



Centre for Research and Industrial Staff Performance (CRISP)

(Established under Indo-German Technical Co-operation)

Opposite Manas Bhawan, Shyamla hills, Bhopal-462002

Ref. No. : CRISP/HR & Admin./HK/2024-25/1690

Dated: 04.03.2025

TENDER DOCUMENT

(Includes documents needed both for Technical & Financial Bid)

Name of Work

**Tender for providing Supporting technical and non-technical staff like
Supervisor, Peons, Sweepers, Gardener and Drivers at
CRISP, Bhopal.**

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**NOTICE INVITING BIDS FOR EXECUTING SUPPORTING TECHNICAL AND NON-
TECHNICAL STAFF AT THE CAMPUS OF CRISP, BHOPAL**

Ref. No. : CRISP/HR & Admin./HK/2024-25/1690

Dated: 04.03.2025

**DETAILS OF REQUIREMENT OF TECHNICAL AND NON-TECHNICAL
STAFF TENDER NOTIFICATION**

CRISP is an Autonomous Organization established under the Indo-German Technical Cooperation. Proposals are invited from experienced and reliable Housekeeping Service providers to provide the services of experienced peons, sweepers, gardener and drivers on monthly basis.

#	Particulars		Requirements
1	Requirement	:	Supporting technical and non-technical staff like Peons , Sweepers, Gardener and Drivers at CRISP, Shyamla Hills, Bhopal
2	Duration of work	:	Two years from the date of finalization of the bid and subsequent agreement and further extendable basis of satisfactory services.
3	Amount of EMD (DD in favour of "CRISP Society, Bhopal", payable at Bhopal.	:	Rs.50,000/- (Rupees fifty thousand) in the form of a DD in favour of CRISP Society, Bhopal, payable at Bhopal.
4	Application fee for submission of the Bid (Non Refundable)	:	Rs.5000/- (in the form of a DD in favour of CRISP Society, Bhopal, payable at Bhopal.)
5	Date of issue of tender document	:	04th March, 2025
6	Pre-Bid Meeting	:	11th March, 2025 at 3:00 PM. Conference Hall, Old Admin Building, at CRISP Bhopal
7	Last date for receipt of completely filled	:	27th March, 2025 at 1:00 PM (Tender Box placed at the reception Counter at CRISP, Bhopal).
8	Date and time of opening of the Tender (Technical Bid)	:	Technical Bids shall be opened on 27th March 2025 at 3:00, Conference Hall, Old Admin Building, at CRISP
9	Date and time of opening of Tender (Financial Bid)	:	Shall be conveyed separately, only for the Technically qualified bidders.

Note: *In case the said date(s), happen to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place and, as a consequence of any change(s) in the date(s) of the subsequent activities, all concerned shall be informed over the phone or through email ID.

Selection of the Agency shall be at the sole discretion of Director, CRISP, Bhopal exercising the right to accept or reject any or all the bids without assigning any reasons therefor.

**Director,
CRISP, Bhopal
Page 3 of 21**

SCOPE OF WORK

HOUSEKEEPING: Cleaning Services:-

The aim and objective is to provide a high level of clean, hygienic and presentable look to the entire area. Pre-designated supervisor of the Contractor shall supervise the awarded work in-situ, on a day to day basis. The contractor shall ensure that the staff deployed by him/her is dressed in neat and clean uniform with the name & logo of the service provider, name & designation badge of the staff and the name of the work they are entrusted with, etc. The staff deputed for work should not have any kind of criminal or adverse record and they should be well-behaved with the CRISP staff as well as the Visitors of this Organization.

This Organization reserves the right to monitor, make surprise checks & verifications on all aspects of the work and the service provider shall cooperate with the officials so authorized by the Organization and furnish to them all records and materials for inspection without demur.

