

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DIRECTORATE OF EDUCATION : CARE TAKING BRANCH  
ROOM NO. 9-A, OLD SECTT., DELHI – 54. TEL. 23890300**

No.F1(115)/CTB/2010-2011/Sanitation/328

Dated:- 24/6/11

**CIRCULAR**

**Sub: Award of Contract for providing Housekeeping & Sanitation Service in Education Department, Govt. of NCT of Delhi, Delhi.**

Reference this office letter dated 21.04.2011 vide which the contract for providing Housekeeping and Sanitation Services in Schools/Stadia/offices of the Dte. of Education, GNCT of Delhi has been awarded to the ten Sanitation Agencies on below mentioned L-1 Rates for the period from 01.05.2011 to 30.04.2013 :-

Sl. No	Description of work	Area Covered / Unit	Frequency/ Periodicity	Unit	Rate Per Month (In Rs.)
1	Sweeping in covered area	Sweeping in covered area	Once in a day and as and when required	Per Sqr. Mtr.	1.80
2	Sweeping in open area like assembly ground, play ground etc.	Sweeping in open area like assembly ground, play ground etc.	Once in a day and as and when required	Per Sqr. Mtr	1.00
3	Cleaning and sanitation of Toilets and Bath Rooms and passages etc. attached thereto.	Cleaning and sanitation of Toilets and Bath Rooms and passages etc. attached thereto	Thrice a day preferable before start of school, before and after recess	Per Sqr. Mtr	1.00

Below mentioned guidelines are added in the letter/circular :-

1. Payment of Sanitation as per above rates is to be made at the level of Heads of Schools / DDOs. The firm will submit the bill to the HOS on the basis of area and above mentioned rates.
2. Terms and conditions for award of contract have been uploaded on the web-site of Dte. of Education for ready reference of all HOS concerned.
3. HOS is competent to issue show cause notice and take action against the agency if sanitation services are not satisfactory.
4. Budget as per information given by the schools on Pop-up will be issued accordingly by Budget Branch, Dte. of Education, Old., Sectt., Delhi.
5. The terms and conditions of the contract and allocation of work is as under :-

**9.3 TERMS AND CONDITIONS OF CONTRACT**

- 9.3.1. The execution of cleaning and housekeeping will be carried out by uniformed manpower with mechanized equipments also wherever required, and wet mopping.
- 9.3.2. The cleaning and housekeeping works are to be carried out as per standards and in such manners that all premises always look neat and clean.
- 9.3.3. It will be the sole responsibility of the contractor that the staff engaged are trained and the Department will not be liable for any mishap, directly or indirectly.
- 9.3.4. All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.
- 9.3.5. Mechanized equipments, wherever required, will be procured by the contractor.
- 9.3.6. The cleanliness will be periodically checked by the HOS or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows:
  - (i) Presence of dust, pan and gutkha stains, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.;

*(Signature)*

- (ii) Dust or cobwebs etc. on roof, window grills etc.;
- (iii) Dirt marks, odour in Wash-basin, Stains on WC Seats, floors etc. in toilets/bathrooms.
- (iv) Presence of garbage in play ground/assembly ground

9.3.7. (a) A substitute has to be provided by the contractor otherwise penalty equal to double the wages of number of staff absent on that particular day shall be levied & same shall be deducted from contractor's bills.

(b) In case any complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.


a. In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Principal Employer reserves the right to impose the penalty as detailed below:-

1. 20% of cost of order/agreement per week, upto four weeks delays.
2. After four weeks delay the Department may cancel the agreement and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter contractor and also shall be black listed for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

- 9.3.9. The Department reserves the right to cancel or reject all or any of the tender without assigning any reason.
- 9.3.10. Any act on the part of the tenderer to influence anybody in the Department is liable to rejection of his tender.
- 9.3.11. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
- 9.3.12. The contractor shall engage the men/women whose age shall be between 18-50 years preferably woman shall be engaged in a Girls School.
- 9.3.13. The Department shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.
- 9.3.14. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
- 9.3.15. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the department and department shall ensure that the contractor complies with the provisions.
- 9.3.16. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
- 9.3.17. The contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse the areas of responsibility given to them by the Department and shall not knowingly lend to any person or company any of the effects of the Department under its control.
- 9.3.18. The contractor will not be held responsible for the damages/sabotage caused to the property of the Department due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
- 9.3.19. The payment would be made within 30 days after getting the bill alongwith satisfactory services certificate from HOS.
- 9.3.20. That in the event of any loss occasioned to the Department, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the Department, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Head of the Department will be final and binding on the contractor.
- 9.3.21. The Department may direct the contractor, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the Department.
- 9.3.22. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.



S.NO.	Name of the Firm	Zone	No. of buildings (approx.)
1	Acme Enterprises	23, 27 (HQ), Lucknow Road (HQ branches) \Patrachar vidyalala	77
2	Advance Security And Facility Management	2,4,28	78
3	V.K.Engineers and Contractors	22,16,6	77
4	Good Year Security Services	24,17,1	76
5	Ex-Man Raghav Security Service Pvt. Ltd.	12,18,20	72
6	Gorkha Security Services	8,10,14	73
7	Symphon Mktg. (P) Ltd.	21,25, 26	75
8	Gaurav Protection Services Pvt. Ltd	19,3,5	75
9	Sarvesh Security Services Pvt. Ltd.	7,9	77
10	Keshav Security service	11,13,15	74

  
**(V.C. PACHAURI)**  
**ASSISTANT DIRECTOR (CTB)**

No.F1(115)/CTB/2010-2011/Sanitation/303

Dated:- 24/6/11

Copy to :

- 1) PS to Pr. Secy. (Edn), Dte. of Education
- 2) PA to DE/ Spl. DE / Addl. DEs/JDEs/, Dte. of Education
- 3) DCA, Dte. of Education.
- 4) Accounts Officer (Budget), HQ, Dte. of Education with the request to release the Budget to concerned HOS
- 5) All HOS/DDOs, Dte. of Education.
- 6) All PAOs concerned.PS to Pr. Secy. (Edn), Dte. of Education.
- 7) OS (IT) with the request to upload the same on the Dte's website PA to DE/ Spl. DE / Addl. DEs/JDEs/ADEs , Dte. of Education.
- 8) All 10 Sanitation Agencies given award of contract.
- 9) Guard File.

  
**(V.C. PACHAURI)**  
**ASSISTANT DIRECTOR (CTB)**