PATNA SMART CITY LIMITED

Address: 4th floor, ICCC Building, SSP Office Campus, North Gandhi Maidan Patna-800001,
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Website: smartpatna.co.in

EXPRESSION OF INTEREST

RFQ No: RFQ- 12/MD/PSCL/2026-27 Dated: 22/06/2026

Sealed Expression of Interest hereby invited by Patna Smart City Limited from eligible bidder for **Selection of Agency for Operation & Maintenance of GIG Workers AC Lounges under Patna Smart City Limited, Patna**, Latest by 17:00 hours on 11/07/2026. The detailed technical specifications uploaded on PSCL website **www.smartpatna.co.in** may be referred for details.

22/06/2026

Managing Director
Patna Smart City Ltd.

REQUEST FOR PROPOSAL (RFP)

Selection of Agency for Operation & Maintenance of GIG Workers AC Lounges under Patna Smart City Limited

1. NOTICE INVITING TENDER (NIT)

Patna Smart City Limited (PSCL) invites bids from eligible and experienced Firms/GiG Worker Agency/NGO for selection of an agency for operation, maintenance and management of **GIG Workers AC Lounges** through Branding at the following locations in Patna:

1. **Income Tax Golamber, Patna**
2. **Near Gandhi Maidan Gate No. 04, Patna**

The selected agency shall undertake the operation and maintenance of the above lounges and shall be allowed to utilize designated Branding spaces in accordance with the terms and conditions of this RFP.

2. BRIEF DETAILS OF THE TENDER

Particulars	Details
Name of Work	Selection of Agency for O&M of GIG Workers AC Lounges
Tendering Authority	Patna Smart City Limited
Contract Period	03 Years
Extendable Period	02 Year
Number of Lounges	02
Minimum Monthly Rent (INR)	Rs. 23,000/- per Lounge
EMD	Rs. 60,000/-
Performance Security	Three months rent of both lounge in advance
Bid System	Two Bid System
Technical Bid Opening	As per Tender Schedule
Financial Bid Opening	To be intimated later
Place of Jurisdiction	Patna, Bihar

3. BACKGROUND

Patna Smart City Limited has established two GIG Workers AC Lounges to provide resting facilities and essential amenities to gig workers operating within Patna city.

The lounges have been developed as public welfare infrastructure and require professional operation and maintenance to ensure continuous, hygienic, safe and efficient service delivery.

Accordingly, PSCL intends to appoint an GiG worker Agency/Firm/NGO through a competitive bidding process.

4. OBJECTIVE OF THE PROJECT

The objectives are:

- To ensure smooth operation of GIG Workers AC Lounges.
- To maintain cleanliness and hygiene.
- To provide security arrangements.
- To preserve public assets.
- To Generate revenue though minimum operation fee after approval from PSCL
- To provide uninterrupted services to gig workers.

5. SCOPE OF WORK

The agency shall:

- Utilize available Branding spaces.
- Ensure compliance with applicable laws.
- Obtain necessary permissions wherever required.
- Not display prohibited advertisements.
- Ensure 24/7 operational facility for all GIG workers.
- The agency will pay all operational cost including electricity charges and any other statutory charges.
- The agency will maintain the asset till license period as it is at the time of handing over.

B. Operation and Maintenance :- The Agency shall:

- Ensure 24x7 hours to be operational.
- Ensure proper functioning of all facilities.
- Maintain furniture and fixtures.
- Maintain electrical installations.
- Maintain air conditioning systems.
- Maintain drinking water facilities.
- Attend minor repairs immediately.

C. Housekeeping Services

The Agency shall:

- Deploy housekeeping staff.

- Sweep and mop floors regularly.
- Clean furniture and equipment.
- Ensure dust-free environment.
- Remove garbage daily.
- Maintain hygienic conditions.

D. Security Services

The Agency shall:

- Deploy security guards.
- Maintain visitor discipline.
- Prevent theft and vandalism.
- Maintain security registers.
- Report incidents immediately.

6. FACILITIES TO BE MAINTAINED

The following assets shall be maintained:

- Air Conditioners.
- Seating arrangements.
- Fans and lighting fixtures.
- Drinking water systems.
- Electrical fittings.
- Signages.
- Dustbins.
- Entry and exit areas.
- Any additional asset handed over by PSCL.

7. CONTRACT PERIOD

The contract shall remain valid for:

Three (03) years

from the date of execution of agreement.

The contract may be extended for Two (02) additional year on satisfactory performance and mutual consent.

8. ELIGIBILITY CRITERIA

The bidder shall fulfill the following conditions:

Bidders should be a registered Firms or Gig Worker Agencies or NGOs.

Registration

The bidder shall possess:

- Certificate of Registration/Incorporation.
- GST Registration.
- PAN Card.
- Income Tax Registration.
- 03 years audited financial statement along with ITR

Turnover

Average annual turnover of at least: **Rs. 15 Lakhs**

during the last three financial years.