(a) Daily Services:

Housekeeping services including the cleaning services shall be provided on a 12X7X365 basis daily on a regular basis, so that the areas covered under the contract remain clean & disinfected at all times. Working hours should be scheduled in such a manner that the cleaning work does not, in any way, interfere with the regular functioning of the Organization. The conditions noted hereunder shall be strictly followed and the jobs specified here shall be performed meticulously:

1. All the staff deputed should be provided with appropriate safety gear like gloves, aprons, shoes, masks, etc., besides the required tools & tackles, cleaning materials, etc., to enable them to do their assigned tasks, safely & efficiently.
2. Cleaning, dusting, vacuuming, sweeping, mopping and disinfecting the floors, wood work and wooden floor, walls and ceilings, removal of waste and any other garbage from the whole campus including the Conference halls, Committee rooms, office rooms, class rooms, Laboratories and Shop Floors, cabins, lobbies, staircases, terrace, reception areas, security office within the premises of the Organization.
3. Cleaning of dustbins, waste paper baskets, cob-webs, etc., and disposing-off of all the collected waste at designated site on a daily basis at the required frequency.
4. **Dusting** of computer systems and their peripherals, all doors and windows, furniture, fixtures, equipments, accessories etc., and cleaning of all window panes, blinds, screens and grills, etc.
5. Spraying room fresheners in all rooms, **on a daily basis**, at regular intervals.
6. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc., The Supervisor shall keep and maintain a **check list** of the work to be done on regular basis.

7. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brushing thoroughly the water outlets and rims including areas at hinges and cistern handles. Restocking of toiletries which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls etc.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipments, nameplates, pots, potted plants, doormats etc.,
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clean them daily.
10. Check and remove dust or any such object from the entire CRISP.
11. Cleaning of all open areas between the buildings and boundary, sweeping of roads, gates and grills on compound wall, lawns, paths, cleaning open drains etc., as directed by the CRISP official-in-charge.

The frequency of cleaning & its checking should be maintained based on the actual requirement of various areas covered to ensure absolute cleanliness, covering the entire CAMPUS 12 x 7 hours of the day on all 365 days.

(b) Waste Disposal Management:-

The contractor shall ensure collection, screening/segregation of dry and wet wastes in the earmarked area and disposal of the same into the designated area.

The contractor shall ensure placement of **suitable bins of specified size with covers** at the various collection areas, the pre-decided locations, based on his experience and assessment, keeping in view the suitability, requirement, accessibility and all other related factors in mind. The Contractor shall employ the staff for the collection/disposal work. The waste will have to be disposed off at least twice a day or at a higher frequency, if need be. The contractor **shall also arrange for the garbage bags and prepare a flowchart indicating the method of collection / disposal, etc.**

(c) Weekly Services:-

The Contractor shall ensure through the staff deployed in the campus Deep cleaning of the entire area once a week, as noted hereunder:-

1. Washing of outside area with High Pressure Water/Air Jet, as necessary.
2. Thorough cleaning/scrubbing of all floors and Vitrified/Ceramic/Granite/Any other tiles base, Cleaning of ceilings and high walls, removal of stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows/ window panes and grills with detergent / cleaning agents.
5. The wooden furniture, wooden walls, wooden flooring should be cleaned and special care should be taken for their maintenance, so that they are always free from stains, dirt etc.,
6. Dusting of entire area including windows/window panes/doors/ledges, etc.
7. Clean all chrome fittings, glass frames, soap holders etc., to shiny finish.
8. The Contractor **shall prepare** schedule of the deep cleaning and submit the same to the House-keeping Supervisor / Caretaker, well in advance so that the official in charge of the area or the caretaker is deputed on the day of execution of the work to their satisfaction.
9. The Contractor shall present the duty register to the officer- in-charge of CRISP, as and when required.

(d) Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism shall be adopted by the contractor:

1. Toilets Checklist:

This is to be attached on the back of the toilet door. It is to be filled up by the contractor's supervisor on a daily basis.

2. Management/Facilities/ Complaints report:

This is to be filled up by the managerial and administrative staff of the contractor who receive/take action on the complaints/requirements for any of the services / facilities. All suggestions, complaints related to services or staff deployed by the contractor shall be registered in-situ and reported to authorized official of the organization. The contractor shall immediately take action to resolve all such issues under intimation and/or supervision of the Authorized officer. Any failure on the part of the Contractor shall lead to invocation of the relevant penalty clause.

