

CENTRAL BOARD OF SECONDARY EDUCATION

Mechanized Housekeeping Services in the Central Board of Secondary Education, H.Q building, Preet Vihar, Regional Office (Delhi) Patparganj and Shiksha Sadan, Rouse Avenue building, Delhi

(Tender reference No: CBSE/Maint./H.Q/Dec-2017)

**Issued By:
Deputy Secretary (A & L)
Central Board of Secondary Education
2, Community Centre, Preet Vihar,
Dehi-110092.**

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

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SECTION-1
(Notice Inviting Tender)

Central Board of Secondary Education TENDER NOTICE

NOTICE INVITING BIDS FOR Mechanized Housekeeping Services in the Central Board of Secondary Education, H.Q building, Preet Vihar, Regional Office (Delhi) Patparganj and Shiksha Sadan, Rouse Avenue building, Delhi

Central Board of Secondary Education (CBSE), Delhi invites online mode tenders at CPPP eProcurement site <https://eprocure.gov.in/epublish/app> for Mechanized Housekeeping Services in the Central Board of Secondary Education, H.Q building, Preet Vihar, Regional Office (Delhi) Patparganj and Shiksha Sadan, Rouse Avenue building, Delhi. The tender documents can be downloaded from Board's website www.cbse.nic.in and publishing portal Govt. Of India site <https://eprocure.gov.in/epublish/app>.

Interested agencies can download the Tender document from the CBSE website, www.cbse.nic.in (for perusal reference only) and interested agency will fill the complete tender form at CPPP eProcurement site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

Published Date	12.01.2017 (4.30 P.M)
Bid Document Download / Sale Start Date	12.01.2017 (04.30 P.M)
Clarification Start date & Time	12.01.2017 (04.30 A.M)
Clarification Closing date & Time	16.01.2017 (04.00 P.M)
Bid Submission Start Date	17.01.2017 (04.00 P.M)
Bid Submission End Date	02.02.2018 (2.00 P.M)
Bid Opening Date	06.02.2018 (11.00 A.M)
Duration of Contract	One year from the date of agreement, which is extendable for one term subject to satisfactory services and maximum period of extension is ONE year
Tentative date & time for opening of Financial Bid of eligible Tenderers	Date will be intimated by Email / registered post
Tentative Cost of Tender	Rs.90.00 Lacs per year
Validity of Bid	90 days

Bids shall be submitted **only in online mode** at CPPP website: <https://eprocure.gov.in/eprocure/app>.

The cost of the Bid Document is Rs. 1000/- (Rupees One Thousand only) which is non-refundable and the same is to be deposited online at the time of submission of bid document Bids shall be submitted online only as per critical date sheet at CPPP eProcurement website: <https://eprocure.gov.in/eprocure/app>.

The **Hard Copy of original instruments** in respect of cost of tender document, EMD and tender fee to be send to the Assistant Engineer (Civil) at the address indicated below on or before **bid opening date/time as mentioned in critical date sheet**.

Tender documents received in incomplete shape or beyond the stipulated period shall not be entertained under any circumstances. The authority reserves the right to accept or reject any or all tenders without assigning any reason thereof.

Earnest Money deposit (EMD) of Rs. 1,80,000/- in the shape of an Account Payee Demand Draft, Fixed Deposit Receipt, Banquers Cheque or Bank Guarantee from any commercial Bank favoring “ The Secretary CBSE Payable at Delhi” or through electronic fund transfer in CBSE A/c No. 91471010000016, IFSE Code SYNB0009147, Syndicate Bank, Preet Vihar Branch, New Delhi.

Address:

Assistant Engineer

Maintenance Unit

Central Board of Secondary Education

2, Community Centre, Preet Vihar,

Delhi-110092.

Cont. No:- 22515830/22044202

E-mail:- rahultyagicbse@gmail.com

SECTION-2

BID SUBMISSION FORM

BID SUBMISSION FORM

Date:

LETTER OF BID

To

**The Secretary
Central Board of Secondary Education,
2, Community Centre, Preet Vihar,
Delhi-110092.**

Ref: Invitation for Bid

We, the undersigned, declare that:

1. We have examined and understand that no reservations should be corrected by undersigned to the Bidding Documents including Addenda issued in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the Bidding Documents for providing MECHANISED HOUSEKEEPING SERVICES ALONGWITH HOUSEKEEPING MANPOWER, MACHINERIES, CLEANING MATERIAL, and CONSUMABLES AND CHEMICALS for the Central Board of Secondary Education H.Q building, Regional Office (Delhi) Patparganj and Shiksha Sadan building Delhi.
3. Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorized Signatory

(Authorized person shall attached a copy of Authorization for signing on behalf of Bidding company)

Full Name and Designation

(To be printed on Bidder's letter head)(To be printed on Bidder's letterhead)

SECTION-3

BIDDER'S PROFILE

General:

1. Name of the company.....
2. Name of the authorized person submitting the Bid “Shri/Smt.....
3. Designation of the authorized person submitting the Bid.....
4. Name, Designation, address and Mobile Number of alternate person.....
.....
5. Address of the company.....
6. Tel no. with STD code (O).....(Fax).....(R).....
7. Mobile No. of the person submitting the Bid.....
8. E-mail of the person submitting the Bid.....
9. Organization's email ID.....
10. Website Address (if any)
11. Registration & incorporation particulars of the firm:
 - i) Private Limited
 - ii) Public Limited
 - iii) Any other - Please specify.....
12. Name of Director/owner or partner (s).....
13. Email ID of Director (s).....
14. Mobile Number of Director (s).....
15. Bidder’s bank, its address and current account number
16. Permanent Income Tax number,.....
(Please attach copies of income tax return for last three years)
17. GST No.....
(Please attach copies of GST Number)
18. TIN Number.....
19. EPF Registration Number.....
20. ESIC Registration Number.....
21. Particulars of EMD
 - i) Demand Draft / B.D./Cash Receipt No.
 - ii) Date.....
 - iii) Name of Bank.....
 - iv) Address of Bank.....
 - v) Validity of BD/DD.....

22. Particulars of Tender Fee

- i) Demand Draft No/Cash Receipt.....
- ii) Date.....
- iii) Name of Bank.....
- iv) Address of Bank.....
- v) Validity of DD.....

23. Description of similar work of housekeeping services executed during the last five years (Please furnish copies of completion certificate from the Government Department / Organization) - As per Clause 2(d) Section 5.

As per Clause 2.3: Section 5	Description of Work /order executed	Actual Value of work / order executed	Name of Government Department / Organization	Start Date	Finish Date	Document evidence at page No.
40% Value						
50% Value						
80% Value						

UNDERTAKING

1. I/We the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me/undersigned are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/We give the rights to the competent authority of the CBSE to forfeit the Earnest Money/Security money deposit by me/us in case of breach of conditions of Contract.
4. I /We hereby undertake to provide the mechanized housekeeping services as per the directions given in the tender document/contract agreement.

Place:

Date:

Signature of Bidder/Authorized signatory

Name of the Bidder

Seal of the Bidder

SECTION-4

CERTIFICATE OF NEAR RELATIVES

CERTIFICATE

Certificate on Non-Participation of near Relatives in the tender

I _____, S/O _____,
R/O _____ hereby certify that none of my relative(s) as defined in General Condition of Contract at SL. No. 14 of tender document is/are employed in CBSE, DELHI as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, CBSE office shall have the absolute right to take any action including termination of the Contract as deemed fit/without any prior intimation to me.

Signed _____

For and on behalf of the Bidder

Name (caps) _____

Position _____

Date _____

SECTION-5

INSTRUCTIONS TO THE BIDDERS

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

1. For the Bidding / Tender Document Purposes, 'Central Board of Secondary Education, Delhi shall be referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder.
- 1.1 The Bidders are advised to inspect the site before filling in and submitting the bids to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
- 1.2 Interested agencies can download the Tender document from the CBSE website www.cbse.nic.in (for perusal reference only) and interested agency will fill the complete tender form at CPPP eProcurement site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
- 1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.4 The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are **liable to be rejected**.
- 1.6 **The Bidding Company should be a Limited / Private Limited Company, registered under the Companies Act, 1956 or partnership.**
- 1.7 For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to the Office of the Central Board of Secondary Education. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 1.9 The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.

2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders technically.

- 2.1 **Registration:** The Bidder should be registered with the GST, and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
- 2.2 **Clearance:** The Bidder should also have clearance from Service Tax / GST Department.

- 2.3 **Experience:** The Bidder should have experience in the similar field of providing Mechanized housekeeping services in the Government Departments / Public Sector (Central or State) for the last five consecutive years. In case no bidder has provided government experience / public sector experience, then the bidders with experience in reputed organizations may be considered by the competent authority of the Client. The bidder has to submit the relevant work experience certificates to the tune of 03 works of each 40% of estimated value, 02 works of each of 50% of the estimated value and 01 work of 80% value of the estimated value in last 5 years.

3. Documents supporting the Minimum Eligibility Criteria

- 3.1 In proof of having fully adhered to the minimum eligibility criteria following supporting documents in response to SL.No. 2.1 above must be enclosed.
- (a) Attested copy of Certificates of Incorporation issued by the respective registrar of firms/companies.
 - (b) Attested copy of the audited balance sheets along with audit report for the completed three financial years.
 - (c) Attested copy of EPFO Challan in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable.
 - (d) Attested copy of document in support of above part 2.1
 - (e) Attested copy of document in support of above part 2.2
 - (f) Attested copy of document in support of above part 2.3

4. **EARNEST MONEY DEPOSIT:**

- 4.1 This bids should be accompanied by an Earnest Money Deposit(**Rs. 1,80,000**) and Tender Fee (**Rs. 1000/-**) of in the form of Bank Guarantee/Demand Draft of any nationalized bank. The Bank Guarantee / Demand Draft shall be in favour of Secretary, CBSE and payable at Delhi. The bid security will remain valid for a period of 90 days beyond the final bid validity period.

The **Hard Copy of original instruments** in respect of cost of tender document, EMD and tender fee to be send to the Assistant Engineer (Civil) at the address indicated below on or before **bid opening date/time as mentioned in critical date sheet.**

Tender documents received in incomplete shape or beyond the stipulated period shall not be entertained under any circumstances. The authority reserves the right to accept or reject any or all tenders without assigning any reason thereof.

