AMC activities for the month detailing actual Vs scheduled
- Help Desk MIS
- Expense report – committed & Invoice amounts
- Energy consumption – by utility, by premise
- All deviations and exceptions
- **Facility Inspection**

The service provider must conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by **Bihar Museum**. The service provider shall indicate frequency of inspection covering all premises.

**2. Monthly occupancy report**

### **3. Facility Management Quarterly Report containing the following**

- Energy consumption analysis
- Self Analysis of performance
- Suggestions, if any, for modifications, up gradation with supporting estimate

### **4. Quarterly Self-Assessment Report in the prescribed format, with all necessary supporting documents**

### **5. Facility Management Bi-annual Report containing the following:**

- Comprehensive Analysis of each service
- Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- Customer Feedback Analysis

### **6. Facility Management Annual Report containing the following:**

- Energy Audit / Conservation measures
- Progress Report

### **7. MIS on procurement, statutory payments & on any other invoices processed by Bihar Museum**

### **8. Any other reports as needed from time to time**

### **10. Overall Guidelines**

- The FM Service Provider shall develop Business Continuity Plan for all the premises in agreement and coordination with the Bihar Museum team within three (3) months of signing of the agreement
- The FM Service Provider operate the facility in line with occupancy so that energy efficiency is achieved
- Need to propose Bihar Museum team for new products, Technology, which may lead to efficient operations of facility
- Need to keep track of Specific energy consumptions of all major utilities
- Provide multi-skilled and trained staff
- Painting work should be organized on call basis
- Carpet shampooing needs to be done on need basis
- The staff should be trained on all the services mentioned in the RFP
- The staff should have good communication skills, should preferably speak / write in English
- There should be minimum staff on-site at all times (staffing levels should not compromise on service delivery)
- The staff should be dressed in standard uniform.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.
- The FM Service Provider will liaise with external parties (government bodies), including, payment of power / water / property tax bills.

- The FM Service Provider shall develop rate contract for the repair work at all premises within 3 months signing the agreement
- All sub-contractors / vendors working under the Facility Manager, should complete the due diligence formalities as specified by Bihar Museum
- The FM Service Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly.
- Bihar Museum reserves the right to terminate the agreement in case there is any flouting of the law
- The FM Service Provider shall co-ordinate the procurement of all consumables / technical material. The material will be paid separately at actual
- Worker's Compensation and Employer's Liability Coverage equivalent to the minimum amount required by law
- All sub-contractors / vendors working under the FM Service Provider, should complete the due diligence formalities as specified by the Bihar Museum
- FM Service Provider will provide and manage all safety equipment's and shall be responsible for the safety of his staff/ personnel deputed at the said premises.
- The Service Provider shall maintain updated all statutory records at our premises regarding duty schedules, attendance and leave, salary disbursement etc. pertaining to the personnel deployed by him in the said premises.
- The Service Provider should carry out Police and address verification of all manpower deployed by him in the said premises.

### **Manpower/Staff**

The FM Service agency shall always employ a minimum strength of experienced staff at Bihar Museum for efficient and smooth operation as suggested by Bihar Museum authority. Necessary grooming/training of staff should be done before posting the staff at site. The provisions of all labour legislations shall also be complied by the agency. Receipt of any complaint on this ground shall be viewed seriously. No additional payment shall be made, if the agency keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per contract provisions. The workers/staff employed by the agency should wear colour made uniforms- Pant+Shirt+Shoes+Cap+Gloves for male) and Suit/Saris+Apron +Cap+Gloves for ladies' staff. Any indecent behaviour of the staff employed shall be viewed seriously and a suitable penalty shall be levied on the agency. The agency is also required to submit the list of the workers with photo ID, Educational qualification, address proof etc. before deputing the workers. Agency is also required to carry out police verification of his staff at his own cost before posting the Bihar Museum.

### **Front Desk (Reception)**

- The person should be a Graduate from any discipline with at least 5-6 years of exposure in relevant field. She/he would provide all the activities and coordination services as detailed.
- Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors

- Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages

### **Facility Manager**

- Should be able diagnose and rectify major/minor faults in Electrical, HVAC, Plumbing etc
- Should be able contribute in initiatives like Energy, Water savings and Waste reduction
- Good leadership qualities
- Command over PC literacy
- Good communications skills

### **Electrician**

- Should have hands on experience in operation and maintenance of Electrical installations like DG sets, Breakers, Contactors, Relays, DB's, Lighting systems, cable terminations and wiring etc.
- Must possess Electric Wireman License.