3. Complaint Register of Housekeeping Services:

This register shall be maintained by the contractor's Housekeeping Supervisor, on the basis of the complaints received from CRISP officials through inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/email, verbal complaints etc. The contractor shall take necessary corrective action immediately.

GARDENING AND MAINTENANCE OF GARDEN :

This work will include preparation and maintenance of a compost pit in the designated area, mowing of lawns, pruning of hedges & decorative plants, manuring, watering, disposal of mowed grass & pruned leaves, twigs etc., to the compost pit or any other location identified for the purpose and any other related activities. Preparation of plant/ pots for participation in **rose shows and similar events**.

>>>*<<<

ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE BID

1. The Agency must have minimum 20 years of establishment and experience of handling similar work in reputed organizations **including Govt. & Public Sector organizations. A certificate of satisfactory performance** from such of the past/ present clients shall also be submitted. They should have experience of executing at least **two work contracts for not less than value Rs.50 lakh** a year each or **four work contracts** for not less than Rs.25 lakhs each during the last financial year.
2. The total **turnover** of the Agency **should not be less than Rs.6 crores** per annum for house-keeping services/Supporting Staff Technical and Non-Technical.
3. The Agency must be registered with the following statutory authorities and shall furnish along with the bids attested copies of the documents issued by the :-
 - ESI/EPF/ Income Tax/ GST Authorities along with Contract Labour License
4. The **billing cycle** shall be a calendar month and the Agency should submit the bill complete in all respects upto 3rd of each month. The Agency must make payment to their workers through Bank transactions on or before 7th of each month. This payment is not linked to the clearance of the bills by CRISP. The bills shall be submitted with the following documents:-
 - i. The Document testifying payment of the wages of the workers for the last month credited to their Bank Account on 07th day of each month and the details of payment along with bank Account No. **(to be declared to CRISP in this bid itself)**; and
 - ii. An **undertaking** to the effect that all statutory Labour Laws including Minimum Wages Act is being complied with regularly shall be furnished along with the bid. Any dispute arising out of non-compliance of any statutory regulations shall attract appropriate penalty under the proper law.
5. Shall comply with all the provisions of applicable Labour Laws and regulations.
6. The workers shall get wages on 7th day of each month. The payment of wages shall not be linked to payment of the bills by CRISP. However, effort shall be made to make payment to the Agency in time. In case the contractor fails to make payment of wages within the prescribed period, **CRISP Management reserves the right to impose penalty for delayed or short payment or both.** The recovery of penalty shall be a maximum 10% of Contract Value as decided by officer in charge without prejudice to any statutory provisions and penalty under the Law.
7. House-keeping staff should be conversant with the layout of the building, fire safety system along with **telephone Nos. of nearest Police Station, Fire Station, Hospitals & similar public services** of value to and need of CRISP.
8. The **drivers** should have appropriate registration certificate and valid Vehicle Driving License.
9. Instructions of the administrative authority of CRISP shall be followed meticulously.
10. The housekeeping agencies engaged for various jobs like sweeping and cleaning shall keep the entire office premises along with precincts thereof in neat and tidy condition without disturbing the routine working of the office. All the cleaning processes shall be carried out with the help of modern machines like vacuum cleaners etc. using appropriate detergent and liquids so that the floor, furniture/ fixture are not damaged due to use of inappropriate materials.

The Agency shall also ensure that:

- a) The Supervisor(s) and the staff are professionally qualified and trained for their respective jobs.
 - b) Garbage disposal arrangement i.e. dustbin, poly bags and their disposal shall be done in a professional manner without violating the eco norms prescribed by the concerned Authority.
 - c) Contractor must employ adult and skilled personnel having minimum good educational qualifications with good antecedents. The Agency shall be fully responsible for the conduct of their staff.
 - d) The staff shall be in proper uniform bearing identity cards and name plates, while on duty.**
 - e) The contractor shall, at all times, indemnify CRISP against all claims, damages or compensation under all the statutory laws and rules framed thereunder from time to time and also against for any loss due to improper handling of movable/ immovable properties or use of improper material/ equipments for cleaning etc.,.
11. The cleaning staff shall properly handover/takeover the keys of the rooms of the building to/from the Security Post. The Agency shall also ensure that all the electrical equipments/instruments/lights and fans are switched off after cleaning the office or part of the office to minimize wastage of resources.