Address:

**Assistant Engineer
Maintenance Unit
Central Board of Secondary Education
2, Community Centre, Preet Vihar,
Delhi-110092.
Cont. No:- 22515830
E-mail:- rahulyagicbse@gmail.com**

- 4.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- 4.3 The bids without Earnest Money (**Rs. 1,80,000**) and Tender Fee (**Rs. 1000/-**) shall be summarily rejected.
- 4.4 No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- 4.5 Bidder shall not be permitted to withdraw their offer or modify the terms & conditions thereof.
- 4.6 **The bid security may be forfeited:**
- (i) If the bidder withdraws its bid during the period of bid validity specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder
 - (a) Fails to sign the contract in accordance with the terms of the tender document
 - (b) Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client.
 - (c) Fails or refuses to honour his own quoted prices for the services or part thereof.

5. **VALIDITY OF BIDS**

- 5.1 Bids shall remain valid and open for acceptance for a period of 90 **days** from the last date of submission of Bids.
- 5.2 In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

5.3 The Client may request for extension for another period of 30 days, without any modifications and without giving any reasons thereof.

6. PREPARATION OF BIDS

6.1 Language: Bids and all accompanying documents shall be in English or in Hindi

6.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, Valid EMD and Tender Fee of requisite amount.

Documents comprising the Bid:

- a. Bid Submission Form duly signed and printed on Company's **letterhead** (Section-2).
- b. Bidder's profile with undertaking
- c. All Forms, duly filled and signed and stamped
- d. Earnest Money Deposit of Rs.1,80,000/- and Tender Fee of Rs. 1,000/- (non refundable) in f/o Secretary CBSE in form of BD/DD.
- e. All attested supporting document in proof of having fully adhered to minimum eligibility criteria as referred in Section-5.

6.3 **Financial Bid:** Bidder should prepare financial Bid in the Price Schedule/BOQ as provided in the Tender Document (Section 9).

7. SUBMISSION OF BID

The Proposal should be submitted in two parts (Technical and Financial) as described below:-

“Part 1: Technical Proposal” which will consist of the proof for meeting eligibility Criteria, receipt of online payment of Tender Fee and EMD.

“Part 2: Financial Proposal” which will consist of the details of financial matters.

- i. The Proposal submitted in online mode comply with instructions issued by CBSE.
- ii. CBSE reserves the right to reject any proposal which is not substantially responsive.

Any Proposal received after the time stipulated will not be accepted by CBSE.

Part 1- Technical Proposal

- i) Scanned copy of Tender fee and EMD.
- ii) Scanned copy of all the requisite documents as mentioned in the Tender Document and Tender Acceptance Letter

Part 2- Financial Proposal

- a) Schedule of price bid in the form of BOQ_XXXX .xls

Proposal Evaluation

CBSE will evaluate the technical bid as per the eligibility criteria mentioned in the TENDER and Financial bid of those qualified technically will only be opened online.

8. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 8.1 The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing.
- 8.2 If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.
- 8.3 Client also reserves right to seek confirmation/clarification from the ISSUER agency, on the supporting documents submitted by the bidder as per clause 2.1.

9. TECHNICAL BID EVALUATION (SEGREGATED TYPE)

- 9.1 The Client shall follow two bid systems where the technical bid and financial bid shall be evaluated separately.
- 9.2.1 The technical bid evaluation shall be done based on the following criteria:
- 9.2.2 During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

s	Number of years in Operations	Max 25 Marks
(a)	5 years	10 Marks
(b)	More than 5 years and upto 10 years	15 Marks
(c)	More than 10 years and upto 15 years	20 Marks
(d)	More than 15 years	25 Marks
(ii)	Turnover (Last Financial Year)	Max. 25 Marks
(a)	Upto 1 crores	10 Marks
(b)	More than 1 crores and upto 3 crores	15 Marks
(c)	More than 3 crores and upto 5 crores	20 Marks
(d)	More than 5 crores	25 Marks
(iii)	Number of Manpower on roll	Max. 25 Marks
(a)	Upto 50	10 Marks
(b)	More than 50 and upto 200	15 Marks
(c)	More than 200 and upto 500	20Marks
(d)	More than 500 and upto 1000	25 Marks
(iv)	Quality Related Marks	Max. 25 Marks
(a)	ISO (Less than 5 years)	05 Marks
(b)	ISO (5-10 years)	10 Marks
(c)	SA 8000	05 Marks
(d)	OHSAS 18001	10 Marks

10 A Bidder should secure a minimum of 70% marks (as per Para 9.2.2) in Technical Evaluation in order to be a qualified bidder for being eligible for opening of financial bids.

Illustration 1 (for Technical evaluation)

10.1 The bidder who qualified in the technical evaluation is eligible for opening of financial bids Client shall intimate the bidders, the time/ venue for the **financial Bid opening**.

11. FINANCIAL BID OPENING PROCEDURE

11.1 The Financial Bids of all the technically qualified Bidders shall be opened by evaluation Committee.

12. Lowest bidder i.e. L-1 among the Technically qualified would be selected. The Labour charges should not be less than minimum wages of NCT of Delhi and other statutory benefits payable to Labour.

13. RIGHT OF ACCEPTANCE:

- 13.1 The Chairman Central Board of Secondary Education reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Chairman, Central Board of Secondary Education, Delhi -110092 in this regard shall be final and binding.
- 13.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- 13.3 The competent authority of the office of the Central Board of Secondary Education reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the bidders.
- 13.4 In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the Competent Authority of the Office of the Central Board of Secondary Education reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
- 13.5 The office of Central Board of Secondary Education may terminate the Contract if it is found that the Contractor is black listed on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

14. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

- 14.1 After determining the successful evaluated bidder, Client shall issue a Letter of Acceptance (LoA) in duplicate, who will return one copy to Client duly acknowledged, accepted and signed by the authorized signatory, within **Three (3) days** of receipt of the same by him.
- 14.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.
- 14.3 The time taken between the date of issue of LoA and Notice to Proceed shall not prevent the contractor to mobilize the man power.

15. RETURNING OF EARNEST MONEY DEPOSIT (BID SECURITY AMOUNT)

- 15.1 The Earnest Money Deposit of the unsuccessful bidders in the *technical Bid evaluation stage* shall be returned after opening of the eligible financial bid.
- 15.2 The Earnest money Deposit of the unsuccessful bidders in the *financial bid evaluation stage* shall be returned within seven (07) days, on award of contract to the Successful bidder.

SECTION-6

GENERAL CONDITIONS OF CONTRACT (GCC)

1. DEFINITIONS

1.1 General

In this Contract including the schedules the following words and expressions shall (unless the context requires otherwise) have the meaning assigned to them in this Schedule.

“Agreement”	The word “Agreement” and “Contract” has been used interchangeably.
"Contractor"	The word “Contractor” and the “Successful Bidder’ has been used interchangeably.
Client	The work "Client" shall mean the Office of the CBSE
Party	The word “party” means the Successful Bidder to whom the work of providing Housekeeping services has been awarded and the Client.
Mechanized Housekeeping Services	Shall mean Housekeeping services along with Machineries, Cleaning Materials (Consumables) and Chemicals.
Letter of Acceptance	Shall mean the intent of the Client to engage the successful bidder for providing housekeeping services in its premises
Notice to Proceed	Shall mean the date at which the housekeeping services are to commence in Client’s premises
‘Confidential Information’	shall mean all information that is not generally known and which is obtained / received during the tenure of the contract and relates directly to the business /assets of Client including the information having the commercial value.
Termination Date”	Shall mean the date specified in the notice of Termination given by either Party to the other Party, from which the Contract shall stand terminated.
Termination Notice	Shall mean the notice of Termination given by either Party to the other Party
Contractor	Shall mean the successful bidder to whom the work of providing mechanized Housekeeping services in Client’ premises have been awarded.

1.2 CONFIDENTIALITY

1.2.1 The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Client’s business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or business of the Client. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of Client’s information.

1.2.2 If the Contractor receives enquiries from Press / News / Media/ Radio / Television or other bodies / persons, the same shall be referred by the Contractor to Client immediately on receipt of such queries.

2 PERFORMANCE BANK GUARANTEE (SECURITY DEPOSIT)

- 2.1 The successful bidder within fifteen days of the acceptance of the LoA shall execute a Performance Bank Guarantee in the form of a Bank Guarantee of any nationalized bank, a sum equivalent to 10% of the accepted contract value in favour of Secretary, CBSE and payable at Delhi. The Performance Bank Guarantee shall remain valid for a period of 60 days beyond the date of completion of all contractual obligation of contractor including warranty obligation.
- 2.1.1 Failure of the successful bidder to comply with the requirements of submission of Performance Bank Guarantee in time shall constitute sufficient ground for the cancellation of the acceptance of the bid and forfeiture of the earnest money deposit, in which case the Client shall make the offer to the other alternative bidder at the discretion of the Client.
- 2.2 The Bank Guarantee can be forfeited by order of the competent authority of Central Board of Secondary Education in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said Bank Guarantee as may be considered by the Office of the Central Board of Secondary Education sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.
- a) If the contractor is called upon by the Competent Authority of the office of the to deposit Security and the contractor fails to provide the security deposit within the period specified such failure shall constitute a breach of the contract and the Office of the Central Board of Secondary Education shall be entitled to make other arrangements at the risk, cost and expense of the contractor.
 - b) On due performance and completion of the contract in all respects, the Security Deposit will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate in the prescribed form and upon return in good condition of any specifications, samples or other property belonging to the purchaser, which may have been issued to the contractor .
 - c) Bid security will be refunded to the successful bidder on receipt of Performance Security.

3. NOTICE TO PROCEED

After the acceptance of the LOA and securing Performance Bank Guarantee from the successful bidder, Client shall issue the 'Notice to proceed', to the contractor authorizing him to provide mechanized housekeeping services in the Office at the specified locations.

4. SIGNING OF CONTRACT AGREEMENT

- 4.1 The successful Bidder shall enter into contract and shall execute and sign the Contract Agreement in accordance with the Articles of Agreement before commencement of the services.

