

# **CENTRAL BOARD OF SECONDARY EDUCATION**

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

“SHIKSHA KENDRA”, 2, COMMUNITY CENTRE, PREET VIHAR, DELHI – 110092

## **TENDER NOTICE**

Sealed tenders are invited under Two-Bid System from reputed Security & Housekeeping agencies with valid PAN & Service tax Regn. numbers on behalf of the Secretary, C.B.S.E. for providing Security & Housekeeping services at CET, Unit No. 316, C-Wing, 3<sup>rd</sup> Floor, Shoppers' Orbit No. 44 Hissa No. A/1 Village Dhanori (Vishrantwadi), Pune.

The tender form with along terms & conditions shall be available at the C.B.S.E. Website: [www.cbse.nic.in](http://www.cbse.nic.in). EMD of Rs. 15000/- & cost of tender Rs. 500/- in the form DD's/BD's payable in f/o of Secretary CBSE, Delhi must be enclosed. The tenders duly filled in must be dropped in the tender box placed at **Principal Kendriya Vidyalaya, Range Hills Estate, Khadki, Pune – 411020** by 12.06.2014 upto 2:30 PM.

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

**Joint Secretary (A&L)**

Name of work : Security & House Keeping Services  
Cost of Tender form : Rs. 500/-  
EMD : Rs. 15,000/-  
**Last Date to submit tender documents : 12.06.2014 upto 2:30 PM**  
**Tender to be submitted at : Principal Kendriya Vidyalaya,**  
**Range Hills Estate, khadki,**  
**Pune - 411020**

**Technical Bid**

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

9. Details of Contract executed of similar nature of work:  
(For last three years. Please attach relevant photocopies of work order)

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

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

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

11. Earnest Money of Rs. 15,000/- & Cost of tender Rs. 500/- in favour of the "Secretary, C.B.S.E.", payable at Delhi has been enclosed vide Banker's Cheque/Demand Draft Nos. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ (bank name & branch).

12. The work sites of the tendering firms shall be inspected.

13. The financial bid of technically & performance wise qualified Agencies only will be opened.

14. Copy of the documents in r/o information at serial No.3 to 10 above should be attached.

15. All pages of the tender document should be signed by the tenderer.

**Declaration:**

**Terms & conditions as applicable are acceptable to me/us.**

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

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

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

**Financial Bid (Schedule-I)**

1. Name & Address of the Building : Central Board of Secondary Education CET,  
Unit No. 316, C-Wing, 3<sup>rd</sup> Floor, Shoppers'  
Orbit No. 44 Hissa No. A/1 Village Dhanori  
(Vishrantwadi), Pune
2. Plinth Area of the Building : 6000 sq.ft. approx.
3. Rate per sq.ft. are required to be quoted : .....  
Including material and labour charges
4. Total monthly charges inclusive of all costs : .....  
and taxes

Signature of the Tenderer: .....  
Name & Address of the Tenderer with seal : .....  
.....  
.....  
.....  
Telephone/Mobile No.: .....

**GENERAL SPECIFICATIONS / SCOPE OF WORK**

1. Name of the office : Central Board of Secondary Education
2. Address / Location of the Building : Central Board of Secondary Education
3. Plinth/Total Area of the Building : 6000 sq.ft. approx.
4. No. of days during the month for which : All days except Sunday. Additional charges the services are required for cleaning sweeping etc. on holidays will be payable extra on pro-rata basis.
- Timing of daily work : From 8:00 A.M to 12:00 noon, 01:00 P.M. to 05:00 P.M. (one person up to 06:30 P.M.)
5. Manpower Requirement : a) 2 House Keepers  
One of the male House Keeper has to co-ordinate as Head  
b) A specialized worker/plumber for repairing/replacement of toilet accessories (as and when required)  
c) A sewer man (as and when required)

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

## **Terms & Conditions**

### **A. Scope of Work**

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

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

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

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

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

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

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

xiii) The minimum staff required compulsorily for C.B.S.E., CET, Pune shall be two (02) workers.

xiv) The Board reserves the right to order any worker of the agency to leave the premises of the Board if his presence at any time is felt undesirable.

xv) In the event of any dereliction/negligence of duty or defaults or breach of terms of agreement on the part of Agency, the Board shall be free to make alternate arrangements as deemed fit. Any additional cost borne by the Board on this account shall be recovered from the payment to be made to the agency/performance security deposit of the Company.

xvi) The Board reserves the right to recover liquidated damages for defaults on the part of the Agency.