CA Certificate/Audited Statements shall be enclosed.

Non-Blacklisting

The bidder shall not have been blacklisted by any Government Department/PSU.

An affidavit shall be submitted.

9. EARNEST MONEY DEPOSIT

Each bidder shall submit: **Rs. 60,000/- (Rupees Sixty Thousand Only)**

through Demand Draft/Bank Guarantee in favour of: **Managing Director**, **Patna Smart City Limited** payable at Patna. EMD of unsuccessful bidders shall be refunded.

10. PERFORMANCE SECURITY

The successful bidder shall furnish: Three months rent of Both Lounge.

as Performance Security within 15 days of award. Failure to furnish Performance Security may result in cancellation of award.

11. MANPOWER REQUIREMENT

The agency will deploy 24x7 suitable housekeeping and security manpower.

PSCL may revise manpower requirements depending upon operational necessity.

12. BID SUBMISSION

The proposal shall consist of technical bid and financial bid in two separate envelopes.

Technical Bid

Containing:

- Registration documents.
- GST certificate.
- PAN.
- Turnover details.
- Affidavit regarding non-blacklisting.
- Methodology for O&M.
- Manpower deployment plan.

Financial Bid

The bidder shall quote the:

Monthly rental fee excluding tax

13. EVALUATION OF BIDS

Technical Evaluation

Only technically qualified bidders shall be considered for financial evaluation.

Financial Evaluation

The bidder offering the:

Highest Annual License Fee (H-1)

shall ordinarily be selected.

PSCL reserves the right to negotiate.

14. OBLIGATIONS OF THE AGENCY

The Agency shall:

- Maintain cleanliness.
- Ensure uninterrupted functioning.
- Maintain attendance records.
- Maintain complaint register.
- Submit monthly reports.
- Permit inspection by PSCL.
- Replace absent manpower immediately.

15. PENALTY CLAUSE

Nature of Default	Penalty
Absence of Security Guard	Rs. 500 per day
Absence of Housekeeping Staff	Rs. 500 per day
Poor Cleanliness	Rs. 500 per instance
Unauthorized Advertisement	Rs. 1,000 per occurrence
Damage due to negligence	Actual cost recovery
Failure to rectify complaints	Rs. 500 per complaint

Repeated defaults may lead to termination.

16. PAYMENT TERMS

The selected agency shall deposit the quoted license fee to PSCL as per the agreement schedule.

Any delay in payment shall attract penalty as prescribed by PSCL.

GST shall be applicable as per Government norms.

17. TERMINATION OF CONTRACT

PSCL may terminate the contract by giving 30 days' notice if:

- Services are unsatisfactory;
- False information is furnished;
- Conditions of contract are violated;
- The agency is blacklisted;
- License fee remains unpaid.

Performance Security may be forfeited.

18. FORCE MAJEURE

Neither party shall be liable for non-performance due to circumstances beyond reasonable control including:

- Natural calamities;
- War;
- Riots;
- Government restrictions;
- Epidemics;
- Court orders.

19. ARBITRATION

Any dispute arising out of this agreement shall be referred to arbitration under the provisions of the Arbitration and Conciliation Act, 1996.

The venue of arbitration shall be Patna.

20. JURISDICTION

All disputes shall be subject to the exclusive jurisdiction of the competent courts at Patna, Bihar.

ANNEXURE-I

TECHNICAL BID FORMAT

1. Name of Bidder:
2. Address:
3. Contact Number:
4. Email ID:
5. Registration Number:
6. GST Number:
7. PAN:
8. Year of Establishment:
9. Annual Turnover:
10. Details of Similar Works:
11. Blacklisting Status:
12. Authorized Signatory Details.

ANNEXURE-II

FINANCIAL INFORMATION

Financial Year Turnover (Rs.)

FY 2022-23

FY 2023-24

FY 2024-25

Certified by Chartered Accountant.

ANNEXURE-III

AFFIDAVIT REGARDING NON-BLACKLISTING

I/We hereby certify that our firm/company has not been blacklisted or debarred by any Government Department, PSU or Autonomous Body.

Signature:
Name:
Seal:

ANNEXURE-IV

FINANCIAL BID

S.No.	Description	Monthly rental fee (Rs.) excluding tax	
		In Figure	In words
1	Income Tax Golamber GIG Workers AC Lounge		
2	Gandhi Maidan Gate No. 04 GIG Workers AC Lounge		
	Total Monthly Rental fee (excluding taxes)		

Note: The bidder quoting the highest annual license fee shall be considered for award, subject to fulfillment of all eligibility conditions.

- Applicable GST/Taxes as per Govt. norms will be paid by successful bidder over and above the quoted rate.
- Minimum rental fee for each AC lounge is 23,000/ per Month.
- Any financial bid below the minimum rental fee will be rejected.