### **AC Mechanic**

- Should have hands on experience in operation and maintenance of AC Plant (Chillers, AHU's, Chilled water lines, PAHU's, CSU's, Split AC's etc.)
- Should have knowledge of Operational parameters adjustment

### **Plumber/Carpenter/Painter**

- Should have hands on experience in Plumbing/Carpentering/Painting work
- Will take care of all plumbing work at Bihar Museum Premises

### **Fire Officer**

- Should be able to diagnose and rectify major/minor faults related to Fire

### **Access Control /Building Management System (BMS) Operator**

- Should have knowledge of BMS and Access Control System.

### **Assistant Manager-Soft Services**

- Exposure to event management.
- Good at PC literacy,
- Good communications skills

### **Supervisor- Soft Services**

- Exposure to event management
- Good communications skills

**List of installed Equipment's & Machinery in Bihar Museum will be provided in Pre-Bid Meeting. Agency will have to take AMC from Authorized vendor of the manufacturer**

and assure to not breakdown in any services. Agencies are requested to quote their rate after proper verification and site visit of Bihar Museum.

## AFFIDAVIT

1. I, the undersigned, do hereby certify that all the statements made in the required attachment are true and correct.
2. The undersigned also hereby certifies that neither our firm M/S \_\_\_\_\_  
\_\_\_\_\_ has been blacklisted nor has abandoned any work in any government department, India nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.
3. The undersigned hereby authorize and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by the Department to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understand and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the Department Project implementing agency.

.....  
Signed by an Authorized Officer of the Firm)

.....  
Title of Officer

.....  
Name of Firm

.....  
Date

Note : Notarized affidavit on Rs. 100/- Stamped Paper.

## UNDERTAKING

I, the undersigned, do hereby undertake that our firm M/S \_\_\_\_\_  
\_\_\_\_\_ certify that Bid Validity period will be four  
(04) months after opening of Technical bid. In case of any circumstances my (our) agency  
refuse to start the work, the EMD submitted with the tender document will be forfeited  
by the department.

.....

Signed by an Authorized Officer of the Firm)

.....

Title of Officer

.....

Name of Firm

.....

Date

(On Rs. 1,000/- Non-Judicial Stamp Paper to be signed by the finalized bidder, before rendering services to the Bihar Museum Society)

## CONTRACT AGREEMENT

This agreement is made on ..... between Bihar Museum Society, Patna (Hereinafter called BMS which expression shall unless excluded by repugnant to context, include his successors and assignees) and ..... (Hereinafter called the Contractor which expression shall unless excluded by or repugnant to context, include his successors and assignees) on the other part. The agreement shall remain valid from..... to.....

1. Whereas Bihar Museum Society has invited tender for providing FMS (Facility Management Service) in the Bihar Museum Society for.....
2. Bihar Museum Society has approved the tender for the work at an amount of ..... The work is to be carried out as per the direction of the competent authority.
3. The scope of services to be rendered under each item can be increased or decreased as per requirement, to be decided mutually between Bihar Museum Society and contractor and the monthly payable for that item will be increased or decreased as per the rate already approved.
4. The contract period shall be initially for ..... with effect from.....to..... which can be extended on mutual consent of both the parties for the additional period.
5. It shall be the sole responsibility of the contractor to ensure effective services and if there is any loss/shortage of any material during the course of their duties on account of dishonesty, theft, connivance or due to any cause other than natural calamity. The same shall be recovered from the agency.
6. The contractor will take all steps as required under law in case of any loss or other contingency in consultation with the Bihar Museum Society.
7. The contractor has furnished a Performance Security of ..... (Rupees.....only) in shape of ..... No..... duly pledged and renewed upto ..... in favour of BIHAR MUSEUM SOCIETY Patna which shall carry no interest.
8. That in case of any dispute arising between the parties w.r.t. the contract, interpretation of the terms or any claim whatsoever, the Director, Bihar Museum Society or any person appointed by him shall be the sole Arbitrator to decide the matter and the provisions of Arbitration and Conciliation Act 1996 shall be applicable. The contractor shall have no objection to the designated arbitrator or other appointed person as arbitrator by him. The place of arbitration proceedings shall be at Patna.