- 4.2 Client shall prepare the draft Articles of Agreement in the Performa included in this Document, duly incorporating all the terms of agreement between the two parties and send the same in duplicate to the successful Bidder for their concurrence.
- 4.3 The successful Bidder shall return the duly concurred copies of the draft Articles of Agreement within **Two (02) days** of receipt of the draft Articles of Agreement from Client, duly printed on the correct amount of stamp paper, duly adjudicated by the registrar of stamps where the contract is proposed to be executed.
- 4.4 The competent authority of the Client shall sign the Contract agreement and return a copy of the same to the successful bidder.

5. SERVICES REQUIRED BY THE CLIENT

- 5.1 The Contractor shall be providing mechanized housekeeping services, along with Housekeeping staff, cleaning material, consumables, chemicals and machineries in Client's premises as per the details given in the tender document, or any other location as required by the Client to be read with the Special Conditions of Contract, Assignment Instructions and Schedule of Requirements.
- 5.2 The Client shall pay the charges as agreed between the Client and the Contractor at the time of bidding process. A schedule of charges shall be annexed to the Articles of Agreement after finalizing the amount at the conclusion of bidding process.
- 5.3 The Contractor shall provide mechanized housekeeping services in the Client's premises to its entire satisfaction and it is the sole responsibility of the Contractor that the work is executed in all respects in accordance with the Contractor's obligations.

6. COMMENCEMENT OF SERVICES

The Contract shall become legally binding and in force only upon:

- 6.1 Submission of Performance Bank Guarantee in accordance with **Clause 2 (Section-6)**.
- 6.2 The Contractor shall commence mechanized housekeeping services in Client's premises within 30 days from the date of receipt of Notice to Proceed as set out in **Clause 3 (Section6)**

7. CONTRACTOR'S OBLIGATIONS

- 7.1 The Contractor shall provide mechanized housekeeping services along with machineries, Cleaning materials and chemicals at Client's premises as per Schedule of Housekeeping Services (Section 8) which may be amended from time to time by the Client during the Contractual period and it shall always form part and parcel of the Contract. The Contractor shall abide by such assignments as provided by the Client from time to time.

- 7.2 The Contractor shall submit to Client the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities from time to time.
- 7.3 The Contractor shall produce to the client the details of payments of benefits like bonus, leave, relief, ESI, employer's contribution towards EPF etc. from time to time to its personnel.
- 7.4 The Client shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove any personnel with prior intimation to the Client, emergencies, exempted.
- 7.5 The Contractor shall cover its personnel under Insurance for personal accident and death whilst performing the duty and the Client shall own no liability and obligation in this regard.
- 7.6 The Contractor shall exercise adequate supervision to reasonably ensure proper performance of Mechanized Housekeeping Services in accordance with Schedule of Requirements.
- 7.7 The Contractor shall issue identity cards / identification documents to all its employees who will be instructed by the Contractor to display the same.
- 7.8 The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- 7.9 The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account. The Contractor shall also abide by and comply with the Labour laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) or any other law in force.
- 7.10 The Contractor shall cover all its personnel under the relevant laws of EPF, Labour, ESIC etc. Proof of the same should be submitted by the Contractor quarterly.
- 7.11 The Contractor shall submit a copy of wages sheet showing monthly wages paid to its personnel.
- 7.12 Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- 7.13 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Client.
- 7.14 The Contractor shall not employ any person below the age of 18 years old. Manpower so engaged shall be trained for providing services.

7.16 Contractor's Personnel

- 7.16.1 The Contractor shall at all times ensure that it has sufficient, suitable and qualified personnel to supervise the Client premises at the Client Site and in sufficient number to undertake the responsibilities imposed upon the Contractor under the Contract and to provide full attention for executing the work thereof.
- 7.16.2 The Contractor shall submit its Organisation Chart, showing therein the details of key personnel with their full contact details. The Contractor shall also keep informing the Client of any change in its organization or its personnel
- 7.16.3 The Contractor shall provide minimum of two sets each of summer and winter uniform to its personnel at its own cost.

8. CONTRACTOR'S LIABILITY

- 8.1 The Contractor shall completely indemnify and hold harmless the Client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the mechanized housekeeping services to the Client.
- 8.2 The Contractor shall not be liable in any way whatsoever and the Client hereby expressly waives any right to, any loss, injury, damage, cost or expense of whatsoever nature directly or indirectly:
 - 8.2.1 Caused by, resulting from or in connection with any Act of Terrorism or any Biological or Chemical Contamination or any Nuclear Risks;
 - 8.2.2 Consisting of, caused by, resulting from or in connection with any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) unless such loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data was due to the negligence or default of the Contractor or any of its employees engaged in the provision of housekeeping Services to the Client.
- 8.3 The Contractor shall not Sub-Contract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the contractor contravening this condition, Client shall be entitled to place the contract elsewhere on the contractors risk and cost and the contractor shall be liable for any loss or damage, which the Client may sustain in consequence or arising out of such replacing of the contract.

9. CLIENT'S OBLIGATIONS

- 9.1 Except as expressly otherwise provided, the Client shall, at its own expense, provide timely all the required facilities at the location(s) where the mechanized housekeeping Services are to be provided to enable Contractor's employees to carry out the Services.
- 9.2 The Client shall comply with and fulfil the recommendations (if any), if deemed necessary by the Client, made in writing by the Contractor in connection with the performance of the

Services. The Client shall notify the Contractor of any dishonest, wrongful or negligent acts or omissions of the Contractor's employees or agents in connection with the Services as soon as possible after the Client becomes aware of them.

- 9.3 To enable the Contractor to provide the mechanized housekeeping services, the Client shall ensure that their staff is available to provide such assistance
- 9.4 The Client shall not be under any obligation for providing employment to any of the personnel of the Contractor after the expiry of the contract. The Client does not recognize any employee employers relationship with any of the workers of the Contractor.

10. VALIDITY OF CONTRACT

The contract, if awarded, shall be for a period of one year from the date of signing of Contract Agreement, In case of breach of conditions of Contract or in the event of not fulfilling the minimum requirements / statutory requirements, the Client shall have the right to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the contractor and initiating administrative actions for black listing etc. solely at the discretion of the competent authority of the office of the Client. The initial period of one year is further extendable for one term subject to satisfactory services at the sole discretion of the office of the Client. Maximum period of extension is one year.

11. PAYMENTS

- 11.1 After selection of the Successful bidder as Contractor, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the Contractor by the Client for the mechanized housekeeping services.
- 11.2 The prices in the Price Schedule shall be exclusive 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.
- 11.3 The Contractor shall raise invoice per month and submit the same to Client by 5th of every following month. The Client shall make all endeavors to make payments within 15-20 days from the date of the receipt of the invoice to the Contractor.
- 11.4 The cost of the Contract shall be valid for the period of the contract i.e. initially for a period of one year. No price escalation, other than minimum wages revision, shall be entertained by the Client during the period.
- 11.5 After expiry of the initial period of the Contract of one year and if the Contract is renewed by the Client, the Contractor shall claim increase in the Contract cost only on account of increase in the minimum wages, as and when increased by the Government.
- 11.6 In addition to the Contract payments, the Client shall pay for any additional services required by the Client, which are not specified in the **Price Schedule**.
- 11.7 All payments shall be made in Indian Currency by means of an Account Payee Cheque/RTGS.

- 11.8 Client shall be entitled to deduct in accordance with Applicable Law, Income Tax at source (TDS) or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. Client shall provide a certificate certifying the deduction so made.
- 11.9 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

12. FORCE MAJEURE - OBLIGATIONS OF THE PARTIES

- 12.1. "Force Majeure" shall mean any event beyond the control of Client or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:
- (i) War, hostilities, invasion, act of foreign enemy and civil war;
 - (ii) Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
 - (iii) Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
 - (iv) Earthquake, fire, flood or cyclone, or other natural disaster.

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- 12.2 The date of commencement of the event of Force Majeure;
- 12.3 The nature and extent of the event of Force Majeure;
- 12.4 The estimated Force Majeure Period,
- 12.5 Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.
- 12.6 The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.
- 12.7 Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

13. TERMINATION

This Contract may be terminated forthwith by either party by giving written notice to the other if:

- 13.1 The other party is in material breach of its obligations under this Agreement and / or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or
- 13.2 The Contract may be terminated forthwith by the Client by giving written notice to the Contractor, if:
 - 13.2.1 In case of breach of any of terms and conditions of the Contract by the Contractor, the Competent Authority of the Client shall have the right to cancel the Contract without assigning any reason thereof, and nothing will be payable by the Client and in that event the security deposit in the form of performance Bank Guarantee shall be forfeited and encashed.
 - 13.2.2 The Contractor does not provide mechanized housekeeping services satisfactorily as per the requirements of the Client or / and as per the Schedule of Requirements
 - 13.2.3 The Contractor goes bankrupt and becomes insolvent.

14. DISCLAIMER

The relatives / near relatives of employees of the Client are prohibited from participation in this bid. The near relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family.
- (b) Their husband or wife.
- (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law)

15. INSOLVENCY

- 15.1 The competent authority of the office of the Central Board of Secondary Education may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-
 - i) If the contractor being a company shall pass a resolution or the court shall make an order For the liquidation of the affairs or a receiver or Manager on behalf of the debenture holder Shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or Manager.
 - ii) If the contractor commits any breach of this contract not herein specifically provide for: provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the Client and provided also that the contractor shall be liable to pay the Client for any extra expenditure, he is thereby put to but shall not be entitled to any gain.

16. CURRENCIES OF BID AND PAYMENTS

16.1 The Bidder shall submit his price bid / offer in Indian Rupees and payments under this contract will be made in Indian Rupees.

17. GOVERNING LAWS AND SETTLEMENT OF DISPUTE

17.1 Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this Contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Client in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made there under including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Delhi and the decision of the arbitrator shall be final and binding on the parties.

17.2 **Jurisdiction of Court:** This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Delhi.

SECTION-7

SPECIAL CONDITIONS OF CONTRACT (SCC)

1. The special conditions of Contract shall supplement the “Instructions to the Bidders” as set forth in Section 5 and General Conditions of the Contract (GCC) as set forth in Section 6.

