



## **TENDER NOTICE**

Sealed tenders under “Two-Bid System” are invited from registered & experienced agencies/firms stationed locally in and around Guwahati for providing Housekeeping services (Sweeping & Cleaning) at CBSE Regional office Guwahati. The agency must have experience and other eligibility criteria as given in tender form.

Cost of Tender form : Rs. 500/- (Non-refundable)

Sale of Tenders : From **17/08.2017** Upto **31/08/2017** from the Reception counter, CBSE Regional Office, Guwahati- 781037 on all working days between 10:00 A.M to 3:00 P.M. The Tender Form can also be downloaded from our website: [www.cbse.nic.in](http://www.cbse.nic.in)

Last date for submission of tender : **31/08/2017 up to 3:00 P.M**

Opening of Tender : **31/08/2017 at 4:00 P.M**

**Note: For complete details visit our Website: [www.cbse.nic.in](http://www.cbse.nic.in)**

**REGIONAL OFFICER**



**TENDER NOTICE**

Sealed tenders are invited from Guwahati based reputed registered housekeeping agencies on behalf of the Secretary, CBSE for providing Housekeeping Services (Sweeping & cleaning) at CBSE, Regional Office, Panjabari, Near Sankardev Kalakhetra, Shilpgram Road, Guwahati-781037. The agencies having at least 3 years experience in housekeeping work in multistoried building/hospitals/Govt./Semi Govt. PSU's shall only be eligible to apply.

The tender form along with specification, terms and conditions and other detail can be obtained from the CBSE Regional Office, office Building, Panjabari, Near Sankardev Kalakhetra, Shilpgram Road, Guwahati-781037 on any working day between **10:00 a.m. to 03:00 p.m. from 17.08.2017 to 31.08.2017** on payment of Rs. 500.00 (non-refundable). It can also be downloaded from CBSE website [www.cbse.nic.in](http://www.cbse.nic.in) (In such case, the downloaded form shall be sent along with Demand Draft of Rs. 500.00 drawn from any Nationalized Bank in favour of Secretary, CBSE, payable at Guwahati. The tender must be accompanied with an **Earnest money of Rs.20,000/-** in the shape of Bank draft drawn from any Nationalized Bank in favour of Secretary, CBSE, payable at Guwahati. The earnest money in any other form shall not be accepted and the tender shall be rejected summarily.

The technical bids **shall be opened on 31.08.2017 at 3.30 pm** in the presence of the tenderers who may wish to be present. The price bids of technically qualified Agencies shall be opened later (the date & time for opening the price bids will be intimated) in the presence of the tenderers who may wish to be present. The CBSE reserves the right to accept any tender in whole or in part or reject it entirely without assigning any reasons, whatsoever.

**REGIONAL OFFICER**



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7. Recommended brand & mode of mechanical equipments.
8. The bidder must provide attested copy of documents to check the information provided in Technical Bid Format.



## CHAPTER-I

### INSTRUCTION TO THE TENDERERS

1. Incomplete and conditional tenders shall be summarily rejected.
2. Rates are to be quoted in words and figures without any cutting/overwriting/erasing. In case difference in words & figure amount in figure will permit.
3. The agency should quote rates after visiting the site that to after proper assessment of the work.
4. Prescribed enclosures are to be attached with the Technical Bid.
5. Technical Bids and Price-Bid should be signed by the same authorized signatory to the agency.
6. The Technical Bid shall be opened on 31.08.2017 at 3:30 p.m in the presence of the tenderers, who may like to be present.
7. Any additional information required by CBSE in respect of the work experience shall be submitted by the tenderers within three days, failing which the offer shall not be entertained.
8. Earnest Money Deposit (EMD)
  - (i). The tender received without EMD of Rs.20,000/- and cost of tender documents of Rs.500/- in the form of DD/ Bankers cheque shall be summarily rejected.
  - (ii). The Govt. Department, Public Sector Units, Small Scale Industrial Units (SSI) (only permanently registered) and agencies registered with NSIC etc. are exempted from submitting EMD.
  - (iii). SSI units and agencies requesting for exemption from submission of EMD shall submit a copy of their Registration Certificate. Only such units and agencies registered for the same trade/item for which the tender is relevant shall be exempted from submission of EMD.
  - (iv). Earnest Money to successful tenderes shall be returned after submitting the initial Security deposit (ISD) i.e.10% of contract value in forms as prescribed General Financial Rule, 2017. No interest will accrue on such deposit.
9. Commencement of work.