Any loss caused to the life and property due to negligence or dereliction of duty of the engaged agency is to be indemnified by the agency to the entire satisfaction of the appropriate Authority at CRISP.

12. The Agency **shall make available to CRISP all the documents specified hereunder** before the Agreement is executed:

- 12.1 The Contractor must have minimum turnover specified elsewhere in this statement and **shall have been a profit making entity during the last three years.**
- 12.2 Complete audited Financial Statements (including income & expenditure, P&L, balance sheet, audit reports, all schedules) for the last three years.
- 12.3 Acknowledgement of **Income Tax Return for the last three years.**
- 12.4 Service Tax Registration Certificate.
- 12.5 Shops & Establishment License.
- 12.6. CA Certificate for Turnover.
- 12.7. Photocopy of PAN card.
- 12.8 Memorandum & Articles of Association or Partnership deed of the Agency as the case may be.
- 12.9 The Contractor should have a Registered office in Bhopal. Details and document of registration shall be submitted.
- 12.10 The Contractor should possess valid ISO-9001 certification for as many offered services as possible with copies of certificates to be attached with the Technical Bid.
- 12.11 **Banker's latest Solvency certificate** (from a Nationalized/scheduled bank) where the Agency has its Current /Saving or other Account not less than six months before the scheduled date of opening of the tender.
- 12.12 The Contractor should be a Registered contractor having a **valid license under the Contract Labour Act and furnish the proof of his experience of providing manpower for the maintenance of various facilities** as delineated in this tender document in Govt./Semi Govt./PSU. **(In the Bhopal (M.P) continuous from last 3 year).**
- 12.13 Brief Description of Firm (Annexure "A")
- 12.14 Details of staff (Annexure "B")

- 12.15 Detailed list of Machinery/Equipments that will be used (Annexure "C")
- 12.16 Detailed list of Cleaning material and aids that will be used (Annexure "D")
- 12.17 Details of existing Contract (Annexure "E")
- 12.18 Declaration in the prescribed proforma (Annexure "F") should be **enclosed with the Technical Bid.**
- 12.19 Penalty shall be imposed for stoppage of work and proceeding on strike at any point of time.
- 12.20 The Contractor should have **minimum three years experience** in doing similar nature of work and its successful completion. **Contractor shall submit satisfactory completion certificates from the previous Clients/Employers in support of successful completion of contract/s or continuation of the contract.**

13. **The Technical Bid shall be accompanied by an Earnest Money Deposit (EMD) as notified elsewhere** in the document in the form of Demand Draft issued by any Nationalized Bank drawn in favor of "CRISP Society, Bhopal" payable at Bhopal. This instrument shall be valid for a period of 3 months from the last date for submission of the tender. In the absence of EMD, the tender shall be summarily rejected. The earnest money shall be refunded to all the unsuccessful Contractors, without any interest after finalization of the contract. EMD shall be refunded to the successful **Contractor on receipt of performance security deposit.** No interest is payable on the EMD to either the successful Contractor.
14. Preference will be given to existing service provider, only if he wants to work at L1 rate.

