

**TENDER FOR PROVIDING HOUSEKEEPING
SERVICES (SWEEPING AND CLEANING) AT
CENTRAL BOARD OF SECONDARY
EDUCATION, REGIONAL OFFICE -
GUWAHATI**

REF.NO. CBSE/RO/GHY/ADMN-2(44)/2018



CENTRAL BOARD OF SECONDARY EDUCATION
REGIONAL OFFICE, "SHIKSHA BHAWAN", SHILPGRAM ROAD, NEAR SHANKARDEV
KALAKSHETRA, PANJABARI, GUWAHATI-781037 (ASSAM)

**NOTICE INVITING BIDS FOR PROVIDING HOUSEKEEPING SERVICES
(SWEEPING AND CLEANING)**

Central Board of Secondary Education (CBSE), Regional Office - Guwahati invites open tenders in two bids format from reputed and registered agency on behalf of the Secretary, CBSE for **PROVIDING HOUSEKEEPING SERVICES (SWEEPING AND CLEANING)** at CBSE Regional Office, "Shiksha Bhawan", Shilpgram, Near Shankardev Kalakshetra, Guwahati-781037, Assam. The successful bidder at the end of the bidding process may be awarded a contract to carry the work.

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

CRITICAL DATE SHEET

Published Date	26.09.2018 (03:00 PM)
Bid Document Download Date	26.09.2018 (03:00 PM)
Clarification Start date & Time	26.09.2018 (04:00 PM)
Clarification Closing date & Time	28.09.2018 (10:00 AM)
Bid Submission Start Date	01.10.2018 (03:00 PM)
Bid Submission End Date	23.10.2018 (03:00 PM)
Bid Opening Date	24.10.2018 (03:00 PM)

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

The **Hard Copy of original instruments** towards EMD to be sent to the Director, Regional Office, Guwahati at the address mentioned 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. 60,000/- (Rs. Sixty Thousand Only) in the shape of Demand Draft/Bankers Cheque issued by a Nationalized Bank favouring "The Secretary, CBSE Payable at Guwahati" or through electronic fund transfer in CBSE A/c No. 24322010000059, IFSC Code SYNB0002432, Syndicate Bank, CBSE (EC), Panjabari, Guwahati.

Address:

The Director,
Central Board of Secondary Education
Regional Office,
"Shiksha Bhawan", Shilpagram Road,
Near Shankardev Kalakshetra,
Panjabari, Guwahati-781037 (Assam)
Ph. No. (0361)-2333333, 2331995, 2338995,
e-mail-roguwahati.cbse@nic.in

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1. INSTRUCTION TO THE TENDERERS.

- 1.1 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 the CPPP procurement site <https://eprocure.gov.in/eprocure/app> as per schedule as given in CRITICAL DATE SHEET.
- 1.2 For the Bidding / Tender Document Purposes, “Central Board of Secondary Education, Guwahati shall be referred to as “Board” and the Bidder / Successful Bidder shall be referred to as “Contractor” and / or Bidder.
- 1.3 The agency should quote rates after visiting the site that to after proper assessment of the work.
- 1.4 Incomplete and conditional tenders shall be summarily rejected.
- 1.5 Rates are to be quoted in words and figures without any cutting/overwriting/erasing. In case difference in words & figure amount in figure will permit.
- 1.6 The agency should quote rates after visiting the site that to after proper assessment of the work.
- 1.7 **The Firm should be registered with the State / Central Government.**
- 1.8 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 due acknowledgement sent to this office. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