#### **D. General Conditions**

i) **Agreement:** For one year extendable for one more year on mutual consent of both the parties, if the performance of the Agency is outstanding/excellent. The Agreement shall be executed on a stamp paper of Rs.100/- incorporating all the tender conditions. The cost of stamp paper and agreement shall be borne by the Agency.

ii) **Terms and Conditions of payment:** The Board shall pay the agreed amount to the agency on monthly basis after completion of the month and on submission of a certificate by the unit of the Board “that the work has been done satisfactorily”. The agency shall also have to submit the proof to the effect that the payment of the workers deployed, are being paid as per approved wages of State Govt. and their ESI & PF contribution for the preceding month has been deposited before payment for the month is released.

In case the work is found unsatisfactory, deduction as deemed fit shall be made from the monthly bill and warning shall be issued in writing. In case no further improvement is noticed, the work shall be terminated and Security Deposit shall be forfeited. The Agency will also liable to be debarred by the Board for further work. If the services are not satisfactory and as per terms and conditions, proportionate deduction from monthly payment will be made. Continued poor services will lead to forfeiture of EMD and debarment.

iii) **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. No name of agency shall be allowed on the room and nobody will be allowed to stay in the office unnecessarily after office hours without permission.

#### **E. Penal Clause**

i. If toilets are found stinking , Rs. 200/- per reported incident will be levied.

ii. If soaps, liquid soaps, naphthalene balls/cakes odonil cakes etc. are not found in the toilets, Rs. 150/- per reported incident will be levied.

iii. If corridors are found dirty & filthy, Rs. 100/- per reported incident will be levied.

iv. If curtains/blinds are found dirty & filthy, Rs. 100/- per reported incident will be levied.

v. If open spaces are found dirty & filthy, Rs. 50/- per reported incident will be levied.

#### **F. Notice of termination of contract**

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

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



### **G. Stock and Supply**

The agency shall maintain sufficient stock of items such as Hand Towels, dusters, detergent, cleaning material Finit, Baygons, etc for cleaning with equipment and to meet normal requirement. The Agency shall not be permitted to stop supplying any items for any reason whatsoever. The quality of the material shall be as per prescribed standard and approved in advance.

### **H. Supervision / Inspection**

The Agency shall nominate a "Field Supervisor" for checking the cleaning and maintenance services, who will contact the Board's Officer Incharge & take needful measures to further improve the services..

### **I. Arbitration**

In case of any dispute between the Agency and the Board arising out of or in relation to the agreement, the dispute shall be referred to a sole arbitrator to be appointed by the authorities of the Board and decision of such arbitrator shall be conclusive and binding on both the parties. The arbitration shall be governed by the provision of the Indian Arbitration Act, 1940 and subsequent amendments therein.

### **J. Jurisdiction**

The Court of Mumbai (Maharashtra) will have jurisdiction over all legal disputes under this agreement.

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

The Tender will be accepted only along with Earnest Money of Rs. 15,000/- through A/c payee Demand Draft in favour of Secretary, C.B.S.E, payable at Delhi.

### **L. Security Money**

The successful bidder will have to deposit an amount of Rs. 20,000/- as security deposit after adjusting the EMD amount to this effect. The amount should be payable through A/c payee D.D./Banker's Cheque in favour of Secretary, C.B.S.E, payable at Delhi. The security deposit shall be refunded to the Agency within sixty days beyond the date of completion of all contractual obligations by the Agency.

### **M. Rates**

Rates may be charged per month for whole unit including area, under the possession of the Board for all the items of works including cost of materials. The rates once decided shall be final. Upward revision of rates will be made during the concurrency of agreement provided there is enhancement of "minimum wages" by the State Govt.

