



## CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)

### REGIONAL OFFICE – DEHRADUN

99, Kaulagarh Road, Dehradun, Uttarakhand – 248001

Phone: 0135-2757744 / 0135-2757766. Fax : 0135-2757733

Email – [roddn@cbse.gov.in](mailto:roddn@cbse.gov.in), [roddn.cbse@gmail.com](mailto:roddn.cbse@gmail.com),

### TENDER NOTICE

Sealed tenders are invited from **Dehradun** based reputed registered housekeeping agencies with valid PAN & Service Tax No. on behalf of the Secretary, C.B.S.E. for providing Housekeeping Services (sweeping & cleaning services) at Regional Office, 99, Kaulagarh Road, Dehradun, Uttarakhand, PIN- 248001.

The tender form along with terms & conditions can be obtained from the C.B.S.E., Regional Office, 99, Kaulagarh Road, Dehradun, Uttarakhand - 248001 on any working day from **17.12.2015 to 05.01.2016 between 11:00 AM to 04:00 PM** on payment of Rs.500/- through cash/DD (non-refundable) or can be downloaded from the Website [www.cbse.nic.in](http://www.cbse.nic.in) and in such case cost of form should be enclosed in the shape of Bank Draft drawn from any scheduled Bank in favour of Secretary, C.B.S.E. , payable at Dehradun, with the tender form.

The technical and financial Bids be kept In two separate envelopes and both envelopes be kept in another bigger envelope dully sealed with superscribing “**Tender for providing House Keeping Services**”and addressed to the Regional Officer, CBSE, Regional Office, 99 Kaulagarh Road, Dehradun, UK-248001. The terms and conditions dully signed by the tenderers and the form complete in all respects along with EMD of Rs.12,000/- (Twelve Thousand only) in the shape of Bank Draft or Bank Guarantee in favour of “Secretary CBSE payable at Dehradun” may be dropped/ delivered in the tender box kept on the ground floor of the CBSE office Dehradun latest by **2.30 PM on or before 05.01.2016**. The tender will be opened on the same day i.e. **05.01.2016 at 03:00 PM** in presence of the tenderers who wish to be present.

CBSE reserves the right to reject any or all the tenders or part thereof without assigning any reasons.

**REGIONAL OFFICER**

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Annexure	Description of the Section
I	Terms & Conditions on the basis of which order will be placed
II	Eligibility Criteria
III	Scope of work/ Schedule of Requirement
IV	Tender form ( Technical Bid)
V	Tender form ( Financial Bid)

**Annexure -I**

**Terms & Conditions/Instruction to Bidders**

**A. Broad details of Scope of Work**

- i) Sweeping of entire areas of the building, open area, roads, passages with the boundary of the board's wall surrounding to the building and collection of all waste material and its disposal as per law of the land and as per instructions of the C.B.S.E.
- ii) Cleaning of the floor area with mechanical as well as manual and other equipments like the Wall Cleaning Machine shall be used (provided on demand). Wet floor dusters and detergents, disinfectants and other materials as necessitated shall be provided in sufficient quantity. Only quality and branded products shall be allowed to be used. The cleanliness operation shall be completed once in the morning before opening of the office i.e. 9.00 am and thereafter every 2 hourly especially in the area like toilets, corridors, stairs, lifts and reception etc. Spray of Finite & Room Freshener in the rooms etc. is also required.
- iii) Cleaning and washing of toilets and urinals using deodorants, detergents and disinfectants four times in a day. Job card for the same is to be pasted in each toilet and entries must be made therein.
- iv) Cleaning of carpets on floors & chairs with vacuum cleaner (to be provided by the Agency). The venetian blinds are to be cleaned/washed as per site requirements/as ordered y the C.B.S.E.
- v) In case of shortage of water or non-availability of water, bringing water from the underground water tank or from outside for cleaning as well as for drinking purposes (to be arranged by the Agency).
- vi) Regular dusting/cleaning of office furniture (table and chairs) and equipments, telephones, book cases, filing cabinets, Almirah's, doors, windows, etc. before opening of the office up to 09:00 am every day. High quality chemicals & sturdy vacuum cleaner to be used for the purpose.
- vii) Provisions of soaps, liquid soaps, naphthalene balls/cakes odonil cakes etc. as per the requirements. The Contractor will ensure that the materials mentioned above are always available at the prescribed locations in the lavatories.
- viii) List of items/cleaning materials required are attached vide Annexure - I.
- ix) The choking of the sanitary installations i.e. W.C.S. Traps, Gully traps, manholes, gratings is to be cleared within 24 hours of reporting the complaint.