2. ELIGIBILITY CRITERIA

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

- 2.1 **Registration:** The Bidder should be registered with the GST, and having valid licence / registration in any Govt. / Semi Govt. organizations.
 - 2.2 The tenderer must have **Average Annual Turnover of Rs. 20 Lakh or more during the last three financial years i.e. 2015-16, 2016-17, & 2017-18.**
 - 2.3 The tenderer should have minimum three years past experience of providing housekeeping service to the multi-storeyed building/Govt./Semi Govt./PSU's organization shall only be eligible to apply (Attach documentary evidence in technical bids)
 - 2.4 The Bidder should not be currently blacklisted by any Central/State Govt. department Autonomous Educational Institutes etc. in India and abroad. – Self declaration.
- 13.3 PAN CARD of the firm / proprietor (copy to be enclosed).
- 13.3 Please attach copy of GST number.
- 2.6 The Bidder should accept terms & conditions.
 - 2.7 The bidder must have average annual turn-over of Rs. 20 lakh per annum for last three years (Copy to be enclosed) and the following document must be attached with Bid document duly certified by Chartered Accountant:-
 - a) Copy of acknowledgement of ITR for last three year.
 - b) Copy of acknowledgement of VAT Return for last three year.
 - c) Copy of Trading and Profit & Loss Accounts for last three year.

3. **CANCELLATION OF TENDER:**

Not with standing anything specified in this tender document, CBSE in its sole discretion, unconditionally and without having to assigned any reasons, reserves the rights:-

- a) To accept OR reject lowest quoted tender or any other tender or all the tenders.
- b) To accept any tender in full or in part.
- c) To reject the tender offer not confirming to the tenders terms.

VALIDITY OF THE OFFER : 180 days from the date of submission of offer / bid.

4. **EARNEST MONEY DEPOSIT:**

- 4.1 This bids should be accompanied by an Earnest Money Deposit of **Rs. 60,000/- (Rupees Sixty Thousand Only)** in the form of Demand Draft / Bankers Cheque issued by any nationalized bank. The DD/ BC shall be in favour of Secretary, CBSE and payable at Guwahati. The bid security will remain valid for a period of 180 days beyond the final bid validity period.

The **Hard Copy of original instruments** toward Earnest Money Deposit to be send to the Director, Regional Office, Guwahati at the address mentioned 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:

The Director,
Central Board of Secondary Education,
Regional Office, "Shiksha Bhawan",
Shilpagram Road, Near Shankardev Kalakshetra,
Panjabari, Guwahati-781037 (Assam)
Ph. No. (0361)-2333333, 2331995, 2338995
e-mail-roguwahati.cbse@nic.in

- 4.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by this office in respect of any previous work shall be entertained.
- 4.3 The bids without Earnest Money Deposit of **Rs. 60,000/- (Rupees Sixty Thousand Only)** 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:**
- a If the bidder withdraws its bid during the period of bid validity specified by the bidder in the bid form; or
 - b In case of successful bidder, if the bidder –
 - Fails to sign the contract in accordance with the terms of the tender document
 - Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Board.
 - 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 for a period of 180 days from the last date of submission of Bids.
- 5.2 In case the Board 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 Board 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 of requisite amount.
- Documents comprising the Bid:
- a. As per requirement given in Technical Bid at Page-18 & 19 .
 - b. Tender Documents and required Forms / certificates, duly filled, signed & stamped.
 - c. Earnest Money Deposit of Rs. 60,000/- (Rupees Sixty Thousand Only)
 - d. in favour of Secretary CBSE in form of DD/ BC/ Electronic Transfer.
 - e. All attested supporting document in proof of having fully adhered to minimum eligibility criteria as mentioned in the Tender Document.
- 6.3 **Financial Bid:** Bidder should prepare financial Bid in the Price Schedule as provided in the Tender Document.

7. **SUBMISSION OF BIDS**

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

Part 1: Technical Bid – which will consist of the proof for meeting eligibility Criteria and the Hard Copy of original instrument towards EMD.

Part 2: Financial Bid – which will consist of the details of financial matters.

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

Proposal received after the time stipulated or in offline mode will not be accepted by CBSE.

Part 1- Technical Bid

- i) Scanned copy of EMD to be uploaded online.
- ii) Scanned copy of Technical Bid at Page-18 & 19, Tender Acceptance Letter.
- iii) Scanned copy of all the relevant documents for Pre-qualification bid as mentioned in Eligibility Conditions.