2. INDEMNIFICATION:

The successful bidder is solely liable to fully indemnify and keep Client indemnified against all loses/penalties/awards/decrees arising out of litigation/claims/application initiated against the Client on account of acts of omission/commission attributable to the Contractor and which are punishable under the provisions of various Central Labour and Employment Acts including the following Acts as amended from time to time. Client shall be vested with sole discretion to determine damages/ loss suffered on account of above from the dues payable from security deposit as performance Guarantee or from either the personal property of bidder or property owned by his firm/company by way of initiating suitable legal litigation against the Contractor at any point of time.

3. LABOUR LAW COMPLIANCES

The Contractor shall at his own cost comply with the provision of labour laws, rules order and notification whether central or state or local as applicable, to him or to this contract from time to time etc present or future

3.1 The engagement and employment of labourers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the Contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. Client may ask the contractor to produce documents to verify that these provisions/laws are complied with by the contractor.

(a) All wages allied benefits such as leave, ESI, PF, Gratuity , Bonus etc, shall be paid by the contractor and Client shall not incur any liability or additional expenditure whatsoever for personnel deployed.

(b) It is mandatory that the employees must be paid through bank/cheques only.

3.2 The Contractor shall abide by all labour laws, laws related to EPF Organization, ESI Corporation, Workmen Compensation Act. The details of EPF, ESIC in respect of their deployed staff shall be submitted by the Contractor to Client every month along with the bill. The Contractor shall abide including but not limited to, matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen's compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses.

3.3 The contractor shall be liable for any legal dispute / case / claims that arises or may arise during currency of the contract due to non-compliances of labour or other related laws.

3.4 The contractor shall be responsible for compliance of all the laws rules/regulations and Govt. instructions that are/will be applicable to and aimed to protect the interest of the employees/worker engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past ‘or’ may arise during the course of performance of contract.

3.5 The Contractor shall submit periodical returns as may be specified from time to time.

4. OFFICIAL RECORDS:

4.1 The Contractor shall maintain complete official records of disbursement of wages / salary, showing specifically details of all deductions such as ESI, PF etc. In respect of all the staff deployed in Client's office.

4.2 The Contractor shall maintain a personal file in respect of all the staff who is deployed in Client's office. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary / Permanent) and all grievances recorded by the staff vis-à-vis action taken etc.

4.3 The Contractor shall furnish an undertaking that within seven days of the close of every month they will submit to Client a statement showing the recoveries of contributions in respect of employees with Certificate that the same have been deposited with ESIC/ EPFO Commissioners.

4.4 Each monthly bill must accompany the:

- (a) List of employees with their date of engagement
- (b) The amount of wages (The Contractor shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC/EPF/Bonus etc.)
- (c) Copies of authenticated documents of payments of such contributions to EPFO/ESIC
- (d) Declaration of the Contractor regarding compliance of EPF / ESIC / Bonus and other laws as applicable from time to time.

4.5 The Contractor shall also prepare a register indicating all payments / dues in respect of all the employees.

SECTION-8

SCHEDULE OF HOUSEKEEPING SERVICES

In this Schedule of Requirements, the details of mechanized housekeeping services to be provided by the Contractor and also other information, instructions of the Client and instructions to the Contractor's employees posted at the Clients' site and all such other aspect of the Contracts are to be mentioned.

1. SCOPE OF WORK

- 1.1 The scope of Work and the Schedule of services shall include all works but not limited to cleaning (building), sweeping, mopping of floors, vacuuming of carpets, dusting of furniture and equipments.
- 1.2 The Contractor shall deploy all housekeeping staff at the Client office in the manner and as per the instructions of the Client.
- 1.3 The Contractor has to provide workforce in sufficient numbers to maintain the building as required and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of Client.
- 1.4 The Contractor shall ensure that all housekeeping staff are fully conversant with the premises and with the client's business activities and its related housekeeping requirements.
- 1.5 The Contractor shall submit their own schedule of activities for approval of the Client for improvement of housekeeping services.
- 1.6 The building and its surrounding areas shall always be kept in well hygienically clean and disinfected conditions.
- 1.7 All the general and special machineries, as specified in the tender document shall be used for cleaning the premises as required and shall be arranged by the Contractor.
- 1.8 The Client shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of to the Client, emergencies, exempted.
- 1.9 The Contractor shall cover its personnel under insurance for personal accident and/ or death whilst performing the duty.
- 1.10 The Contractor shall exercise adequate supervision to ensure proper performance of mechanized housekeeping services in accordance with the requirements.
- 1.11 The Contractor shall issue identity cards / identification documents to all its employees who will be instructed by the Contractor to display the same at all times. The personnel of the Contractor shall be subject to detailed direction and control of the Contractor and in relation to manner and model of performance of duties, as agreed vide this agreement.
- 1.12 The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account.
- 1.13 The Contractor shall ensure that only those machineries are provided for executing mechanized housekeeping services in Client's premises that are technically brand-wise specified and defined in the tender document. The Contractor shall also ensure that the supplied machineries are brand new and are not used before. Sufficient documentary evidences in support viz. Detailed Purchase Invoices in respect of each of the machinery is produced to the Client. Failure to comply the instructions will result in termination of the Contract and decision of the competent authority of the Client shall be final and binding.
It shall be the sole responsibility of the Contractor to maintain the housekeeping services of cleaning and maintenance of the Client's office building at Preet Vihar & Rouse Avenue, Delhi.

- with machineries and housekeeping staff in the most hygienic, clean and standard way and in the manner as desired by the Client.
- 1.15 The Contractor shall also ensure that all Building areas viz. Outer, Toilets, Floors, Basement, Main Entrances, Rooms, Halls etc. are neat and clean every time and shall be maintained in the neat and tidy position every time.
- 1.16 In case it is found that the housekeeping services are not rendered satisfactorily, it shall invoke the penalties clauses as defined in the tender document and the Client shall have the right to terminate the Contract besides forfeiting the performance bank guarantee submitted by the Contractor.
- 1.17 The Contractor shall also ensure that all the monthly requirements of Chemicals and Cleaning Materials (Consumables), as defined in the tender document, are provided on 1st of each month and as per the requirements to the Client's office in totality. In case it is found that any chemical or cleaning material of the inferior quality or sub standard quality, or the brand other than those specified in the tender document, is supplied ; or if the branded items as per the tender document are NOT supplied in the proportion to the requirements for executing the housekeeping services for the standards of the Client, the Client shall be at liberty to treat the action of the Contractor as breach of Contract and shall terminate the Contract besides imposing penalties under the provisions of the Contract / Tender Document and forfeiting the Performance Bank Guarantee.
- 1.18 The Contractor shall ensure that.
- 1.18.1 All toilets are provided with all consumables / items every time.
- 1.18.2 The stock of all the Cleaning materials / consumable / chemicals is maintained in Client's premises.
- 1.18.3 The stock details i.e. Receipt and Issue of the cleaning materials / consumables are maintained by the Contractor's Supervisors / Facility Manager and are verified by the Controlling officer of the Client on a day to day basis.
- 1.18.4 The Cleaning Material/ Consumable/ Chemicals are supplied to meet the full requirements of the office.
- 1.19 Contractor must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
- 1.20 The Contractor must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed manpower at Client's office. The Contractor should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing. Any delay in submission of these records will force Client to deduct a proportionate amount from the bills, as decided by the competent authority of Client.
- 1.21 Contractor must employ adult and skilled personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the Contractor. Contractor shall deploy/engage reliable persons at Client after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Contractor shall intimate the details like name, age, parentage, address (residential as well as permanent) of all staff to the Client and shall also intimate changes in addresses of the staff as and when they take place.
- 1.22 Contractor shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to Client. It shall totally indemnify Client in this regard.
- 1.23 Contractor should at all times indemnify Client against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. Client will not own any responsibility in this regard.

- 1.24 Contractor staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Contractor shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.
- 1.25 Be it private or public areas, the Contractor's employees shall be liable to be frisked/ checked by the security personnel at Client premises or on duty at any time during performance of their duties.
- 1.26 Contractor's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.
- 1.27 Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.

2. DEPLOYMENT AND TENTATIVE REQUIREMENTS OF HOUSEKEEPING STAFF

- 2.1 The Contractor shall deploy the required number of housekeeping staff for satisfactory mechanized housekeeping services, sweeping, cleaning, mopping of floors, cleaning of washrooms, vacuuming of carpets, dusting, dusting of furniture etc.. of the Client.
- 2.2 The Contractor is required to quote prices for each of the category viz. Skilled (Facility Manager), Semi-Skilled (Supervisor), Unskilled (Housekeeping Staff), cleaning material, chemicals and machineries in the Price Schedule (Section 9)
- 2.3 The Contractor shall ensure that except that of the Service Margin (as defined in the Price Schedule) all other levies (Wages, Uniform, ESIC, EPF, Bonus etc.), which are charged to Client in the Price Schedule are passed on to the deployed housekeeping staff as their monthly wages by the Contractor.
- 2.4 The tentative requirements of housekeeping staff in each of the category shall be as under:

Category of Manpower	Tentative Requirement	Criteria for appointment
Housekeeping Staff (Unskilled)	35 (Preet Vihar 15, Regional Office Delhi 14 & Rouse Avenue 6)	V/VIII Standard passed
Supervisors (Semi Skilled)	03(1 each)	Minimum Graduate with 3 years of experience in similar field
Facility Manager	01(1 for Preet Vihar)	Minimum Graduate with 8 years of experience in similar field.

- 2.5 The estimated value of Contract is likely to be approx. Rs. 90,00,000/- for a period of one year.
However, no guarantee can be given to the actual quantity and the requirements may vary at the sole discretion of the competent authority of the office of the CBSE.
- 2.6 Waste Disposal Management: The Contractor shall ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Contractor shall also ensure segregation of bio degradable and non bio degradable garbage. Finally, the Contractor will arrange for disposal of garbage at such a place as may be permissible by MCD every day.
- 2.7 The deployment of Housekeeping Staff shall be done by the Supervisors on the Client's instructions.
The Supervisors shall ensure that execution of mechanized housekeeping services is rendered in accordance with the instructions and terms and conditions of the tender document / contract document.