Signature of the Tenderer with seal : \_\_\_\_\_

**B. General Terms & Conditions**

- i) Washing and scrubbing of floor areas with detergents and dirt/spots removing agents.
- ii) Cleaning of sanitary wares without damaging their shine / luster.
- iii) Removing of stains from floor, doors and partitions etc. by using surf or any suitable detergents, without leaving undesirable spots/cleaning marks.
- iv) Cleaning of water cooler tanks and space underneath water coolers.
- v) Cleaning the filled surface in the corridors and stair cases.
- vi) Polishing of name plates and number plates with brasso and cleaning of all other name plates/Boards.
- vii) Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions, paneling etc.

**C. Duties, Behaviour, Staff Requirement etc.**

- i) The Agency shall comply with all the labour laws and regulations applicable in the matter of such workers as are engaged by it.
- ii) The Agency staff shall not disturb the employees of the Board or make any sort of noise in the premises.
- iii) The Agency's workers shall be polite, courteous, well behaved and honest.
- iv) The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds committed by its workers.
- v) The character and Antecedents of all the workers on job will be got verified from police by the Agency before deployment for work. A Certificate to this effect shall also be submitted by the Agency at the time of undertaking the work.
- vi) The Agency's workers shall not enter-into any unlawful activity within the Board premises and shall have good moral character.
- vii) The Board shall have the right to impose cash penalty on the Agency or deduct such amounts from the security deposit as deemed fit in case the Board is put to any financial loss or other inconvenience directly or indirectly by any act or omission on the part of the Agency's workers.
- viii) The Agency shall be directly responsible for payment of the wages, which should not be less than minimum wages prescribed by Govt. and statutory benefits available under the rules to its employees. The Board shall not entertain any such claim of the persons employed by the Agency.
- ix) Insurance and accidents of the workers will be the responsibility of the Agency.
- x) All the workers of the Agency shall be free from infectious/contagious diseases.
- xi) The Agency shall in no case transfer the services; it is required to perform under this agreement to any other agency or person without the permission of the Board.
- xii) Agency shall deploy sufficient number of workers along with a Supervisor to ensure that the work is done to the satisfaction of the Board.
- xiii) Being Examining Body, Agency deputed cleaning staff will be subject to security check. The Agency will depute faithful cleaning persons so that confidentiality of the office is fully maintained.

Signature of the Tenderer with seal : \_\_\_\_\_

- xiii) The minimum staff required compulsorily for C.B.S.E., Regional Office, Dehradun shall be four sweepers.
- xiv) The Board reserves the right to order any worker of the agency to leave the premises of the Board if his presence at any time is felt undesirable.
- xv) In the event of any dereliction/negligence of duty or defaults or breach of terms of agreement on the part of Agency, the Board shall be free to make alternate arrangements as deemed fit. Any additional cost borne by the Board on this account shall be recovered from the payment to be made to the agency/performance security deposit of the Company.
- xvi) The Board reserves the right to recover liquidated damages for defaults on the part of the Agency.

**D. General Conditions**

- i) **Agreement:** For one year extendable for one more year on mutual consent of both the parties, if the performance of the Agency is outstanding/ excellent. The Agreement shall be executed on a stamp paper of Rs.100/- incorporating all the tender conditions. The cost of stamp paper and agreement shall be borne by the Agency.
- ii) **Terms and Conditions of payment:** The Board shall pay the agreed amount to the agency on monthly basis after completion of the month and on submission of a certificate by the unit of the Board "that the work has been done satisfactorily". The agency shall also have to submit the proof to the effect that the payment of the workers deployed, are being paid as per approved wages of Govt. of Uttarakhand and their ESI & PF contribution for the preceding month has been deposited before payment for the month is released.
- iii) In case the work is found unsatisfactory, deduction as deemed fit shall be made from the monthly bill and warning shall be issued in writing. In case no further improvement is noticed, the work shall be terminated and Security Deposit shall be forfeited. The Agency will also liable to be debarred by the Board for further work. If the services are not satisfactory and as per terms and conditions, proportionate deduction from monthly payment will be made. Continued poor services will lead to forfeiture of EMD and debarment.
- iv) **Room facility:** The Board shall provide a small room/space for storage of materials etc. to the agency free of cost during the period of contract. No name of agency shall be allowed on the room and nobody will be allowed to stay in the office unnecessarily after office hours without permission.

**E. Penal Clause**

- i. If toilets are found stinking, Rs. 200/- per reported incident will be levied.
- ii. If soaps, liquid soaps, naphthalene balls/cakes odonil cakes etc. are not found in the toilets, Rs. 150/-per reported incident will be levied.
- iii. If corridors are found dirty & filthy, Rs. 100/- per reported incident will be levied.
- iv. If staircases are found dirty & filthy, Rs. 100/- per reported incident will be levied.
- v. If open spaces including parking area are found dirty & filthy, Rs. 50/- per reported incident will be levied.
- vi. If terraces are found dirty & filthy, Rs. 50/- per reported incident will be levied.

