

Dated 13 October 2026

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Notice inviting Quotation for Housekeeping

Centre for the Study of Developing Societies (CSDS) invites sealed quotations from reputed, registered and experienced housekeeping agencies for providing housekeeping and cleaning services at its premises for a period of three years.

Interested agencies may submit their sealed quotations along with details of their firm and contact information to the Administration Officer (Officiating), CSDS, 29 Rajpur Road, Civil Lines, Delhi-110054.

The quotation may be submitted latest by 31 October 2026 up to 4:00 p.m. and may be dropped at the Administration Office of Centre for the Study of Developing Societies.

For further details, please contact: The Administrative Officer (Officiating) Email: admin@csds.in

CSDS reserves the right to accept or reject any quotation without assigning any reason.



Preethi M
Administrative Officer (Officiating)
Centre for the Study of Developing Societies
Civil Lines
Delhi-110054

Terms and Conditions

1. Scope of Work

The selected agency shall provide housekeeping and cleaning services at the CSDS premises. The work shall include:

1. Daily sweeping, mopping and cleaning of office rooms, corridors, staircases and other designated areas.
2. Dusting and cleaning of furniture, tables, chairs, doors, windows and other office fixtures.
3. Cleaning and sanitisation of washrooms, including washbasins, toilets and associated fittings.
4. Collection and disposal of office waste in designated areas in accordance with applicable waste-management requirements.
5. Cleaning of common areas and other premises as directed by the CSDS Administration.
6. Deployment of adequate and trained housekeeping personnel, along with supervision, to ensure satisfactory service.
7. Supply of cleaning materials, consumables, tools and equipment as specified by CSDS.
8. Any other housekeeping-related work reasonably assigned by the CSDS Administration within the agreed scope of the contract.

The number of personnel, working hours, areas to be covered and other operational requirements shall be communicated by CSDS to the successful agency before commencement of services.

2. Contract Period

The contract shall be for a period of **three years** from the date of commencement of services, subject to satisfactory performance and compliance with the terms and conditions of the contract.

The contract shall not be extended beyond the stipulated period except with the approval of the competent authority and in accordance with applicable rules.

3. Eligibility Criteria

The Agency must fulfil the following requirements:

- a. The Agency must be a registered firm, company or housekeeping service agency legally authorized to provide the services.
- b. The Agency should have at least three years of experience in providing housekeeping services to government institutions, autonomous bodies, universities, research institutions or other reputed organizations.
- c. The Agency must possess a valid PAN and GST registration, wherever applicable.
- d. The Agency must submit documentary proof of relevant experience and satisfactory performance in similar assignments.

- e. The Agency must not have been blacklisted or debarred by any government department, public sector undertaking or autonomous institution.
- f. The Agency must comply with all applicable labour laws, statutory requirements and other regulations relevant to the services.
- g. The Agency must submit the supporting documents required by CSDS to establish its eligibility.

4. Submission of Quotation

- a. The Agency shall submit the duly completed and signed quotation document, including the quoted rates, along with all required supporting documents.
- b. The Agency shall be submitted in a sealed envelope super scribed **“Quotation for Providing Housekeeping Services at CSDS for Three Years.”**
- d. The Quotation must reach CSDS on or before the prescribed date and time. Late quotations may be rejected.
- e. The Agency shall quote the total monthly charges for providing the required housekeeping services. The quotation shall clearly indicate the applicable statutory costs, service charges and taxes, as relevant, to facilitate comparison of bids.
- f. The Agency shall ensure that all entries are complete and that the quoted rates are clear and unambiguous. Any overwriting or correction in the quoted rates must be duly authenticated.
- g. The Agency shall submit copies of the registration certificate, PAN, GST registration (where applicable), experience certificates and other documents specified in the quotation.
- h. The quotation document shall be signed by the Agency or its authorized representative. In the case of an authorized representative, proof of authorization shall be enclosed.

6. Award of Contract

- a. CSDS shall examine the quotations for completeness, eligibility and compliance with the prescribed terms and conditions.
- b. Quotations submitted by ineligible bidders or containing material deviations from the quotation requirements may be rejected.
- c. Among the eligible and technically suitable bidders, the contract shall ordinarily be awarded to the bidder quoting the lowest evaluated price, subject to the approval of the competent authority and applicable procurement rules.
- d. CSDS reserves the right to seek clarification or verification of documents submitted by any Agency. Such clarification shall not permit a bidder to alter its quoted price or materially modify its quotation.
- e. The decision of CSDS shall be taken in accordance with applicable rules and the conditions of the quotation.

7. Rates and Payment

- a. The quoted monthly charges shall cover the services specified in the quotation, including the manpower, supervision, cleaning materials, equipment and other expenses required to fulfil the contract, as applicable.