- 2.7.1 The Supervisors shall forthwith report about execution of the mechanized housekeeping services and contact person with the Client, who shall be solely responsible on behalf of the Contractor to ensure appropriate execution of the housekeeping services in Client's office. Any deviation from execution And performance of the housekeeping services requirements as specified in the Tender document, shall invoke penalties besides taking action on termination of the Contract at the discretion of the Client.
- 2.8 The Supervisor / Agency will submitted all monthly requirement (as detailed in Annexure-II & Annexure-III of section 8 i.e. cleaning materials, consumables and chemicals as specified in tender document) to be deposited in CBSE, maintenance Store and would be issued for consumption once in a week.
In case agency not supply cleaning materials as mentioned in Annexure II & III of section 8 the same shall be deducted as per market rates/MRP Rates.
- 2.9 The Contractor shall ensure that all the machineries that are provided to the Client by the Contractor in accordance with the terms and conditions of the tender document are always running conditions. There will be no down time acceptable. However, in cases of machine break-down, it shall be the responsibility of the Contractor to provide immediate replacement of the machinery with the Similar technical specifications / brand.
- 2.10 The Contractor shall ensure that trained housekeeping staffs are deployed for operating the machineries for cleaning, vacuuming etc. The Contractor shall also ensure that the annual maintenance of the machinery is appropriately awarded by them to the authorized agencies for maintenance of the machineries in Client's Office. After expiry of the initial period of Contract of one years, if the Contract is renewed for its first term, mutually on the existing terms and conditions, rates etc., the Contractor shall be required to provide brand new machineries with the updated models / brand in force at that time on the consent of the Client.
- 2.11 The Contractor shall ensure that the minimum quantity of cleaning material (consumables) and chemicals as specified in the tender document is supplied on 1st of each month.

3. SUPERVISION

- 3.1 The Contractor shall **depute full time Supervisors in Client's office** who shall ensure that all jobs of housekeeping services are rendered to Client in accordance with the instructions of the Contract / tender document.
- 3.2 The Contractor's supervisor shall be the first line of contact for Client, who shall report to the designated officers of Client for all requirements.
- 3.3 The Contractor shall ensure that all statutory / mandatory requirements either related to wages disbursements or related to deposition of EPF/ESIC with concerned authorities or providing of ESIC facilities to the manpower are fulfilled through Contractor or its Supervisor.
- 3.4 The Contractor shall ensure that the Supervisors is not below the level of Operation Executive who are well versant with all housekeeping requirements and who should be prompt enough to initiate all required action.

4. PENALTIES

- 4.1 The Contractor shall disburse salary to its deployed housekeeping staff inclusive of DA, if any, latest by 5TH of every month, failing which penalty of Rs.1000/- per day will be imposed upto 15th of the month and the contract shall liable to be terminated. Security Deposit / Performance Bank Guarantee shall be forfeited and Bank guarantee will be encashed. The Client will have the power to appoint any other agency for the housekeeping services at the risk and cost of the Contractor.

- 4.2 Whenever and wherever it is found that the assigned work is not performed upto the entire satisfaction of the Client, especially under the supervision of the Contractor's Supervisor, it will be brought to the notice of Contractor by the Client and if no action is taken immediately, penalty of Rs.1000/- per day per complaint will be imposed by invoking penalty clause.
- 4.3 The Contractor has to maintain required number of housekeeping staff as per this contract and also arrange a pool of standby housekeeping staff / supervisor. If the required numbers of workers / supervisors / managers are less than specified number as mentioned in the contract, a penalty of Rs.600/- per absentee per day shall be deducted from the bill(s).
- 4.4 In case the Contractor fails to fulfil the minimum statutory requirements (ESIC/EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills and Performance Security Deposit.
- 4.5 In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring of housekeeping services in the event of Contractor failing to provide requisitioned number of manpower, the Client shall make deductions at double the rate of hiring rate on prorata basis from the bills preferred by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.
- 4.6 The deduction shall also be made for the following jobs, if missed as exception. Such exceptions will duly be conveyed to the Contractor by the Client in writing
- (i) Not properly carrying out the jobs as defined for 'Daily' **-2% of Monthly Value (each exception)**
 - (ii) Not properly carrying out the jobs as defined for 'Weekly' **-3% of Monthly Value (each exception)**

However, if the exceptions become general practice, action will be initiated as deemed fit.

5. SCHEDULE OF SERVICES

5.1 DAILY SERVICES

- 5.1.1 Housekeeping / cleaning services should be done daily at regular intervals, so that the areas covered under the contract remain, spic and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.
- 5.1.1 Proper and effective cleaning, booming and mopping of office floors corridors, staircases pantries including sweeping and swabbing of the premises with water and approved detergent on all the floors, toilets, lounges, common area and entire open space on Ground Floor, basement and approaches to office building with brooms

- before opening office and only swabbing after lunch.
- 5.1.2 Proper and effective cleaning, disinfecting, deodorizing fitting including removal of garbage's at regular intervals throughout the day.
 - 5.1.3 Dusting of all items of furniture (wooden, steel and upholstered) such as tables, chairs, filing cabinets, almirahs, windows and their glasses from inside and outside furniture's, partitions, walls, doors, and telephone instruments, notice boards, flower vases, art objects, picture, painting, all equipments and machines in the premises, adjusting of all items of furniture in the reception and adjoining area.
 - 5.1.4 Brushing of carpets mats etc.
 - 5.1.5 Spraying of air fresheners in the reception area conference rooms, Committee/Seminar rooms and providing toilet paper rolls.
 - 5.1.6 Providing of liquid soap in toilets and placing of sufficient quantity of naphthalene balls/cakes in the urinals as per requirements. At no time, the liquid soap dispensers shall be kept empty.
 - 5.1.7 Cleaning of all lift cars.
 - 5.1.8 Depletion of waste paper/refuse from waste paper baskets/buckets and other places. The refuse shall be disposed off at the nearest garbage point of the Municipal Authorities.
 - 5.1.9 Vacuum Cleaning of areas wherever computer units are located.
 - 5.1.10 Major cleaning will be carried out in the night shift.
 - 5.1.11 Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conferences rooms, committee rooms, office rooms, cabins, cubicles, etc.).
 - 5.1.12 Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas as covered in the contract.
 - 5.1.13 Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
 - 5.1.14 Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all window glasses and grills.
 - 5.1.15 Cleaning and dusting of window panes / Venetian blinds.
 - 5.1.16 Spraying Room Fresheners in all rooms on a daily basis at regular intervals.
 - 5.1.17 Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
 - 5.1.18 Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
 - 5.1.19 Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
 - 5.1.20 Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
 - 5.1.21 Cleaning/ washing of towels etc. complete shall be the responsibility of agency.

- 5.1.22 All disposal of the garbage of the building, lawn, park etc i/c grass and plants disposal shall be disposed off by the agency through manual /mechanical means from CBSE, buildings to dumping ground or marked by Municipal Corporation.

Note;- NO extra payment shall be made by the Board for this purpose.

The disposal shall be done on daily basis as per direction of officer In-Charge.

5.2 WEEKLY SERVICES (TO BE CARRIED OUT ON ALL SATURDAYS, SUNDAYS AND HOLIDAYS)

- 5.2.1 Proper and effective cleaning glass doors, wooden doors and knobs, sign boards/plaques, brass name plates and name boards etc.
- 5.2.2 Washing and scrubbing of floor areas, washrooms, basement, outer, main entrance (all areas) with defined chemicals.
- 5.2.3 Vacuum cleaning of carpets wherever provided.
- 5.2.4 Cleaning of curtain wall glasses from outside (Monthly)
- 5.2.5 Dusting of entire area including windows / windowpanes / doors / ledges, etc.
- 5.2.6 Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- 5.2.7 Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
- 5.2.8 Cleaning of all windows glasses and grills with detergents / cleaning agents.
- 5.2.9 Washing of outside area with High Pressure Jet Machine.
- 5.2.10 Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 5.2.11 The contractor shall submit the duty register to the Client as required.
- 5.2.12 The agency clean the Manhole/Main Sewer line regularly/ periodically as an when required. The cleaning of Main Sewer line/ Manhole etc. shall be the responsibility of the agency.

6. MACHINERIES, CLEANING MATERIALS, CONSUMABLES AND CHEMICALS

The Contractor shall provide brand new machineries as per the details specified in Annexure-I, Cleaning Materials (Consumables) and Chemicals as specified in Annexure-II and the Consumables but not limited to such as Buckets, Mugs, Clip mop, lob web brush, control mop, duster, feather duster, hard broom Soft broom floor clinging mops, scrubbing brush, stick broom, WC brush, wipers, upholstery brush, surface cleaner, grease and glass telescopic outside glass cleaners.

7. CODE OF CONDUCT:

The Contractor shall strictly observe that its personnel:

- a) Are always smartly turned out and vigilant.
- b) Are punctual and arrive at least 15 minutes before start of their duty time.
- c) Take charge of their duties properly and thoroughly.
- d) Perform their duties with honesty and sincerity.
- e) Read and understand their post and site instructions and follow the same. Extend respect to all Officers and staff of the office of the Client. Shall not drink on duty, or come drunk and report for duty.
- f) Will not gossip or chit chat while on duty. Will never sleep while on duty post.

- g) Will not read newspaper or magazine while on duty.
- h) Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Contractor Control and the Client.
- i) When in doubt, approach concerned person immediately.
- j) Get themselves checked by security personnel whenever they go out. Do not entertain visitors.
- k) Shall not smoke in the office premises.

CONFIDENTIALITY

The phone number and movement plans of the client shall not be given to anyone.

The following information about the client shall not be given to anyone. Car make, color and number of any officer(s)/official(s).

Telephone no./ any other information. Location and movement plans.

Meetings and conference schedules. Site plan of the premises. Travel details of the clients. Assets of the office.

TELEPHONE HANDLING

The Contractor's employees shall be instructed by the Contractor strictly not to misuse the telephones in the facility of the Client.

PATROLLING PROCEDURES

The Supervisor will keep taking round of the building/premises and keep a watch over the deployed staff and ensure execution of housekeeping services smoothly. Patrolling should be done on an hourly basis and it should be ensured that strict cleanliness is maintained.