**F. Notice of termination of contract**

The contract can be terminated before completion of one year by the Board without assigning any reasons by giving one month notice in writing.

Signature of the Tenderer with seal : \_\_\_\_\_

**G. Stock and Supply**

The agency shall maintain sufficient stock of items such as Hand Towels, Dusters, Phenyl, Harpic, Detergent, Odonil, naphthalene balls/cakes, Finit, Baygons, Acid Chemical required for cleaning of equipment, Marble flooring, Dholpur Stone etc. so as to meet normal requirement. The Agency shall not be permitted to stop supplying any items for any reason whatsoever. The quality of the material shall be as per prescribed standard and approved in advance.

**H. Supervision / Inspection**

The Agency representative will weekly once meet SO (Admn) for feedback & housekeeping status.

**I. Dispute**

In case of any dispute or abrogation of conditions stipulated, the decision of the Secretary of the Board in the all the matters concerning tender shall be final and binding upon the tenderer.

**J. Jurisdiction**

The Court of Dehradun will have jurisdiction over all legal disputes under this agreement.

**K. E.M.D.**

The Tender will be accepted only along with Earnest Money of Rs. 12,000/- through A/c payee Demand Draft in favour of Secretary, C.B.S.E, payable at Dehradun.

**L. Security Money**

The successful bidder will have to deposit an amount equivalent to 10% of the contract value as security deposit after adjusting the EMD amount to this effect. The amount should be payable through A/c payee D.D./Banker's Cheque in favour of Secretary, C.B.S.E, payable at Dehradun. The security deposit shall be refunded to the Agency within sixty days beyond the date of completion of all contractual obligations by the Agency.

**M. Rates**

Rates may be charged per month for whole unit including covered area, open area, surrounding area, stairs, lobbies, corridors, toilets, etc. for all the items of works including cost of materials. The rates once decided shall be final no upward revision of rates will be made during the concurrency of agreement.

**N.** The decision of the Competent Authority of the Board in all matters of this contract shall be final and binding on both the parties i.e. the C.B.S.E. and the Agency.

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Signature of the Tenderer with seal :

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**ELIGIBILITY CRITERIA**

- a. The tenderer must have average Annual turnover of Rs 10 Lakhs or more during the last three financial years. I.e. 2012-13, 2013-14, 2014-15.
- b. The Tenderer should have minimum three years past experience of providing housekeeping services to the Central / State Government and Educational institutions/Any Board/University (Attach documentary evidence in technical Bids).



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Annexure -

III

#### GENERAL SPECIFICATIONS / SCOPE OF WORK

<u>SR NO</u>	<u>DETAILS</u>	<u>DESCRIPTION</u>
<u>1</u>	Name of the Building	Central Board of Secondary Education, Regional Office – Dehradun.
<u>2</u>	Address / Location of the Building	Central Board of Secondary Education, Regional Office, 99, Kaulagarh Road Dehradun, Uttarakhand – 248001
<u>3</u>	Approximate cleaning area of the Building	25,000 sq.ft. approx. (including basement, front and rear lawn, <b><u>Stair Case, Gallery, Toilets and Roof Top</u></b> )
<u>4</u>	No. of days during the month for which the services are required	- All days except Sunday & Gazetted Holidays.
<u>5</u>	Timing of daily work	From 8:00 A.M to 05:30 PM
<u>6</u>	Requirement of minimum manpower	
<u>a</u>	Minimum Worker	Total : 04 Sweepers. Out of which Two sweepers will report at 9.00 AM and leave accordingly.]

Signature of the Tenderer with seal : \_\_\_\_\_





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Annexure -IV

**Technical Bid**

No. CBSE/RO/DDN/Admn./Maint./Housekeeping/2015

1. Name of the Agency : \_\_\_\_\_
2. Complete Address with contact nos. : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. Regn. No. under Shop & Establishment Act : \_\_\_\_\_  
(Attach photocopy of the Certificate)
4. ESI (Employees State Insurance) Code : \_\_\_\_\_  
(Attach photocopy of the Certificate)
5. EPFO (Provident Fund) Code : \_\_\_\_\_  
(Attach photocopy of the Certificate)
6. Registration under Contract Labour Act : \_\_\_\_\_  
(Attach photocopy of the Certificate)
7. Income and expenditure for the last three years : \_\_\_\_\_  
(Attach Income Tax Returns as proof)
8. Type of Establishment (Attach Proof) : \_\_\_\_\_  
(Govt./Semi Govt./Pvt./Pvt. Ltd./Partnership firm/Proprietorship Firm/ societies.)
9. Details of Contract executed of similar nature of work : \_\_\_\_\_  
(For last three years. Please attach relevant photocopies of work order )