GENERAL CONDITIONS OF CONTRACT

1. The persons deployed by the contractor should have requisite educational qualification, specified period of experience and skills for carrying out the assigned maintenance task using appropriate materials and tools/equipments.
2. The contractor shall ensure that health and safety of the deployed staff is ensured by providing the best available safety gear(s) to meet the highest standards of safety & health of the staff deployed by him. They should ensure regular medical check-up of their workers.
3. Failing to make the payment on or before 07th of every month shall attract a fine of Rs.100/- per day per individual staff.
4. Further, reasons such as late clearance of the bills submitted by the contractor should not be linked to payment to be made to the workers/staff. The contractor shall have financial solvency to enable timely payments to the staff irrespective of their bills to be cleared by CRISP.
5. **The contractor at all times indemnify CRISP against all claims, damages or compensation under the provisions of payment of Wages Act, 1948; the Workmen Compensation Act, 1923, Industrial Disputes Act, 1974; Maternity Benefit Act, 1961; Madhya Pradesh Shops and Establishments Act with any amendment/s or any modification thereof or any other law relating thereto and rules made thereunder from time to time. CRISP shall not own any responsibility in this regard.**
6. **The Contract shall be valid initially be valid for a period two years and may be extended for a further period of one year on mutual consent subject to satisfactory performance, on the same terms and conditions.** This shall be AT THE SOLE DISCRETION OF THE Director, CRISP. The Director, CRISP, however, reserves the right to terminate the contract at any time with a written notice of one month. The Contractor is required to **give a notice of three months**, in case he wishes to discontinue the service at any time before the expiry of the contract. Any infringement of these conditions by the contractor shall attract penalty clauses as per the agreement.
7. **The Successful agency shall not sublet the contract to any other agency. All the staff deployed shall be under the name of the successful agency only.**
8. For all the Consumables used for the services stipulated in the tender document are procured through the Contractor, Original bills from the actual suppliers / dealers should be submitted along with the consolidated bill to be claimed by the Agency.
9. The Housekeeping staff should be rotated at their place of posting in CRISP campus on a regular basis. Staff deployment shall be as stipulated by the Competent Authority of CRISP.
10. **In case of breach of any terms and conditions attached to the contract, the performance security deposit of the contractor shall be liable to be forfeited by CRISP besides annulment of the contract.**
11. All statutory requirements under various statutes like Minimum Wages Act, The Contract Labour (Abolition & Regulation) Act, 1970, ESI Act, 1948, EPF Act, Service Tax, Income Tax, GST, etc., should be complied with meticulously as per regulations framed under the respective Act.
12. All statutory contributions (ESI, EPF, PT, IT etc.,) shall be deposited with the respective departments within the due dates. Delay in payment of contributions shall result into penalty as per regulations of ESIC Act.
13. Service tax claimed by the Agency should be supported by the challan of the Service tax paid failing which Service tax amount shall not be paid or released by **CRISP**.
14. Holidays/Off-days/relievers: The Contractor should allow the holidays, off-days & relievers as per the existing statute and continue to manage the maintenance services without any interruption during such days.
15. The wages for the work done on holidays, over-time etc., shall be paid by the contractor as per the norms of this organization.
16. **All the staff deployed on any facility shall wear clean & neat uniform, with their name badge.**

17. Stamp value of the Agreement shall be borne by the successful Agency.

18. The successful Contractor shall have to deposit a **performance security deposit of 5% of the total value** of the contract by way of a BG/DD/FDR(Fixed Deposit Receipt) issued by a Scheduled / Commercial bank and pledge the same to CRISP SOCIETY. The work shall commence within 15 days of acceptance of the tender. Otherwise, the contract shall be cancelled and EMD forfeited. The FDR should be valid for sixty(60) days beyond the expiry of the period of contract and remain further renewable. If required, alternatively, the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank in the format approved by CRISP.
19. No Contractor shall be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the Contractor shall stand forfeited.
20. In case the successful Contractor declines the offer of contract, for whatever reason(s), his EMD shall be forfeited.
21. THE CONTRACTOR SHOULD ENSURE THAT THE TOTAL COST PER STAFF OR PER FACILITY QUOTED SHOULD INCLUDE ALL THE ABOVE AND ANY OTHER INCIDENTAL COST(S). CRISP SHALL NOT BEAR ANY OTHER COST(S) OTHER THAN THE QUOTED RATE/COST TILL THE END OF THE CONTRACT PERIOD.
22. The housekeeping staff shall first report to the supervisor of the contractor and be subsequently deployed on duty after having received all the materials, equipments, uniform, etc., for discharging their duties.
23. CRISP shall provide space for a store room to the contractor in the premises. The supervisor deployed by the contractor shall store all their liveries, materials, equipments and maintain a record of the stores which shall be open to inspection by the official authorized by CRISP on any day and time.
24. The contractor **shall not assign or sublet any part of the work order to a third party under any circumstances.**
25. The Competent Authority of CRISP reserves the right to withdraw/relax any of the terms and conditions mentioned above. Under such circumstances, the Contractor shall be given adequate time to take the changes into account.
26. **The Competent Authority of CRISP reserves its right to reject all or any tender in whole or in part or cancel the entire tender process without assigning any reason thereof.**
27. Contractor shall not bring any outsiders for carrying out housekeeping work. If noticed, the Contract shall be terminated forthwith.
28. The contractor shall submit attendance register with due signatures. Merely marking 'P' shall not be acceptable.
29. CRISP cannot take responsibility of delays. The delay taking place due to administrative exigencies may be condoned, given plausible reason.
30. At no point of time, the housekeeping work shall be stopped. If stopped, the contractor shall be liable for legal action. i.e. **prosecution** besides forfeiture of the EMD. There is scope for amicable settlement of any problems that are faced by the contractor.
31. The House- Keeping services shall take into account compliance of the provisions of the Swachh Bharat Mission, if any, either available by the commencement of the Contract or by any time further during pendency of this Contract.