The Supervisor will keep a watch on the activities of the deployed staff. If he finds anything unusual / untoward, a written report must be given to the Engineer-in charge/Caretaker/ Security Supervisor in the office of the Client.

FRISKING / CHECKING PROCEDURES

All contract staff will be thoroughly frisked at the time of their leaving the office premises in the evening.

If anything untoward is found, it must be reported to Engineer in-charge

NOTE FOR THE CLIENT

List of authorized signatories to be provided.

Central Board of Secondary Education **2, Community Centre, Preet Vihar, Delhi-110092**

(For Shiksha Kendra, Preet Vihar building)

Annexure-I to Section- 8

Sl. NO	Type of Machine of reputed make	Number of Machines Required
1	Single Disc Scrubber	01
2	Wet & Dry Vacuum cleaner	02
3	Dry Vacuum Cleaner	01
4	High Pressure	01

- (i) The Contractor in accordance with the terms and conditions of the tender document and in order to execute the housekeeping services in Client's office shall provide reputed make /branded machines as specified above.
- (ii) 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.
- (iii) 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.
- (iv) The prices should be quoted separately for each of the model in Price Bid.

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

For Shiksha Sadan, Rouse Avenue Bldg)

Annexure-I to Section 8

SNO	Type of Machine of reputed make	Number of machines required
1	Single Disc Scrubber	01
2	Wet & Dry Vacuum Cleaner	01
3	Dry Vacuum Cleaner	01
4	High Pressure	01

- I. The Contractor in accordance with the terms and conditions of the tender document and in order to execute the housekeeping services in Client's office shall provide reputed make /branded machines as specified above.
- II. 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.
- III. 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.
- IV. The prices should be quoted separately for each of the model in Price Bid.

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

For Regional Office (Delhi) Bldg.

Annexure-I to Section 8

SNO	Type of Machine of reputed make	Number of machines required
1	Single Disc Scrubber	01
2	Wet & Dry Vacuum Cleaner	02
3	Dry Vacuum Cleaner	01
4	High Pressure	01

- I. The Contractor in accordance with the terms and conditions of the tender document and in order to execute the housekeeping services in Client's office shall provide reputed make /branded machines as specified above.
- II. 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.
- III. 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.
- IV. The prices should be quoted separately for each of the model in Price Bid.

Central Board of Secondary Education

2, Community Centre, Preet Vihar, Delhi-110092

(For Shiksha Kendra, Preet Vihar building)
Annexure-II to Section 8

List of Consumables

Sl. No.	Item Name	Quantity Per Month
1.	Napthalene Balls (500 gms)	2 Kg.
2.	Phenyl (5 litre tin)	3 tin
3.	Insect Spray Liquid (four Ltrs) in 500 gm pack	02 litres
4.	Room Freshner 2 in one	6 Nos.
5.	Odour repalent	24 Nos.
6.	Sanitary Cubes	24 Nos.
7.	Spray Pump	05Nos. (one time)
8.	Wiper (Large)	03Nos.
9.	Wiper (Small)	07Nos
10.	Liquid Hand Wash	01 dozen
11.	Premium Toilet Roll (2 ply)	12 Box
12.	C Fold Tissue Paper (per box 20 pkt.)	20 Box
13.	EWC/WC cleaner	40 dozen
14.	Floor Mop full size	30 dozen
15.	Detergent Powder	05Kg.
16.	Duster Full size	30 dozen
17.	Old Dhoti Cotton	02 dozen
18.	Duster Yellow	12 Nos.
19.	Dustbin Plastic	50Nos.(one time)
20.	Dustbin Plastic with cover (big size)	20 Nos.(one time)
21.	Sink Cleaner (1 kg Packet)	10 kg.
22.	Mosquito Repalent (machine)	20 Nos.
23.	Mosquito Repalent riffle	30 Nos.
24.	Liquid Glass Cleaner	05 Nos.
25.	Centered Phynile (500 ml pack)	15 Nos.
26.	Sinks Scrubber (Large)	20 Nos.
27.	Acid	03 liters
28.	Garbage Bags (25 kg) (Big/Medium/Small)	05Nos.
29.	Toilet Brush	06Nos.
30.	Broom (Bambu)	10 Nos.
31.	Broom (Phool)	15 Nos.
32.	Broom (Plastic)	04 Nos.
33.	Urinal Cubes	18 Pkts
34.	Brass ware cleaner	03 Nos.
35.	Insect spray	08 Nos.
36.	Cockroach Insect spray	12Nos.
37.	Small Pressure Pump	05 pcs
38.	Mister Toll Brush	02 Nos.
39.	Plastic June (Big)	10 Nos.
40.	Compact Hand Roll Towels	40 Rolls
41.	Foam Can (5 Ltr).	05 Can
42.	Room Freshener Machine	10 Nos.
43.	Room freshener Machine Riffle	20 Nos.
44.	Odour Repalant Holder	08 Nos.
45.	Cystem after wash	50 Nos.
46.	Machine pad (White/Red/Black)	01 Nos. each pad

47.	12 V lithium battery for sensors	10 Nos.
48.	Towel (Small white)	08 Nos.
49.	Towel (Big white)	08 Nos.)
50.	Urinal Plastic filter	40 Nos.

- Note: 1) All monthly requirement as detailed above has to be deposited in CBSE, Maintenance Unit store and would be issued for consumption once in a week.
- 2) In case agency not supply cleaning material and chemical as mentioned in Annexure II & III the same shall be deducted as per market rates/MRP rates.
- 3) Cleaning of Towels i/c washing etc complete shall be the responsibility of agency.

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

(For Rouse Avenue Bldg)

Annexure-II to Section 8

List of Consumables

Sl. No.	Item Name	Quantity Per Month
1.	Napthalene Balls (500 gms)	1 Kg.
2.	Phenyl (5 litre tin)	1 tin
3.	Insect Spray Liquid (four Ltrs) in 500 gm pack	01 litres
4.	Room Freshner 2 in one	4 Nos.
5.	Odour repalent	12 Nos.
6.	Sanitary Cubes	10 Nos.
7.	Spray Pump	04Nos. (one time)
8.	Wiper (Large)	03Nos.
9.	Wiper (Small)	04Nos
10.	Liquid Hand Wash	01 dozen
11.	Premium Toilet Roll (2 ply)	3 Box
12.	C Fold Tissue Paper (per box 20 pkt.)	3 Box
13.	EWC/WC cleaner	20 ltr
14.	Floor Mop full size	20 Nos.
15.	Detergent Powder	03 Kg.
16.	Duster Full size	02 dozen
17.	Old Dhoti Cotton	01 dozen
18.	Duster Yellow	10 Nos.
19.	Dustbin Plastic	30 Nos.(one time)
20.	Dustbin Plastic with cover (big size)	10 Nos.(one time)
21.	Sink Cleaner (1 kg Packet)	03 kg.
22.	Mosquito Repalent (machine)	10Nos.
23.	Mosquito Repalent riffle	30 Nos.
24.	Liquid Glass Cleaner	03Nos.
25.	Centered Phynile (500 ml pack)	06 Nos.
26.	Sinks Scrubber (Large)	10 Nos.
27.	Acid	02 litres
28.	Garbage Bags (12 kg) (Big/Medium/Small)	02Nos.
29.	Toilet Brush	06Nos.
30.	Broom (Bambu)	06 Nos
31.	Broom (Phool)	08 Nos.
32.	Broom (Plastic)	03 Nos.
33.	Urinal Cubes	18 Pkts
34.	Brass ware cleaner	01 Nos.
35.	Insect spray	02 Nos.
36.	Cockroach Insect spray	02 Nos.
37.	Small Pressure Pump	03 pcs
38.	Mister Toll Brush	02 Nos.
39.	Plastic June (Big)	10 Nos.
40.	Compact Hand Roll Towels	15 Rolls
41.	Foam Can (5 Ltr).	03 Can
42.	Room Freshener Machine	10 Nos.
43.	Room freshener Machine Riffle	20 Nos.
44.	Odour Repalant Holder	15 Nos.

45.	Cystern after wash	20 Nos.
46.	Machine pad (White/Red/Black)	1 Nos. Each
47.	12 V lithium battery for sensors	05 Nos.
48.	Towel (Small white)	10 Nos.
49.	Towel (Big white)	08 Nos.
50.	Urinal Plastic filter	40 Nos.

- Note: 1) All monthly requirement as detailed above has to be deposited in CBSE, Maintenance Unit store and would be issued for consumption once in a week.
- 2) In case agency supply cleaning material and chemical as mentioned in Annexure II & III the same shall be deducted as per market rates/MRP rates.
- 3) Cleaning of Towels i/c washing etc complete shall be the responsibility of agency.

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092
(For Regional Office (Delhi) Bldg)

Annexure-II to Section 8

List of Consumables

Sl. No.	Item Name	Quantity Per Month
1.	Napthalene Balls (500 gms)	1 Kg.
2.	Phenyl (5 litre tin)	1 tin
3.	Insect Spray Liquid (four Ltrs) in 500 gm pack	01 litres
4.	Room Freshner 2 in one	4 Nos.
5.	Odour repalent	12 Nos.
6.	Sanitary Cubes	10 Nos.
7.	Spray Pump	04Nos. (one time)
8.	Wiper (Large)	03Nos.
9.	Wiper (Small)	04Nos
10.	Liquid Hand Wash	01 dozen
11.	Premium Toilet Roll (2 ply)	3 Box
12.	C Fold Tissue Paper (per box 20 pkt.)	3 Box
13.	EWC/WC cleaner	20 ltr
14.	Floor Mop full size	20 Nos.
15.	Detergent Powder	03 Kg.
16.	Duster Full size	02 dozen
17.	Old Dhoti Cotton	01 dozen
18.	Duster Yellow	10 Nos.
19.	Dustbin Plastic	30 Nos.(one time)
20.	Dustbin Plastic with cover (big size)	10 Nos.(one time)
21.	Sink Cleaner (1 kg Packet)	03 kg.
22.	Mosquito Repalent (machine)	10Nos.
23.	Mosquito Repalent riffle	30 Nos.
24.	Liquid Glass Cleaner	03Nos.
25.	Centered Phynile (500 ml pack)	06 Nos.
26.	Sinks Scrubber (Large)	10 Nos.
27.	Acid	02 litres
28.	Garbage Bags (12 kg) (Big/Medium/Small)	02Nos.
29.	Toilet Brush	06Nos.
30.	Broom (Bambu)	06 Nos
31.	Broom (Phool)	08 Nos.
32.	Broom (Plastic)	03 Nos.
33.	Urinal Cubes	18 Pkts
34.	Brass ware cleaner	01 Nos.
35.	Insect spray	04 Nos.
36.	Cockroach Insect spray	02 Nos.
37.	Small Pressure Pump	03 pcs
38.	Mister Toll Brush	02 Nos.
39.	Plastic June (Big)	10 Nos.
40.	Compact Hand Roll Towels	15 Rolls
41.	Foam Can (5 Ltr).	03 Can
42.	Room Freshener Machine	10 Nos.