Sr. No.	Name, Address and contact no. of Organization	Period	Contract Value
1			
2			
3			

10. Present Assignment in hand : \_\_\_\_\_  
(Please attach relevant photocopies of work order)
-

Sr. No.	Name, Address and contact no. of Organization	Period	Contract Value
1			
2			
3			

11. Earnest Money of Rs.12,000/- in favour of the "Secretary, C.B.S.E.", payable at Dehradun has been enclosed vide Banker's Cheque/Demand Draft No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ (bank name & branch).
12. The financial bid of technically qualified Agencies only will be opened for consideration.
13. Copy of the attested documents in r/o information at serial No.3 to 10 above should be attached.
14. All pages of the tender document should be signed by the tenderer.
15. The rates quoted by the Agency shall be in conformity with the Minimum Wages Act.

**Declaration :**

**All terms & conditions as mentioned in the Tender Documents are acceptable to me/us.**

Signature of the Tenderer: \_\_\_\_\_

Name & Address of Tenderer with seal: \_\_\_\_\_

\_\_\_\_\_

Telephone / Mobile No. \_\_\_\_\_

**Important Notes :**

The tender form for technical Bid should contain –

- Earnest money deposit
- Photocopy of work orders, Certificate etc. as desired in technical Bid duly certified by the tenderer with seal on it.
- The specified turn over in the tender notice for each financial year should be from house keeping services.
- Copy of PAN should be attached with the tender
- Copy of certificate of registration under VAT.
- Copy of service tax registration Certificate.



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Last date for receipt of tender 05.01.2016

Upto 02:30 PM

**Financial/PRICE Bid**

1. Name & Address of the Building : Central Board of Secondary Education  
Regional Office, 99, Kaulagarh Road,  
Dehradun, Uttarakhand - 248001
2. Approximate cleaning area of the Building  
(including basement, front and rear lawn,  
Stair Case, Gallery, Toilets and Roof Top ) : 25,000 sq.ft. approx.
- 3 No. of days during the month for which All days except Sunday and Seven  
Gazetted Holidays. Additional charges  
shall be payable for the work carried out  
after schedule working hours and on  
holidays Services are required

Sl NO	DETAILS	AMOUNT IN Rs	
		Figure	In words
1	Fixed Non Negotiable		
A	Min. Wages as per notification from the office of the labour commission of Government of Uttarpradesh/ Uttarakhand for Unskilled/ Semi Skilled Labour ( State Labour Commissioner notification is to be enclosed) Rates from 08.00 am to 05.30 pm ( One person up to 06.30 pm)		
B	Employee Provident Fund charges @ 12 % + Administrative charges 1.61 % as applicable		
C	E.S.I. Charges @ 4.75 %		
II	Negotiable		
A	Service Charges ( Overall %) on labour input as applicable		
B	Cost of cleaning material & Chemical charges lump sum/ per month		
III	Total Charges Per Month ( I + II )		
IV	Total amount for the work		

1. **Service tax not applicable on educational institution.**
2. Analysis of rate must be attached with the price bid by the agency.

Signature of the Tenderer: .....

Name & Address of the Tenderer with seal : .....

.....

.....

.....

Telephone/Mobile No.: .....

Place.....

Date : .....



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List of Material (good quality) to be procured for Sweeping/Cleaning work at  
Regional Office, C.B.S.E., Dehradun

Sr.No.	Description of Material
1	Phenyl (Branded)
2	Cleanzing Sanitizer
3	Odonil
4	Liquid Soap
5	Soap Cake (Lifebuoy/Lux)
6	Vim Powder
7	Nirma
8	Surf
9	White Duster
10	Floor Duster
11	Room Freshner
12	Napthaline Ball/Cake (Big/Small size)
13	Nariyal Jharoo
14	Phool Jharoo
15	Bamboo Jharoo
16	Cob Web's removing brooms
17	Sweeping Brush
18	Scrubbing Brushes of various size
19	Markin Cloth
20	Plastic water pipe with set/nozzle
21	Collin (Branded)
22	Wiper
23	Yellow Duster
24	Floor Cleaner (Branded)
25	Bleaching Powder
26	Vacuum Cleaner, Floor Washing Machine & Wall
27	Washing / Grinding Machine
28	Any other items required for cleanliness etc. as per site requirement and directions of the Board.

The above mentioned materials/mechanical cleaning equipments etc. shall be got procured in the office before taking over of the site as per direction of the Board.

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Signature of the Tenderer with seal : \_\_\_\_\_