Part 2- Financial Bid

- a) Schedule of **price bid in PDF Format.**

Evaluation Process –

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 Board 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 Board shall not be considered. The Board'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 Board's request for clarification, its bid may be rejected.
- 8.3 Board also reserves right to seek confirmation/clarification from the ISSUER / ISSUING agency, on the supporting documents submitted by the bidder as per clause 2.1.

9. FINANCIAL BID OPENING PROCEDURE

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

10. Lowest bidder i.e. L-1 in Financial Bid would be selected.

11. RIGHT OF ACCEPTANCE:

- 11.1 The Board 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 highest or any specific bids. The decision of the Board in this regard shall be final and binding.
- 11.2 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.
- 11.3 The Board reserves the right to award any or part or full contract to any successful agency(s) at its discretion and this will be binding on the bidders
- 11.4 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 Board 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.
- 11.5 The Board 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.

12. **NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'**

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

13. **RETURNING OF EARNEST MONEY DEPOSIT (BID SECURITY AMOUNT)**

- 13.1 The Earnest Money Deposit of the unsuccessful bidders in the Technical Bid evaluation stage shall be returned after opening of the eligible financial bid.
- 13.2 The Earnest Money Deposit of the unsuccessful bidders those technically qualified shall be returned on award of contract to the Successful bidder.
- 13.3 The Earnest Money Deposit of **Successful Bidder** shall be released after submission of Performance Guarantee / Security equivalent to 10% of total work value in the form of DD/BC or Electronic Transfer in the specified account of the Board. The validity of Performance Guarantee/Security should be for 60 days beyond the date of completion of all contractual obligations.

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TERMS & CONDITIONS

a. Scope of work.

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

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

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

c. Duties Behaviours and Staff requirements etc.

1. The agency shall comply with all the labour laws and regulations applicable i.e. Minimum wages Act, Provident fund Act, ESI Act in the matter of such workers as are engaged by it.
2. The Agency's staff shall not disturb the employees of the Board or make any sort of noise/nuisance in the office premises.
3. The Agency's workers shall be polite, courteous, well behaved and honest.
4. The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds committed by its workers.
5. **The Antecedents of all the workers will be got verified from police by the Agency before deployment for work. A Certificate to this effect shall also be submitted by the Agency at the time of undertaking the work.**
6. The Agency's workers shall not *enter-into* any unlawful activity within the board premises and shall have good moral character.
7. The Board shall have to right to impose cash penalty on the Agency or deduct such amounts from the security deposit in case the Board is put to any financial loss directly or indirectly by any act of omission/commission on the part of the Agency's works/workers.
8. The Agency shall be directly responsible for payment of the wages which should in no case be less than minimum wages prescribed from time to time by Central Govt. The Agency has to provide facility like provident fund, bonus or any other benefits available under the rules to its employees. The Board shall not be under any obligation to entertain any claim of workers employed by the Agency.
9. Insurance and accidents of the workers will be the responsibility of the Agency.
10. All the workers of the Agency shall be free from infectious/contagious diseases.

11. The Agency shall in no case transfer the services; it is required to perform under this agreement to any other agency or person without prior permission of the Board.
12. The Agency shall have to ensure that the work is done to the satisfaction of the Board.
13. The area has been given as a reference for calculation of the day to day Consumption of materials as well as quoting rates accordingly.
14. Labour licence, EPF & ESI certificates, GST Reg. No, PAN etc must be attached with the Technical Bid.
15. The minimum staff required compulsorily for CBSE, Regional Office, Guwahati shall be Six (6) (1 Supervisor (Semi Skilled) & 5 un-skilled) workers on regular basis with Identity Card during course of duty.
16. The manpower deployed by the Agency must put on their uniform.
17. The Board reserves the right to order any worker of the agency to leave the premises, of the board if his presence at any time is felt undesirable.
18. In the event of any dereliction/negligence of duty or defaults or breach of terms of agreement on the part of Agency, the Board shall be free to make alternate arrangements as deemed fit. Any additional cost borne by the Board or this account shall be recovered from the monthly payment to be made to the Agency/security deposit of the Company.
19. The Board reserves the right to recover liquidated damages for defaults on the part of the Agency.
20. The Agency shall deposit the materials listed as per Annexure-I & Annexure-II with the Board & the same shall be issued time-to-time on weekly basis as per requirement. In case of short/inferior quality, the Board shall purchase the material at the risk & cost of the agency.