CHAPTER-II  
TERMS & CONDITION

**A. Scope of work.**

1. Sweeping of entire areas of the building i.e. open areas roads passages etc. with the boundary of the boards wall and surrounding area of the building and collection of all waste material and its disposal as per instructions of the CBSE or disposing the waste material at the disposal ground of Municipal Corporation.
2. Cleaning of the floor area with mechanical as well as manual and other cleaning aids/equipments like the Wall Cleaning Machine etc. Wet floor duster and detergent, disinfectant and other materials as necessitated shall be provided to the sweepers by the Agency in sufficient quantity. Only quality/branded products shall be allowed to be used. The cleanliness operation shall be carried out in the morning before opening of the office and thereafter at every 2 hours duration specially in the area like corridors, stairs, lifts and reception etc. Spray of finite in all rooms & verandah's must be carried out daily.
3. Cleaning and washing of toilets and urinals by using deodorants, detergents and disinfectants in the morning as well as in the afternoon.
4. Cleaning of carpets, curtains, vertical blinds on various floors with vacuum cleaner (to be provided by the agency). The venetian blinds are to be cleaned/washed as per site requirements/as ordered/instructions by the Engineer-in Charge.
5. 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).
6. Regular dusting/cleaning of office furniture (table and chairs) and equipments, telephones, book cases, filing cabinets, almirahs, doors, windows, ventilators etc. before opening of the office up-to 09:00 am every day. High quality chemicals & sturdy vacuum cleaner to be used.
7. Provisions of soaps liquid soaps, naphthalene balls/cakes, odonil cakes etc. as per the requirements. The contractor will ensure that the material above are always available at the prescribed locations in the lavatories.
8. Providing long towels in each toilets is mandatory and this exercise shall be carried out daily by replacing them with washed one.
9. List of items/cleaning materials required are attached vide Annex II.
10. The choking of the sanitary installations i.e. W.C. Traps. Manholes gratings is to be cleared within 24 hours of reporting the complaint.



**B. Items of work to be done generally once in a week.**

1. Washing and scrubbing of floor areas with detergents and dirt/spots removing agents.
2. Acid cleaning of sanitary wares without damaging their shine/luster.
3. Removing of stains from floor, doors and partitions by using surf or any suitable detergents as found suitable without leaving undesirable spots/cleaning marks.
4. Cleaning of water cooler tanks and space underneath water coolers.
5. Cleaning the filled surface in the corridors and stair cases.
6. Polishing of name plates and number plates with brasso and cleaning of all other name plates/boards.
7. Dusting and cleaning of fans, electrical fittings, windows, Glass panes with cleaning chemicals/agents and cleaning of partitions, panelling etc.

**C. Duties Behavior and Staff requirements etc.**

1. The agency shall comply with all the labour laws and regulations applicable i.e. Minimum wages Act, Provident fund Act, ESI Act in the matter of such workers as are engaged by it.
2. The Agency's staff shall not disturb the employees of the Board or make any sort of noise/nuisance in the office premises.
3. The Agency's workers shall be polite, courteous, well behaved and honest.
4. The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds committed by its workers.
5. **The Antecedents of all the workers 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.**
6. The Agency's workers shall not *enter-into* any unlawful activity within the board premises and shall have good moral character.
7. The Board shall have to right to impose cash penalty on the Agency or deduct such amounts from the security deposit in case the Board is put to any financial loss directly or indirectly by any act of omission/commission on the part of the Agency's works/workers.
8. The Agency shall be directly responsible for payment of the wages which should in no case be less than minimum wages prescribed from time to time by Central Govt. The Agency has to provide facility like provident fund, bonus or any other benefits available under the rules to its employees. The Board shall not be under any obligation to entertain any claim of workers employed by the Agency.
9. Insurance and accidents of the workers will be the responsibility of the Agency.
10. All the workers of the Agency shall be free from infectious/contagious diseases.
11. The Agency shall in no case transfer the services; it is required to perform under this agreement to any other agency or person without prior permission of the Board.
12. The Agency shall have to ensure that the work is done to the satisfaction of the Board.
13. The area has been given as a reference for calculation of the day to day Consumption of materials as well as quoting rates accordingly.
14. Labour licence, EPF & ESI certificates, GST Reg. No, PAN etc must be attach with the Technical Bid.