43.	Room freshener Machine Riffle	20 Nos.
44.	Odour Repalant Holder	15 Nos.
45.	Cystern after wash	20 Nos.
46.	Machine pad (White/Red/Black)	1 Nos. Each
47.	12 V lithium battery for sensors	05 Nos.
48.	Towel (Small white)	10 Nos.
49.	Towel (Big white)	08 Nos.
50.	Urinal Plastic filter	40 Nos.

- Note: 1) All monthly requirement as detailed above has to be deposited in CBSE, Maintenance Unit store and would be issued for consumption once in a week.
- 2) In case agency supply cleaning material and chemical as mentioned in Annexure II & III the same shall be deducted as per market rates/MRP rates.
- 3) Cleaning of Towels i/c washing etc complete shall be the responsibility of agency.

Central Board of Secondary Education
2, Community Centre, Shiksha Kendra, Preet Vihar
building, Delhi-110092

(For Shiksha Kendra Building)

Annexure-III to Section 8 (Contd.)

List of Chemicals

Sl. No.	Item	Quantity Per Month
1.	Bathroom Cleaner	20 litres
2.	Hard Surface Cleaner	10 litres
3.	Glass Cleaner	10 litres
4.	Urinal & Bowl Cleaner	10 litres
5.	Floor Polisher	10 litres
6.	Floor Cleaner	10 litres

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

(For Rouse Avenue Bldg.)
Tender No.

Dated:

Annexure-III to Section 8 (Contd.)

List of Chemicals

Sl. No.	Item	Quantity Per Month
1.	Bathroom Cleaner	10 litres
2.	Hard Surface Cleaner	05 litres
3.	Glass Cleaner	04 litres
4.	Urinal & Bowl Cleaner	04 litres
5.	Floor Polosher	04 litres
6.	Floor Cleaner	05 litres

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

(For Regional Office (Delhi) building)

Annexure-III to Section 8 (Contd.)

List of Chemicals

Sl. No.	Item	Quantity Per Month
1.	Bathroom Cleaner	10 litres
2.	Hard Surface Cleaner	05 litres
3.	Glass Cleaner	04 litres
4.	Urinal & Bowl Cleaner	04 litres
5.	Floor Polosher	04 litres
6.	Floor Cleaner	05 litres

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

SECTION-9

PRICE SCHEDULE

Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi-110092

Table -A

Shiksha Kendra building, Preet Vihar		
SL.No	Category	Quoted amount per month ** (Rs.)
1.	Hiring charges for <ul style="list-style-type: none"> • Housekeeping Staff 15 Nos. (Total) • Supervisors1 • Facility Manager1 	
2.	Machineries Rental	
3.	Cleaning Material Charges (Lump sum/per month) (as per Annexure-II to Schedule 8 for preet vihar building, Rouse Avenue building, Patparganj building)	
4.	Chemical Charges (Lump sum/per month) (as per Annexure-III to Schedule 8 for Preet Vihar building, Rouse Avenue building, Patparganj building)	
5.	Service Charge	
	Total Bid Price (per month..total of Sl. No.1 to 5)	
	(Rupees....	
Shiksha Sadan, Rouse Avenue building		
SL.No	Category	Quoted amount per month ** (Rs.)
1.	Hiring charges for <ul style="list-style-type: none"> • Housekeeping Staff 06 Nos. (Total) • Supervisors1 	
2.	Machineries Rental	
3.	Cleaning Material Charges (Lump sum/per month) (as per Annexure-II to Schedule 8 for preet vihar building, Rouse Avenue building, Patparganj building)	
4.	Chemical Charges (Lump sum/per month) (as per Annexure-III to Schedule 8 for Preet Vihar building, Rouse Avenue building, Patparganj building)	
5.	Service Charge	
	Total Bid Price (per month..total of Sl. No.1 to 5)	

	(Rupees....)	
Regional Office (Delhi) building, Patparganj		
SL.No	Category	Quoted amount per month ** (Rs.)
1.	Hiring charges for <ul style="list-style-type: none"> • Housekeeping Staff 14 Nos. (Total) • Supervisors1 	
2.	Machineries Rental	
3.	Cleaning Material Charges (Lump sum/per month) (as per Annexure-II to Schedule 8 for preet vihar building, Rouse Avenue building, Patparganj building)	
4.	Chemical Charges (Lump sum/per month) (as per Annexure-III to Schedule 8 for Preet Vihar building, Rouse Avenue building, Patparganj building)	
5.	Service Charge	
	Total Bid Price (per month..total of Sl. No.1 to 5)	
	(Rupees....)	

Note:-

1. The above mentioned Financial Proposal/Commercial bid format is provided as BoQ_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with CBSE.

CBSE, IAFA Circular No- CBSE/AC/BW/ACCOUNTS/2016-17/Circular/411 dated 28.09.2017

2. CBSE, being an educational institution, is not required to pay GST on input services which are exempt under GST regime like input service received for transportation of staff, catering, security of cleaning or housekeeping services. However CBSE is required to pay applicable GST on input services other than exempted services of which input tax credit can be availed and can be set off against output tax liability.

TABLE-‘B’

Table B for CBSE, Shiksha Kendra, Preet Vihar building, Shiksha Sadan, Rouse Avenue building, Regional Office (Delhi) building, Patparganj

(PRICE BREAK-UP FOR HOUSEKEEPING STAFF, SUPERVISOR AND FACILITY MANAGER)

CBSE, Shiksha Kendra, Preet Vihar building,								
Category	Minimum Wages (As per Govt of NCT of Delhi norms) or QUOTED WAGES	ESI	EPF	EDLI	Any other charges	Cost per head/ per month	Number of Persons Required	Total Cost of Housekeeping Staff (g x h)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
House-keeping Staff							15	
Supervisor							1	
Facility Manager							1	
Service Charges (Amount)								
Total Housekeeping Staff Cost (Rs.)								
CBSE, Shiksha Sadan, Rouse Avenue building								
Category	Minimum Wages (As per Govt of NCT of Delhi norms) or QUOTED WAGES	ESI	EPF	EDLI	Any other charges	Cost per head/ per month	Number of Persons Required	Total Cost of Housekeeping Staff (g x h)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
House-keeping Staff							6	
Supervisor							1	
Service Charges (Amount)								
Total Housekeeping Staff Cost (Rs.)								

CBSE, Regional Office (Delhi) building, Patparganj								
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
House-keeping Staff							14	
Supervisor							1	
Service Charges (Amount)								
Total Housekeeping Staff Cost (Rs.)								

Table -C

Table C for CBSE, Shiksha Kendra, Preet Vihar building, Shiksha Sadan, Rouse Avenue building, Regional Office (Delhi) building, Patparganj

(PRICE BREAK-UP FOR MACHINERY RENTAL) (Refer

Annexure-I to Section 8)

CBSE, Shiksha Kendra, Preet Vihar building,					
SL.NO	Type of Machine	Recommended Brand and Model (Refer Annexure I to Section 8)	Number of Machines Required	Quoted Rental Charges per Unit per month	Quoted Amount
1	Single Disc Scrubber		01		
2	Wet & Dry Vacuum Cleaner		02		
3	Dry Vacuum Cleaner		01		
4	High Pressure		01		
					Total Quoted Amount for Machinery Rentals (Rs.)
CBSE, Shiksha Sadan, Rouse Avenue building					
SL.NO	Type of Machine	Recommended Brand and Model (Refer Annexure I to Section 8)	Number of Machines Required	Quoted Rental Charges per Unit per month	Quoted Amount
1	Single Disc Scrubber		01		
2	Wet & Dry Vacuum Cleaner		01		
3	Dry Vacuum Cleaner		01		
4	High Pressure		01		
					Total Quoted Amount for Machinery Rentals (Rs.)
CBSE, Regional Office (Delhi) building, Patparganj					
1	Single Disc Scrubber		01		
2	Wet & Dry Vacuum Cleaner		02		
3	Dry Vacuum Cleaner		01		
4	High Pressure		01		
					Total Quoted Amount for Machinery Rentals (Rs.)

- i. The bidder should quote the details of quoted prices in Table 'B' and Table 'C' i.e. the Bidder is required show the price break-up of each of the above quoted category in Table 'B' and Table 'C'.
- ii. Payments shall be made by the Client as per the terms and conditions of the Tender Documents.
- iii. Prices shall be valid for a period of one years. However, on revision of minimum wages, Contractor may request in writing for enhancement of minimum wages accordingly to the Client, which shall be considered and agree, if found reasonable by the Client.
- iv. The charges shall be on 26 days a month basis (as per the norms of Government of NCT of Delhi, Labour Department).
- v. 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.
- vi. All disposal of the garbage of the building, lawn, park etc i/c grass and plants disposal shall be disposed off by the agency through manual /mechanical means from CBSE, buildings to dumping ground or marked by Municipal Corporation.
(Note;- NO extra payment shall be made by the Board for this purpose.
The disposal shall be done on daily basis as per direction of officer In-Charge.)
- vii. The Contractor shall mandatorily ensure that the cost per head as shown in Table 'B' is paid as monthly wages to their employees who are deployed in Client's premises for different services.
- viii. Price Break-up of the quoted prices shall be submitted by the Contractor in the following format:
- ix. All monthly requirement as detailed in Annexure-II and III to Saction-8 above has to be deposited in CBSE, Maintenance Unit store and would be issued for consumption once in a week.
- x. In case agency not supply cleaning material and chemical as mentioned in Annexure II & III to Section - 8 the same shall be deducted as per market rates/MRP rates.
- xi. Cleaning of Towels i/c washing etc complete shall be the responsibility of agency.