9. All machinery/equipment/material etc. required for FMS (Facility Management Service) of the Campus will be provided by the Agency.
10. The contractor will not sub-let the contract of these services to any other agency or individual(s).
11. The Contract amount of this work is as per the rate approved with services charges.
12. The Contractor will be responsible for compliance of various statutory obligations like EPF, ESI, minimum wages act, workman compensation act and other laws enacted from time to time.
13. Contractor will submit photocopy of challans of deposits of EPF & ESI etc. whichever applicable along with bill every month.
14. The contractor shall maintain absolute security with regard to all the matter that comes to his knowledge by virtue of this contract.
15. The responsibility for implementing the instructions/ guidelines for working on National holidays and Sundays would be of the contractor.
16. Since the personnel will be employees of the contractor, the Bihar Museum Society will not have any concern or relation with them either directly or indirectly all statutory obligation shall be discharged by the contractor and there shall be no liability of Bihar Museum Society in that respect.
17. Contractor will ensure that the staff is periodically changed to ensure better output and result.
18. It is clearly understood by both the parties that this agreement is a commercial agreement and not one is creating any employment.
19. The agency must ensure the payment to staff by 7th of each month from his own resources. Consolidated bill with the full details pertaining to the previous month will be submitted by the contractor and after due scrutiny Bihar Museum Society will make requisite payment to contractor.
20. The workmen of the contractor shall have no privacy of the contract with the company and there shall be no master servant relationship between the Bihar Museum Society and the contractor's workmen of any nature whatsoever
21. Any loss due to negligence, if proved, of security staff will be compensated by the contractor.
22. Contractor or his representative will remain in constant touch with concerned official of Bihar Museum Society for better understanding and effective work.
23. All records, attendance registers and documents will be maintained and kept by the contractor.
24. That the terms of tender which have not been mentioned in the contract shall also apply and form part of the contract for all the intents and purposes.
25. Decision of Bihar Museum Society in regard to interpretation of the Terms and Conditions and the Contract Agreement shall be final and binding on the contractor.
26. That in case of any loss being suffered by Bihar Museum Society or the violation of the terms and conditions of contract; the Bihar Museum Society shall have right to deduct all claims against contractor for the security and Bihar Museum Society shall have right to forfeit and deduct the claim amount from the security amount partly or entirely as per the claim.

27. That in case if the contractor withdraws from the contract within the period of contract, the Bihar Museum Society shall forfeit the security amount without any refund.
28. Termination: The Contract may be terminated by giving one months' notice, in case the agency:
  - a. Assigns or sub-contracts any of this service.
  - b. Violation/contravention of any of the terms and conditions mentioned herein.
  - c. Does not improve the performance of the services in spite of instructions.
  - d. Any violation of instruction/agreement or suppression of facts.
  - e. Contractor being declared insolvent by competent court of law.

If agency willing to exit this contract, a two months' notice in advance should be produced by the agency.

On termination of the contract, it shall be the responsibility of the agency to remove his men and materials within days/on or before date as specified in termination order. Bihar Museum Society shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be. During the notice period for termination of the contract in the situation contemplated above, the contractor shall keep on discharging his duties till the expiry of notice period.

29. Penalty: The administration of Bihar Museum Society shall be at liberty to check any time the deployment of persons by the Agency and in case of default shall deduct the wages of absentee personnel from monthly payment due to the Agency and impose penalty as deemed fit by him. The penalty can be imposed as decided. The decision of the Director shall be final in this regard. In case of pre mature termination of the contract due to any of the clauses of Termination the security amount shall be forfeited.
30. Arbitration: In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by Sole Arbitrator to be appointed by Director, Bihar Museum Society.

THIS WITNESS WHEREOF both the parties have set and subscribed their respective hands with their seal in PATNA in the presence of the witness:

For BIHAR MUSEUM SOCIETY Patna

For (Agency)

Witness:

1.

Witness:

1.

2.

2.