15. The minimum staff required compulsorily for CBSE, Regional Office, Guwahati shall be Three (6) workers on regular basis with Identity Card during course of duty.
16. The manpower deployed by the Agency must put on their uniform.
17. 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.
18. 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 or this account shall be recovered from the monthly payment to be made to the Agency/security deposit of the Company.
19. The Board reserves the right to recover liquidated damages for defaults on the part of the Agency.
20. The Agency shall deposit the materials listed as per Annexure-II with the Board & the same shall be issued time-to-time on weekly basis. In case of short/inferior quality, the Board shall purchase the material at the risk & cost of the agency.

#### D. General Conditions

1. **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. However, in case of extension of the contract, the bidders shall submit undertaking that the firm has not supplied/is not supplying/not offered similar service at a price lower than that vary price. The Agreement shall be executed on a stamp paper of Rs. 100/- incorporating all the tender covenant. The cost of stamp paper and agreement shall be borne by the Agency.
2. **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".
3. 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. The agency shall also have to submit a declaration that the payment of the workers deployed, are being paid as per approved wages of Central Govt. and the Agency has been complying with all the statutory provisions in r/o the workers deployed.
4. In case no further improvement is noticed, the work shall be terminated and Security Deposit shall be forfeited. The Agency shall be debarred by the Board for further work.
5. **Room facility.** The Board shall provide a small room/space for supervisor & storage of materials etc. to the agency free of cost during the period of contract. The agency shall not be allowed to put its sign board on the room and nobody will be allowed to stay in the office after office hours without permission.
6. **Penal Clause:**
  - a. If toilets are found stinking Rs. 200/- per reported incident will be levied.
  - b. If soaps, liquid soaps, naphthalene balls/cakes odonil cakes etc. are not found in the toilets Rs. 150/- per reported incident will be levied.
  - c. If corridors are found dirty & filthy, Rs. 100/- per reported incident will be levied.
  - d. If staircases are found dirty & filthy Rs. 100/- per reported incident will be levied.
  - e. If open spaces including parking area are found dirty & filthy Rs. 50/- per reported incident will be levied.



- f. If terraces are found dirty & filthy Rs. 50/- per reported incident will be levied,
- E. **Notice of termination of Contract:** The contract can be terminated by the Board without assigning any reasons by giving one-month notice in writing.
- F. **Stock and supply:** The Agency shall maintain sufficient stock of items such as Towels, Dusters, Phenyl, Detergent, Odonil, Naphthalene balls/Cakes, Finite, Baygons, Acid Chemicals 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 before purchase by Engineer-in-Charge of maintenance.
- G. **Supervision/Inspection:** The Agency representative will report to the officer in charge once in a week for status of work.
- H. **Jurisdiction:** The Court of Guwahati will have jurisdiction over all legal disputes under this agreement.
- I. **Bid Security (EMD)**  
(a) Bid Securities of the unsuccessful bidders shall be returned to them after expiry of final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract.  
(b) Bid Securities of the successful bidders shall be refunded on receipt of Performance Security.
- J. **Security Money:** The successful bidder will have to deposit an amount @ 10% of total contract value as security deposit. The amount should be payable through D.D./B.D. in favour of secretary, CBSE, payable at Guwahati. The security deposit shall be refunded to the Agency after sixty days of completion of all contractual obligation by the Agency.
- K. **Rates:** Rates may be charged per month for whole unit covered area open area surrounding area, stairs, lobbies, corridors, toilets etc. for all the items of works including cost of materials.
- L. **Commencement of work:** The Agency shall be bound to take over the system with complete installations within a period of 07 days from the issue of the work order failing which EMD is liable to be forfeited.
- M. 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 CBSE and the Agency.

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CHAPTER-III

SCHEDULE OF REQUIREMENTS

1. Name of Building : Regional Office Building, Central Board of Secondary Education
2. Address/Location of the Building : Office Building, Panjabari, Near Sankardev Kalakhetra, Shilpgram Road, Guwahati, PIN-781037.
3. Area of the Building : 20,000 sq. ft. approx having about 20 rooms/7 halls/stores of different sizes, toilets & Urinals, corridors, Stairs and the open area comprising compound/campus with extra open area on the Ground floor approx measuring 22,880 sq. ft. The areas stated above are only approx and the parties are advised to see the locations.
4. No of days during the Month for which Services are required : All days except Sunday and seven Gazetted holidays. Additional charges for Sweeping & Cleaning etc, on holidays whenever required will be extra on pro rata basis
5. Timing of work:
  - (a) Daily Work : from 7.30 am to 03.30 pm (one person upto 5.30 pm)
  - (b) Requirement of minimum manpower : Five(05 Nos) (Unskilled)  
01 (One) No. Semiskilled (Supervisor)



## CHAPTER-IV

### ELIGIBILITY CRITERIA

1. The tenderer must have Average Annual Turnover of Rs. 15 Lakh or more during the last three financial years i.e. 2014-15, 2015-16, & 2016-17.
2. The tenderer should have minimum three years past experience of providing housekeeping services to the multistoried building/hospital/Govt./Semi Govt./PSUs organizations shall only be eligible to apply (Attach documentary evidence in technical bids).
3. The contractor/tenderer shall be registered with the Registrar of the concerned state bldg. and furnish the details of Registration No.