- b. The quotation shall clearly distinguish statutory wage components, agency service charges and applicable taxes wherever relevant.
- c. The successful agency shall submit its monthly invoice along with attendance records and other supporting documents required by CSDS.
- d. Payment shall be released monthly after satisfactory verification of the services rendered and certification by the authorised CSDS official.
- e. The agency shall be responsible for timely payment of wages and statutory dues to its employees.
- f. Any change in statutory minimum wages or other legally mandated employment costs during the contract period shall be dealt with in accordance with applicable law and the provisions expressly included in the contract.
- g. No additional payment shall be admissible unless it is authorised under the contract and approved by the competent authority.

8. Labour Laws and Statutory Compliance

- a. The agency shall comply with all applicable labour laws, employment regulations and statutory requirements.
- b. The agency shall be responsible for payment of wages, applicable minimum wages, EPF, ESI, bonus, leave benefits and other statutory dues, wherever applicable.
- c. The agency shall maintain attendance registers, wage records and other employment records as required by law.
- d. The agency shall submit proof of statutory compliance and payment of applicable dues whenever required by CSDS.
- e. The agency shall be responsible for its employees and for meeting its obligations as their employer under applicable law.
- f. The agency shall indemnify CSDS against claims, losses or liabilities arising from its failure to fulfil statutory obligations, to the extent permitted by law and the contract.

9. Deployment and Conduct of Personnel

- a. The agency shall deploy the required number of trained, physically fit and disciplined housekeeping personnel as agreed with CSDS.
- b. The agency shall ensure regular attendance, punctuality and proper conduct of its personnel.
- c. The agency shall arrange suitable replacements for absent personnel to ensure continuity of services.
- d. The agency shall ensure that its employees follow the security, safety and other administrative instructions issued by CSDS.
- e. CSDS may require the agency to replace any employee whose conduct, attendance or performance is found unsatisfactory.
- f. The agency shall remain responsible for the supervision and discipline of its personnel.

10. Cleaning Materials and Equipment

- a. The agency shall provide cleaning materials, consumables, tools and equipment required for the agreed scope of work, as specified by CSDS.
- b. The materials and equipment used shall be of acceptable quality and suitable for the intended purpose.
- c. The agency shall ensure safe handling and storage of cleaning materials and chemicals.
- d. The agency shall maintain appropriate hygiene and follow applicable safety and waste-disposal requirements.

11. Performance Security

12. Monitoring and Penalty

- a. CSDS shall monitor the quality and regularity of housekeeping services.
- b. The agency shall promptly rectify any deficiencies brought to its notice.
- c. Penalties may be imposed, in accordance with the contract, for absenteeism, inadequate cleaning, failure to deploy the required personnel, repeated service deficiencies or non-compliance with contractual obligations.
- d. Persistent or serious deficiencies may result in termination of the contract in accordance with the applicable terms.

13. Damage, Loss and Safety

- a. The agency shall ensure that its personnel exercise due care while working at the CSDS premises.
- b. The agency shall be responsible, subject to applicable law and the contract, for damage or loss caused to CSDS property due to the negligence or wilful misconduct of its personnel.
- c. The agency shall ensure that its personnel follow appropriate safety practices while carrying out housekeeping work.
- d. The agency shall promptly report any accident, damage, security concern or other incident occurring during the performance of its duties.

14. Inspection and Verification

CSDS reserves the right to verify the documents, experience, credentials and statutory compliance submitted by the Agency.

Submission of false information, forged documents or material misrepresentation may result in rejection of the quotation, cancellation of the award or termination of the contract, as applicable.

15. Termination of Contract

CSDS may terminate the contract for unsatisfactory performance, breach of contractual conditions, statutory non-compliance, fraud or other valid grounds, in accordance with the contract and applicable law.

Where appropriate, the agency shall be given notice and an opportunity to rectify the default in accordance with the contractual provisions.

16. Force Majeure

Neither party shall be held liable for failure to perform its contractual obligations to the extent that such failure is caused by an event recognised as force majeure under the contract and applicable law. The affected party shall notify the other party promptly and take reasonable steps to minimise the impact.

17. Acceptance of Terms and Execution of Agreement

Submission of the quotation shall imply acceptance of the quotation conditions.

The successful bidder shall execute a formal agreement with CSDS, provide the required documents and performance security, where applicable, and commence services on the date specified by CSDS.

18. Right to Accept or Reject Quotations

CSDS reserves the right to accept or reject any or all quotations, cancel the quotation process or take other appropriate action in accordance with applicable rules, without assigning reasons, subject to applicable law.

19. Jurisdiction

Any dispute arising out of the contract shall be subject to the jurisdiction of the competent courts in Delhi, subject to applicable law.