SECTION-10

FORMS

Section 10.1	FORM-I- BID SECURITY FORM (To be used for EMD in case submitted by Bank Guarantee)
Section 10.2	FORM-II- FORM FOR FINANCIAL CAPACITY
Section 10.3	FORM-III- ARTICLES OF AGREEMENT
Section 10.4	FORM-IV- PERFORMANCE BANK GUARANTEE
Section 10.5	PRE-INTEGRITY PACT

FORM-I

BID SECURITY FORM

To

The Secretary
Central Board of Secondary Education,
2, Community Centre,
Preet Vihar, Delhi-110092.

Whereas M/s.....(Hereinafter called “the bidder”) has submitted its bid dated.....for providing mechanized housekeeping services under Tender No **dated** KNOW ALL MEN by these presents that WEof having our registered office at (Hereinafter called ‘the Bank’) are bound unto The Owner in the sum of Rs 1,20,000/ - for which payment will and truly to be made of the Owner, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligations are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form or
2. If the Bidder, having been notified of the acceptance of his bid by the Owner, during the period of bid validity.
 - a. fails or refuses to execute the Contract, if required;
OR
 - b. fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.
OR
 - c. fails or refuses to perform their duties fully or partially to the satisfaction of the Owner.

We undertake to pay the Owner up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the Owner will not justify the demand of the amount claimed by it is due to it owing to the occurrence of any one or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in of the Bid document up to 45 days after the period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Name & Signature of
Witness Address of witness
Signed in capacity of

Signature of the Bank Authority Name

Full address of Branch
Tel No. of Branch
Fax No. of Branch

FORM-II

FORM FOR FINANCIAL CAPACITY

Description	Financial years		
	2014-15	2015-16	2016-17
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenues			
Profit Before Taxes			
Profit After Taxes			

FORM-III

CONTRACT AGREEMENT NO..... DATED

THIS AGREEMENT is made on between Central Board of Secondary Education (hereinafter referred to as “Client” which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at Central Board of Secondary Education, 2, Community Centre, Preet Vihar, Delhi-110092

AND

M/s.....having its registered office at.....(Hereinafter referred to as “the Contractor”) which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing mechanized housekeeping services to Client.

NOW THIS AGREEMENT WITNESSTH as follows:

- I. **WHEREAS** the Client invited bids through open tender, vide Notice Inviting Tender datedfor “**availing mechanized housekeeping services at its office under Tender No. 01 (One)**”
- II. **AND WHEREAS** the Contractor submitted his bid vide in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfills all the requirements and has resources and competence to provide the requisite services to the Client.
- III. **AND WHEREAS** the Client has selected M/s..... as the successful bidder (“the Contractor”) pursuant to the bidding process and negotiation of contract prices, awarded the **Letter of Acceptance (LOA) No.**, to the Contractor on for a total sum of [Rupees Only].
- IV. **AND WHEREAS** the Client desires that the mechanized housekeeping services (as defined in the Bidding Document) be provided, performed, executed and completed by the Contractor, and wishes to appoint the Contractor for carrying out such services.
- V. **AND WHEREAS** the Contractor acknowledges that the Client shall enter into contracts with other contractors / parties for the mechanized housekeeping service of its premises in case the Contractor fall into breach of the terms and conditions as stipulated in the Tender Documents and shall waive its claim whatsoever in this regards.

VI. **AND WHEREAS** the terms and conditions of this Contract have been fully negotiated between the Client and the Contractor as parties of competent capacity and equal standing.

VII **AND WHEREAS** the Contractor has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing mechanized housekeeping services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.

VIII **AND WHEREAS** the Contractor shall be responsible for payment of Service Tax with Central Excise and Taxation Department. The documentary proof of the same must be submitted within one month of payment of particular bill for the amount of Service Tax Charged in the said bill

VIII. **AND WHEREAS** the Client and the Contractor agree as follows:

1. In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) The Letter of Acceptance (LoA) issued by the Client.
 - (b) Notice to Proceed (NTP) issued by the Client
 - (c) The complete Bid, as submitted by the Contractor.
 - (d) The Addenda, if any, issued by the Client.
 - (e) Any other documents forming part of this Contract Agreement till date. (Performance Bank Guarantee, Bank Guarantee)
 - (f) Charges - Schedule annexed to this Article of Agreement
 - (g) Supplementary Agreements executed from time to time.
3. Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed to by both the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.
4. This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

VII. IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the Contractor

Signed on Behalf of
**Office of the Central
Board of Secondary Education**

(Authorized Signatory)

(Authorized Signatory)

FORM-IV

PERFORMANCE BANK GUARANTEE

(To be executed on non Judicial stamped paper of an appropriate value)

Date :.....

Bank Guarantee No :
Amount of Guarantee :
Guarantee Period : From to
Guarantee Expiry Date :
Last date of Lodgement :

WHEREAS Office of the Central Board of Secondary Education having its office at Preet Vihar, New Delhi- 110092 (hereinafter referred to as “**The Owner**” which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [*Please insert date of acceptance of the letter of acceptance(LOA)*] (“ **Contract**”) with [*insert name of the Successful Bidder*](hereinafter referred to as the “**Contractor**” which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and providing of mechanized housekeeping services (“**Mechanised Housekeeping Services** ” shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [*insert reference number of the Tender Documents*] dated [*insert date of issue of Tender Documents*].....and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at New Delhi for an amount equal to 10% (ten percent) of the total Contract Sum (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the “**Guaranteed Amount**”) against due and faithful performance of the Contract including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the services being provided and executed by under the Contract. This bank guarantee shall be valid for a period of 60 days beyond the date of completion of all contractual obligations of the contractor including warranty obligation.

AND WHEREAS the Contractor has approached [*insert the name of the scheduled bank*] (here in after referred to as the “**Bank**”) having its registered office at [*insert the address*].....
.....and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:-

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or set-offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand.

The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PBG to the bank for amendment in price.

- (ii) However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding [*figure of Guaranteed Amount to be inserted here*]..... only).
- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.
- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is effected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of New Delhi for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.
- (vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.
- (viii) NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire after 60 days of date of completion of contractual obligations of the service provider including the Warranty Period under the Contract.
- (ix) Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.
- (x) However, in the opinion of the Owner, if the Contractor's obligations against which this bank guarantee is given are not completed or fully performed by the Contractor within the period prescribed under the Contract, on request of the Contractor, the Bank hereby agrees to further extend the bank guarantee, till the Contractor fulfill its obligations under the Contract.

(xi) We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [*date of power of attorney to be inserted*].....
..... granted to him by the Bank.

Date:

Bank

Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

Section 10.5
PRE-INTEGRITY PACT

Earnest Money (Security Deposit)

- 1.1 While submitting commercial bid, the BIDDER shall deposit an amount Rs. _____ (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:
- I) Bank Draft or a Pay Order in favour of _____
 - II) A Confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
 - III) Any other mode or through any other instrument (to be specified in the RFP).
- 1.2 The Earnest Money/Security Deposit shall be valid for a period of 90 days beyond the final bid validity period.
- 1.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 1.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

2. Sanctions for Violations

- 2.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- i) To immediately call off the pre contact negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - iii) To immediately cancel the contract, if already signed, without giving any compensation the BIDDER.
 - iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - v) To encashed the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER,

along with interest.

- vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

2.2 The BUYER will be entitled to take all or any of the actions mentioned at Para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

2.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

3. Fall Clause

3.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the Bidder to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

4. Independent Monitors

4.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

4.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

4.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

- 4.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 4.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 4.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 4.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 4.8 The Monitor will submit & written report to the designated Authority of BUYER/Secretary in the Department/within 8 & 10 weeks from the date of reference or intimation to him buy the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

5. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

6. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

7. Other Legal Actions

The actions stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

8. Validity

- 8.1 The validity of this integrity Pact shall be from date of its signing and extend upto one years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is

unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

8.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case,

9. The parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on _____

BUYER

Name of the Officer

Designation

Deptt./MINISTRY/PSU

BIDDER

CHIEF EXECUTIVE OFFICER

Witness

1. _____

2. _____

Witness

1. _____

2. _____

Provision of these clauses would need to be amended/ deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

SECTION-11

CHECK-LIST

CHECK LIST ON PREPARATION OF BIDS

Sl. No.	Particulars	YES/NO
1.	Have you filled in and signed Bidder Profile?	
2.	Have you read and understood various conditions of the Contract and shall abide by them ?	
TECHNICAL BID		
3.	Have you enclosed the EMD of Rs1,80,000/- and Rs. 1,000/- tender cost in the Technical Bid ?	
4.	Have you taken prints of all the Sections of Tender, in the Prescribed paper size.	
5.	Have you attached proof of having met the following minimum eligibility criteria ?	
5.1	Legal Valid Entity : Have you attached attested Certificate issued by the Registrar of firms / Companies ?	
5.2	Financial Capacity : Have you attached Audited Balance Sheets, Audit Reports ?	
5.3	Registration with Government Bodies like ESIC, EPF, Labour Laws : Have you attached a Registration copy of each of the certificate ?	
5.4	Experience : Have you attached the attested experience certificates issued by the Organizations / Government Depts. of the last five years ?	
5.5	Manpower : Have you attached proof of manpower?	
6.	Have you attached the proof of authorization to sign on behalf of the bidder in the Technical Bid ?	
FINANCIAL BID		
7.	Have your financial Bid proposal is duly filled?	
8.	Have you quoted prices against each of the category?	

Section -12

Instruction for online Bid submission

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link **“Online bidder Enrollment”** on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

The Deputy Secretary
Central Board of Secondary Education
2, Community Centre,
Preet Vihar, Delhi-110092.

Sub: **Acceptance of Terms & Conditions of Tender.**

Tender Reference No: CBSE/Maint./H.Q/Dec-2017

Name of Tender / Work: **-Mechanized Housekeeping Services in the Central Board of Secondary Education, H.Q building, Preet Vihar, Regional Office (Delhi) Patparganj and Shiksha Sadan, Rouse Avenue building, Delhi.**

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. 1 to 82 (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)