5. General Conditions

Agreement: For one year, extendable for one more year on mutual consent of both the parties, if the performance of the Agency is outstanding /excellent. However, in case of extension of the contract, the bidders shall submit undertaking that the firm has not supplied/is not supplying/not offered similar service at a price lower than that vary price with due allowances for elapse time, will be applicable to the present cost of difference in the cost would be the bidder to the CBSE offered in the present bid in respect of any other ministry/department of Govt. of India & if it is found at any stage that similar services was offered by the bidder to any other Ministry/Department at lower rate. The Agreement shall be executed on a stamp paper of Rs. 100/- incorporating all the tender covenant. The cost of stamp paper and agreement shall be borne by the Agency.

Terms and Conditions of Payment. The Board shall pay the agreed amount to the agency on monthly basis after completion of the month and on submission of a certificate by the unit of the Board that “the work has been done satisfactorily”.

In case the work is found unsatisfactory deduction as deemed fit shall be made from the monthly bill and warning shall be issued in writing. The agency shall also have to submit a declaration that the payment of the workers deployed, are being paid as per approved wages of Central Govt. and the Agency has been complying with all the statutory provisions in r/o the workers deployed.

In case no further improvement is noticed, the work shall be terminated and Security Deposit shall be forfeited. The Agency shall be debarred by the Board for further work.

Room facility. The Board shall provide a small room/space for supervisor & storage of materials etc. to the agency free of cost during the period of contract. The agency shall not be allowed to put its sign board on the room and nobody will be allowed to stay in the office after office hours without permission.

Penal Clause:

- a. If toilets are found stinking Rs. 200/- per reported incident will be levied.
 - b. If soaps, liquid soaps, naphthalene balls/cakes odonil cakes etc. are not found in the toilets Rs.150/- per reported incident will be levied.
 - c. If corridors are found dirty & filthy, Rs. 100/- per reported incident will be levied.
 - d. If staircases are found dirty & filthy Rs. 100/- per reported incident will be levied.
 - e. If open spaces including parking area are found dirty & filthy Rs. 50/- per reported incident will be levied.
 - f. If terraces are found dirty & filthy Rs. 50/- per reported incident will be levied,
6. **Notice of termination of Contract:** The contract can be terminated by the Board without assigning any reasons by giving one-month notice in writing.
7. **Stock and supply:** The Agency shall maintain sufficient stock of items such as Towels, Dusters, Phenyl, Detergent, Odonil, Naphthalene balls/Cakes, Finite, Baygons, Acid Chemicals required for cleaning of equipment, Marble flooring, Dholpur Stone etc. so as to meet normal requirement. The Agency shall not be permitted to stop supplying any items for any reason whatsoever. The quality of the material shall be as per prescribed standard and approved in advance before purchase by Engineer-in-Charge of maintenance.
8. **Supervision/Inspection:** The Agency representative will report to the officer in charge once in a week for status of work.
9. **Jurisdiction:** The Court of Guwahati will have jurisdiction over all legal disputes under this agreement.
10. **Security Money:** The successful bidder will have to deposit an amount @ 10% of total contract value as security deposit. The amount should be payable through D.D./B.D. in favour of secretary, CBSE, payable at Guwahati. The security deposit shall be refunded to the Agency after sixty days of completion of all contractual obligations by the Agency.
11. **Rates:** Rates may be charged per month for whole unit covered area open area surrounding area, stairs, lobbies, corridors, toilets etc. for all the items of works including cost of materials.
12. **Commencement of work:** The Agency shall be bound to take over the system with complete installations within a period of 07 days from the issue of the work order failing which EMD is liable to be forfeited.
13. The decision of the competent Authority of the Board in all matters of this contract shall be final and binding on both the parties i.e. the CBSE and the Agency.