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

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

List of Material (good quality) to be procured for Sweeping/Cleaning work at CET, Pune (Maharashtra)

<b>Sr. No.</b>	<b>Description of Material</b>
1.	Phenyl (Branded)
2.	Odonil
3.	Liquid Soap
4.	Vim Powder
5.	Nirma
6.	Surf
7.	Light duty Acid
8.	White Duster
9.	Floor Duster
10.	Room Freshner
11.	Napthaline Ball/Cake (Big/Small size)
12.	Thinner
13.	Braso Polish
14.	Finit with pump
15.	Nariyal Jharoo
16.	Phool Jharoo
17.	Bamboo Jharoo
18.	Rehdi for collection of garbage
19.	Dustbin with Lid (Small/Big)
20.	Buckets
21.	Plastic Drum
22.	Plastic Jugs
23.	Plastic Mugs
24.	Cob Web's removing brush
25.	Sweeping Brush
26.	Sling Brush
27.	Scrubbing Brushes of various size
28.	Plastic water pipe with set/nozzle
29.	Collin (Branded)
30.	Wiper
31.	Yellow Duster
32.	Floor Cleaner (Branded)
33.	Bleaching Powder
34.	Vacuum Cleaner, Floor Washing Machine & Wall Washing / Grinding Machine (On demand)
35.	Any other items required for cleanliness etc. as per site requirement and directions of the Board.

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

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

**Financial Bid (Schedule-II)**

**Name of work Providing Security Services at CBSE Office, CET Shoppers' Orbit, Village Dhanori (Vishrantwadi), Pune**

<b>S. No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Rate / Per Month</b>
1.	Security Guards with 08 hrly shift duty	1 Nos.	

Service Charge : \_\_\_\_\_%

Service Tax : \_\_\_\_\_

Gross Amount :

**NOTE: The rates quoted must be complying the minimum wages as per the State Govt. notification.**

## **TERMS & CONDITIONS**

1. The rates quoted shall be firm for a period of one year, however the enhancement of minimum wages as per State Govt. norms would be admissible,
2. The validity of rates shall be 60 days from the date of tendering.
3. The contract shall be valid for a period of one year.
4. The contract can further be extended for another year on mutual consent, provided the services are found suitable / excellent.
5. The agency shall be responsible to meet all statutory obligations w.r.t. deployment of personnel. For any violation, the agency shall be accountable.
6. The security guards deployed shall be purely employees of the agency and there will be no direct or indirect relation with the Board what so ever.
7. The Board shall not consider any report for revision of rates during the contract period except that statutory minimum wages or other statutory payment is impressed upon.
8. The agency shall be required to make payment to the staff before 7<sup>th</sup> of every month irrespective of whether the Board has paid the bills or not.
9. The agency shall be fully responsible for any loss of any kind to the Board's property/material.
10. The agency shall be responsible for the punctuality of attendance as well as the safety of the Guards.
11. If any additional manpower is required, the same shall be supplied on the approved rates.
12. In case any Guard avails leave or absents the duty, the agency shall be bound to provide a substitute without causing any disruption of services.
13. The agency shall be bound to submit the copies of complete bio-data of the manpower deployed along with the copies of their police verification Report.
14. An attendance register shall be maintained at site and will be signed every day by the Guard. The attendance register duly attested be submitted for verification of the Board on Month Basis.
15. The agency shall be required to maintain a Register of Payment to Personnel indicating all components of statutory payment duly verified. The register shall be made a available for inspection and verification by the Board from time to time.
16. The personnel deployed should be adequately qualified, well trained and courteous.
17. The agency shall be required to evolve mechanisms to check its quality of service and proper discharge of duties by the security Guard. Surprise checks will be conducted and a register/dairy shall be maintained to record the result of surprise checks.
18. The agency shall provide identity cards to its Guard.
19. The agency shall provide proper uniform, equipment/articles (such as lathi, torch whistle, rain-coat/over-coat etc) required for providing effective service.
20. In case of any complaint of poor performance, misbehaviour, poor manners, dereliction of duty, intoxication etc., the agency shall be bound to replace the incumbent immediately.
21. The Board reserves the right to terminate the contract any time, if the services are not found satisfactory. Also in normal condition the Board can terminate the contract by giving one month notice in writing.
22. In case of any dispute, the Chairman CBSE shall appoint an Arbitrator whose decision shall be final and binding on the agency.
23. On award of work, the agency shall be required to execute an agreement and deposit a sum of Rs. 20,000/- as Security Deposit.

**Accepted by me:**

**Signature**

**Prop./Manager**

**Tel. No.  
Mob. No.**