केन्द्रीय माध्यमिक शिक्षा बोर्ड  
CENTRAL BOARD OF SECONDARY EDUCATION

Cost of Form Rs.500/- (Non-refundable)

Form No.

**CHAPTER-V**

Last Date of receipt of tender:31/08/2017

**Technical Bid**

1. Credentials of tenderer

1.1 Name of the Agency: \_\_\_\_\_

1.2 Office Address and  
Tel. Nos. \_\_\_\_\_

1.3 Licence No. & Registration  
details(with documentary  
evidence) \_\_\_\_\_

1.4 E.P.F. A/c No.  
(With latest challan of deposits  
of its existing employees) \_\_\_\_\_

1.5 PAN No.  
(with documentary evidence) \_\_\_\_\_

1.6 E.S.I. Code No.:  
(supported with documentary evidence) \_\_\_\_\_

2. Annual turnover last three years  
Certified by Chartered Accountant \_\_\_\_\_

Sl. No.	Year	Turnover

3. Experience Certificate(last three years) \_\_\_\_\_

3.1 Contracts executed corresponding to the NIT:

SL. No	Year	Name of the Organization	Cost of the Work (Executed)	Officer Concerned in the Organization with TI.No.	Period (From /To)

Contd..



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4. Earnest Money of Rs. \_\_\_\_\_ in favour of the Secretary CBSE, Guwahati has been deposited vide D.D No: \_\_\_\_\_ dated \_\_\_\_\_ Issuing Bank with Date of Issue : \_\_\_\_\_
5. The price bid of those agencies who Qualifying in technical bid will only be opened for consideration.
6. Copy of the supporting documents in r/o information at Serial No. 1 to 3.1 above and EMD must be enclosed.
7. Declaration: All the terms & conditions as mentioned in the Tender Documents are acceptable to me/us.



केन्द्रीय माध्यमिक शिक्षा बोर्ड  
CENTRAL BOARD OF SECONDARY EDUCATION

CHAPTER-VI

Last date of receipt of Tender: 31/08/2017

Upto: 3:00 PM

**PRICE BID**

01	Name of the Building with address	CENTRAL BOARD OF SECONDARY EDUCATION, REGIONAL OFFICE BUILDING, OFFICE BUILDING, Shilpgram Road, Panjabari, GUWAHATI (ASSAM)
02	Area of Buildings	Covered area 20000 sq.ft. Approx. having about 20 rooms 7 halls of different sizes, toilets & urinals, corridors, stairs and the open area comprising compound/ campus with extra open area on the ground floor approx measuring 22,880 sq. ft. The areas stated above are only approx. and the parties are advised to see the locations.
03	No. of days during the month for which the services are required	All days except Sunday and Gazetted holidays. Additional charges shall be payable for the work carried out after schedule working hrs and on holidays.

Sl. No.	Details	Amount (In Rs.....)	
		In Figure	In Words
1	<b>Fixed</b> (Not negotiable)		
1.1	Min. Wages as per notification from the Office of the Labour Commission of Central Government for Unskilled/semi skilled Labour (Central Labour Commissioner notification is to be enclosed). (inclusive of EPF, ESI etc.). Requirement of Minimum manpower & for other details Scope of works/ general specification may be referred.		
1.2	Employee Provident Fund charges @ 12%+ Administrative Charges 1.15%(or as applicable)		
1.3	E.S.I. Charges @4.75%.		



केन्द्रीय माध्यमिक शिक्षा बोर्ड  
CENTRAL BOARD OF SECONDARY EDUCATION

Sl. No.	Details	Amount (In Rs.....)	
		In Figure	In Words
2	<b>Negotiable</b>		
2.1	Service charges (overall %) on labour input as applicable		
2.2	Cost of cleaning material & chemical charges lump sum /per month (Annexure- I & Annexure II)		
2.3	Rental charges of Mechanical cleaning Equipment (Annexure-III)		
2.4	Total charges per months (I+II)		
2.5	Total Amount for the work		

Note:- Analysis of rate must be attached with the price bid by the agency is compulsory. If not attached, the price bid will not be considered.