Accepted by me

(Signature of the tenderer with
seal and complete address)

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 enrol 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 Enrolment**” 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 / eMudra 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. 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.
- 10) 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 online during the Clarification Period as mentioned in the Critical Date Sheet.
- 2) For further queries relating to the process of online bid submission, the CPPP portal may be referred.

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

The Director
Central Board of Secondary Education,
Regional Office, "Shiksha Bhawan",
Shilpagram Road, Near Shankardev Kalakshetra,
Panjabari, Guwahati-781037, Assam

SUB: Acceptance of Terms & Conditions of Tender.

Tender Reference No: REF.NO. CBSE/RO/GHY/ADMN-2(44)/2018

Tender / Work Title: PROVIDING HOUSEKEEPING SERVICES (SWEEPING AND CLEANING) AT CENTRAL BOARD OF SECONDARY EDUCATION, REGIONAL OFFICE - GUWAHATI

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the website(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. **01 to 25** (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 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 thereof 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)

SCHEDULE OF REQUIREMENTS

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

Technical Bid**1. Credentials of tenderer**

- 1.1 Name of the Agency: _____
- 1.2 Office Address and
Tel. Nos. _____
- 1.3 Licence No. & Registration
details(with documentary
evidence) _____
- 1.4 E.P.F. A/c No.
(With latest challan of
deposits of its existing
employees) _____
- 1.5 PAN No.
(with documentary evidence) _____
- 1.6 E.S.I. Code No.:
(supported with documentary evidence) _____

2. Annual turnover last three years
(certified by Chartered Accountant)
- _____

Sl. No.	Year	Turnover

3. Experience Certificate(last three years) _____
- 3.1 Contracts executed corresponding to the NIT:

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

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

--X-----X-----X--

FINACIAL/PRICE BID

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

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

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

Note:-

1. Analysis of rate must be attached with the price bid by the agency is compulsory. If not attached, the price bid will not be considered.
2. The GST will be charged over and above the rate quoted by the agency as per prevailing rates.
3. The above mentioned Financial Proposal/Commercial bid format is provided in **PDF Format** along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this **PDF Format** 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.
4. I / We certify that the information furnished above is true and correct. The terms and conditions are acceptable to us.

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

Telephone/Mobile No.....

Place.....

Date.....

Annexure-I

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

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

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

Signature of the Tenderers.....

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

Telephone/Mobile No.....

Place.....

Date.....

Annexure- II

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

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

(Rupees.....)

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

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

Annexure- III

RENTAL CHARGES OF MECHENICAL CLEANING EQUIPMENT

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

Signature of the Tenderers.....

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

.....

Telephone/Mobile No.....

Place.....

Date.....

Annexure- IV

RECOMMENDED Brand & Model

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

- iv) The Contractor in accordance with the terms and condition of the Tender Document and in order to execute the Housekeeping services in Client's office shall provide any of the Brand Le. Eureka or Johnson Diversey as specified above.
- v) The machineries shall be Brand new and should not have been used before. Supporting documents on support of brand new viz, Tax Invoice Receipt as required in the Tender document shall be produced by the Contractor at the time of supply of machineries Client's office.
- vi) The repair and maintenance shall be sole responsibility of the Contractor. There will be no down time acceptable. However, in case of break-down of a machine, the contractor shall provide the replacement immediately the faulty machine shall be repaired at his own cost and risk.
- vii) The price should be quoted separately for each of the Model in Price Bid.