IMPORTANT INSTRUCTIONS TO THE TENDERERS

1. The Contractors are required to submit two separate Bids i.e. Technical and Financial, as per prescribed proforma. The two bids should be submitted in two separately sealed envelopes superscribed **“Technical Bid for Supporting technical and non-technical staff like Peons , Sweepers, Gardener, and Drivers at CRISP, Bhopal”** and **“Financial Bid for Housekeeping services of Peons , Sweepers, Gardener, and Drivers at CRISP, Bhopal”**. Both the sealed envelopes shall be put in a third sealed envelope superscribed **“TENDER FOR SUPPORTING TECHNICAL AND NON-TECHNICAL STAFF LIKE PEONS , SWEEPERS, GARDENER, AND DRIVERS AT CRISP, BHOPAL”**.
2. The Financial bids of only those Contractors who qualify in the technical bid evaluation by the concerned Committee shall be opened. **The financial bids of all Contractors who have failed to qualify in the technical bid shall not be opened under any circumstances.**
3. All entries in the tender form shall be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. **Any alterations without authentication shall be treated as 'NIL' entry.**
4. Tender, incomplete in any form shall be rejected outright. **Conditional tenders shall also be rejected outright.**
5. The closing date and time for receipt of tenders will be as detailed elsewhere in this tender document.
6. The technical bid shall be opened on a date & time as specified elsewhere in this tender document in the presence of the authorized representatives of the Contractor, who wish to be present at that time. All the technical bids shall be scrutinized, relevant documents checked for their authenticity and the Contractor whose technical tenders are accepted shall participate in the financial bids on the date & time stipulated elsewhere in this tender document.
7. **Amendment**, if any, to the tender documents shall be sent to all purchasers of the tender documents. Sufficient time shall be given for taking the amendment into account.
8. For finalization of contract, **the Contractor who qualifies in the Technical bid and such technically qualified Contractors whose rates in the financial bid are the lowest in comparison to other technically qualified Contractors shall only be considered as the successful Contractor.**



Centre for Research and Industrial Staff Performance (CRISP)

(Established under Indo-German Technical Co-operation)

Opposite Manas Bhawan, Shyamla hills, Bhopal-462002

Ref. No. : CRISP/HR & Admin./HK/2024-25/1690

Dated: 04.03.2025

**TENDER DOCUMENT
(TECHNICAL BID)**

Name of Work

Tender Bids for providing Housekeeping Services like Supervisor, Peons, Sweepers, Gardener and Drivers at CRISP, Bhopal.

TECHNICAL BID FOR VARIOUS SERVICES IN CRISP, BHOPAL.

Annexure "A"

Brief description of the firm

S. No.		
1.	Name of the Firm	
2.	Constitution	
3.	Name(s) of Owner/ Partners/ Directors	
4.	Full particulars of office	
	(a) Address	
	(b)Telephone No.	
	(c) Fax No.	
	(d) E-mail address	
5.	Full particulars of the Bankers of the firm	
	Name of the Bank with name of the Branch	
	Account type	
	Account No.	