Signature of the Tenderers.....  
Name & Address of the Tenderers with seal.....  
.....

Telephone/Mobile No.....

Place.....

Date.....



**LIST OF MATERIALS TO BE SUPPLIED FOR DAY TO DAY CONSUMPTION AT REGIONAL OFFICE, CBSE, GUWAHATI**

SL No.	Description of Materials	Total Minimum qty. required per month consumption	Rate (In Rs...)	Total Cost (In Rs...)
1	Phenyl (Doctor Brand)	10 Ltr.		
2	Sanitizer Cubes (A1 Brand)	100 Pcs.		
3	Air Freshener (V-Fresh/ Odonil)	30 Pcs.		
4	Liquid Soap (Fem)	15 Ltr.		
5	Chemical for floor cleaning	1 Ltr.		
6	Floor Duster (24"x24")	30 Pcs.		
7	Room Freshener Premium/Odonil)	10 Pcs.		
8	Basso Polish	100 gm.		
9	Glass Cleaner (f-Cline/Colin 500ml bottle) (Branded)	10 Pcs.		
10	Floor Cleaner (LOC Make)	8 Ltr.		
11	Bleaching powder	2 Kg.		
12	V-Toilet Cleaner (500ml Bottle)	15 Pcs.		
13	Yellow Duster	10 Pcs.		
14	Hard Long Broom	2 Pcs.		
15	Soft Broom	15 Pcs.		
16	Hard Broom	6 Pcs.		
17	Water closet brush	15 Pcs.		
18	Finite with pump	5 Ltr.		
19	Vipers	10 Nos.		
20	Thinner	1 Ltr.		
21	White dusters	24 Nos.		
22	Lizol Cleaner	8 Ltr.		
<b>Total Cost</b>				

**Note:** the above quantity of materials shall have to be supplied every month by the agency and its quality is to be adhered too. In case the agency does not quote the workable rate of Materials for the above items then the bid will be summarily rejected.( For Analysis of the rate of Materials Board may asked to provide the market value of the items as quoted by the agencies.

Signature of the Tenderers.....

Name & Address of the Tenderers with seal.....

Telephone/Mobile No.....

Place.....

Date.....



Annexure- II

CALCULATION SHEET ON THE BASIS OF MARKET RATE  
(COST OF ACCESSORIES TO BE PROCURED FOR A CONTRACT PERIOD –ONE TIME)

SL No.	Description of Materials	The quantity of good quality materials required for the contract period
01	Dustbin with Lid (Big)	3 Pcs.
02	Dustbin with Lid (Small)	5 Pcs.
03	Bucket	6 Pcs.
04	Plastic Drum	1 Pcs.
05	Plastic Mug	20 Pcs.
06	Plastic water pipe with set nozzle	1 Set.
07	Floor mop (Industrial)	6 Pcs.
<b>Total</b>		

(Rupees.....)

Signature of the Tenderers.....  
Name & Address of the Tenderers with seal.....  
.....

Telephone/Mobile No.....  
Place.....  
Date.....



**RENTAL CHARGES OF MECHENICAL CLEANING EQUIPMENT**

Sl. No.	Type of Machine	Recommended Brand & model (enclosed)	Number of Machines required	Quoted rental Charges per Unit	Quoted Amount
01	Single Disc scrubber		01		
02	Wet & Dry Vacuum Cleaner		01		
03	Dry Vacuum Cleaner		01		
04	High Pressure		01		
	<b>Total Charges</b>				

Signature of the Tenderers.....

Name & Address of the Tenderers with seal.....

.....

Telephone/Mobile No.....

Place.....

Date.....



CHAPTER- VII

RECOMMENDED Brand & Model

Sl. No.	Types of Machine	Eureka Model	Johnson Diversey	Numbers of Machine required	Numbers of Machine required
01	Single Disc scrubber	Mega 50			
02	Wet & Dry Vacuum Cleaner	ZW 35 SS			
03	Dry Vacuum Cleaner	Z Power			
04	High Pressure	KA 3200			

1. The Contractor in accordance with the terms and condition of the Tender Document and in order to execute the Housekeeping services in Client's office shall provide any of the Brand Le. Eureka or Johnson Diversey as specified above.
2. The machineries shall be Brand new and should not have been used before. Supporting documents on 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 Client's office.
3. The repair and maintenance shall be 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 the replacement immediately the faulty machine shall be repaired at his own cost and risk.
4. The price should be quoted separately for each of the Model in Price Bid.