6.	Registration Details:	
	(a) PAN/GIR No.	
	(b) Service tax registration No.	
	(c) GST No.	
	(d) EPF registration No.	
	(e) ESI registration No.	
	(f) Labour License issued under the Contract Labour Act, 1970 (Certificate should be provided for Labour License office Bhopal, continue form last 3 Year)	
	(g) Copy of driving license of the drivers	
7.	Details of Earnest Money Deposit	
	(a) Amount	
	(b) DD No. and Date	
	(c)Drawn on Bank with name of its Branch Office	
	(d) Valid Upto	

(The above format shall be used to provide requisite details.)

Annexure “B”**Man Power Requirement: Housekeeping and Gardening**

Sl.No.	Manpower Description	Number
1	Housekeeping Supervisor/Caretakers	01 + 03
2	Housekeeping Peons	08
3	Drivers/Sweepers/Gardener/	03+09+01

Housekeeping Supervisor: Qualification – Bachelor degree with experience of minimum 3 to 5 years in the relevant area.

(The above format may be used to provide details of the employee).

Signature of authorized person

Date:

Full Name:

Place:

Company's seal:

Annexure “C”**Details of Machineries and Equipments:**

Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the Contractor. Numbers can be increased as per requirement but payment shall be made as per the approved financial bid.

S.No.	Name of the machine / equipment & Year of mfg.	Number required (Mandatory)
1	Scrubbing Machine	As per requirement
2	Wet/Dry Vaccum Cleaner	-do-
3	High Pressure Jet	-do-
4	Wringer Trolley	-do-
5	Caddy Basket	-do-
6	Glass Cleaning Kit	-do-
7	Wet Mops Kentucky	-do-
8	Wet Mops Round (for toilets/ wash rooms)	-do-
9	Sweeping brushes (Dry dust control Mops)	-do-
10	Hard brooms for ground sweeping	-do-
11	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers	-do-

Signature of authorized person

Full Name:

Company's seal:

Date:

Place:

Annexure "D"

List of Cleaning Materials and Aids:

- The required quantities of cleaning material and aids for the month shall be procured by CRISP and stored in the store room and shall be issued to the staff daily as per requirement.
- Records shall be maintained by the supervisor and it shall be open to inspection by CRISP officials during working hours.
- Covered trolleys, Dustbins, dustpan, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc., **shall be provided by the Contractor as per requirement:**

DETAILS OF OTHER EXISTING CONTRACT FOR HOUSEKEEPING SERVICES AS SUPERVISORS, PEONS, SWEEPERS, GARDENER AND DRIVERS :

Annexure "E"

DETAILS OF EXISTING CONTRACT

Sl. No	Name and Address of the Organization / Name, Designation and contact, (telephone/fax) no. of the authorized contact person in charge.	Details regarding the contract including manpower deployed	Value of contract(Rs.)
1.			
2.			
3.			
4.			
	Additional information, if any, the Contractor wants to give		

Signature of authorized person

Full Name:

Company's seal:

DECLARATION

1. I.....Son/Daughter of
Shri..... Proprietor/Partner/Director/Authorized Signatory of
..... am competent to sign this declaration and execute this tender
document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby
convey my acceptance/ acceptance of my principals.

3. The information/document furnished along with the above application are true and
authentic to the best of my knowledge and belief. I/We, am/are well aware of the fact that
furnishing of any false information/fabricated document would lead to rejection of this
tender at any stage besides liabilities towards prosecution under the appropriate law.

Signature of authorized person.
Full Name:

Company's seal:

N.B. The above declaration, duly signed with seal of the authorized signatory of the firm should be enclosed with the Technical Bid.



Centre for Research and Industrial Staff Performance (CRISP)

(Established under Indo-German Technical Co-operation)

Opposite Manas Bhawan, Shyamla hills, Bhopal-462002

Ref. No. : CRISP/HR & Admin./HK/2024-25/1690

Dated: 04.03.2025

**TENDER DOCUMENT
(Financial Bid)**

Name of Work

**Tender Bids for providing supporting technical and non-technical staff
like Supervisor, Peons, Sweepers, Gardener and Drivers at
CRISP, Bhopal.**

FINANCIAL BID FOR HOUSEKEEPING AND GARDENING SERVICES IN CRISP, BHOPAL.
(to be put in a separate sealed cover)

Name of the work: Supporting technical and non-technical staff like Supervisor, Peons, Sweepers, Gardener and Drivers at CRISP, Bhopal-462002.

I. Name of the Tenderer: _____

S.N.	Particulars	Rate Per Month (Rs.)	Total No's Required	Total Amount
A	MANPOWER CHARGES i. Housekeeping Supervisor ii. Housekeeping Person- Peons iii. Gardener iv. Drivers v. Caretakers vi. Sweepers			
	Total of A (Rs.)			
B	Service Charges (In % of 'A' above) _____% (Service Charges, which should include all expenditures on providing managerial/supervisory/administrative services by all means to get the work done through deployed housekeeping staff)			
	Total of B (Rs.)			
	Total of A + B (Rs.)			
	(In Figures : _____)			

*The above rates are inclusive of all taxes/levies including ESI contribution, EPF, etc. but excluding the service tax which shall be reimbursed on actuals on production of documentary evidence.

* Financial bids quoting "Nil" consideration or "Zero percent or its derivatives upto 0.9999 percent and thereof" as service charge shall be rejected summarily. (As per Order no. 29(1)/2014-PPD dated 28 Jan 2014 of Ministry of Finance and Order No. 31/14/1000/2014-GA dated 17.09.2014 of Ministry of Commerce & Industry).

*Please note that, for finalization of the Contract, the tenderer whose rate (Grand total of A + B) above is the lowest in comparison with all other tenderers shall be considered as acceptable vendor selected for the Housekeeping services covered by this INVITATION OF BIDS.

*After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate of service charges. In case two or more agencies are found to have quoted the same rates of service charge which is termed as the lowest service charge after complying with the all the Acts / provisions stated / referred to for adherence in the tender, CRISP Bhopal reserve the right to decide the lowest bidder amongst them on the basis of highest value of gross income of the bidder as depicted in the IT Returns during the years 2019-20, 2021-22, 2022-23 and Audited financial statement.

Date:

Signature of the authorized person
Full name
Company's seal

Checklist of documents submitted.

S.N.	Particulars	Submitted(Yes/No) *
1.	Application fee (Rs.5,000/-)	
2.	EMD - Housekeeping service of Peons, Sweepers, Gardener and Drivers – Rs. 50,000/-	
3.	Proof of Award of 2 work contracts of a value not less than Rs.50 lakhs each and 4 work contracts of not less than Rs.25 lakhs each during the last financial year	
4.	Certificate of satisfactory performance from clients	
5.	CA certificate the Turnover of Rs.6 crores or more per annum	
6.	ESI Registration certificate	
7.	EPF Registration certificate	
8.	GSTR-3 B Last 6 Months	
9.	CA Certificate for Turnover last 3 years	
10.	GST Certificate with its issue number	
11.	Audited Financial Statements for the last three years	
12.	Acknowledgement of Income Tax Return for the last three years	
13.	Shops & Establishment License.	
14.	Registration certificate with RoF or RoC if applicable	
15.	Memorandum & Articles of Association or Partnership deed.	
16.	PAN card (photocopy)	
17.	Certificate of Office Registration for Regd. Branch Office in the Bhopal (M.P.) from last three year.	
18.	ISO 9001 certificate	
19.	Banker's Solvency certificate	
20.	Contract Labour License from Labour, the Dept. of the State Government, (Registered in Bhopal continuation form last 3 year)	
21.	'Annexure A' - Brief description of the firm	
22.	'Annexure B' - Manpower requirement	
23.	'Annexure C' - Details of Machineries and Equipments	
24.	'Annexure D' List of cleaning Materials and Aids	
25.	'Annexure E' Details of existing Contracts	
26.	'Annexure F' Declaration	
27.	Financial Bid	

* Strike whichever is not applicable.