

**LADY IRWIN COLLEGE
DELHI-110001**

**TENDER DOCUMENT
FOR
HOUSE KEEPING,
FACILITY MANAGEMENT SERVICES,
SECURITY GUARD, OFFICE AND LIBRARY
STAFF**

Tender No.: LIC/FACILITY/05-26/01

Cost of the Tender Document: Rs. 2000/-

**TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND
FACILITY MANAGEMENT SERVICES FOR
LADY IRWIN COLLEGE, DELHI**

1. College invites sealed tenders from the interested and eligible tenderers to provide housekeeping and facility management services for Lady Irwin College, Delhi for One year which is extendable further with mutual understanding, if needed.

Name of Work	Tender Form fee	Estimated Annual Cost for a year	Earnest Money Deposit (EMD)	Security Deposit (SD)	Last Date of Receiving of tender bids	Date of Tender Opening
Housekeeping ,facility Management Services, Security Guard, Office and Library Staff for Lady Irwin College, Delhi	Rs. 2000/-	Rs. 2.5 Crore	Rs. 5 Lacs	Rs. 12.50 Lacs	19-05-2026	20-05-2026

2. A set of tender document can be downloaded from the website of <https://ladyirwin.edu.in/> or <https://lic.ewizard.in/> .
3. A non-refundable tender fee of Rs. 2000/- (Rupees Two thousand only) is to be deposited through E-Payment mode only.

All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill the tender form and tender assessment criteria.

TENDER DOCUMENTS CONSIST THE FOLLOWING:-

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work (Annexure-I)
- V. Resource requirement (Annexure-II)
- VI. Technical Bid (Annexure-III)
- VII. Financial Bid (Annexure-IV)
- VIII. Declaration (Annexure-V)
- IX. Check List(Annexure-VI)

I. ELIGIBILITY CRITERIA

1. The Tenderers must have an experience of handling the housekeeping work in reputed Organisation including Govt& PSUs for at least three years supported by documentary evidence and must have among list of big clients, at least three Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from these three clients are also to be submitted along with tender.
2. The tenderer should have at least;
 - a) One similar work contract of 40 lacs or more;

OR

 - b) Two similar work contracts of 25 lacs or more;

OR

 - c) Three similar work contracts of 20 lacs or more.
3. The total turnover of the agency should not be less than Rs. 5 Crores for **“housekeeping segment”** during requisite years of experience as mentioned at (1) above.

4. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents:-
 - a. ESIC, EPF, INCOME TAX AND GST.
 - b. Registration certificate under contract labour (R & A) Act 1970
 - c. Any other registration / licence which is mandatory for such agencies stipulated by concerned authorities from time to time such as Storage of Hazardous Chemicals.
5. The following documents must be submitted along with tender:-
 - a. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.
 - b. Income tax returns of last three years.
 - c. ESIC & EPF up to date payment details for the last three years.
6. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid. Document in support of Goods and Service Tax, ESI, EPF deductions and details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
7. The Tenderer should have a valid labour license.
8. The tenderer should have at least 100 Nos. of captive manpower on his payroll on the day of filing the tender. The tenders having captive manpower less than this will be rejected.
9. Director, Lady Irwin College reserves the right to withdraw/relax this eligibility criteria and in such a situation the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned, explicit/implicit.

II. GENERAL INSTRUCTIONS TO TENDERERS

Eligible and willing agencies are advised to visit the College site to get an onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM after taking permission from the Director, Lady Irwin College, Delhi.

1. The closing date and time for receipt of tenders will be 11.59 P.M. on 19/05/2026.
2. The Tender will be opened after 2.30 PM on 20/05/2026 at Director Office, Lady Irwin College, Delhi in the presence of the authorized representatives of the tenderers, who wish to be present at that time.
3. The Tenders are to be submitted as per two bid system i.e. **Technical bid and Financial Bid.**
 - (A) The technical bid should contain the papers to fulfill all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment's, tools and tackles required for the job.
 - (B) Financial bid should contain the rates quoted for the services to be provided as per the instructions given in this tender document.

Both the bids should be submitted in two separately bids at <https://lic.ewizard.in/>. An **Earnest Money Deposit** of Rs.5,00,000/- (**Rs. Five lakh only**) is to be deposited through E-Payment mode only and **Security Deposit of Rs 12,50,000/- (Rs. Twelve lakh fifty thousand only)** in the form of Demand Draft or Bankers' Cheque only of any scheduled bank should be submitted by successful bidder only before the time of signing the Agreement.

Exception for EMD only for MSMEs/MSEs as per GFR 2017 Rule 170.

The Technical Bid must also be accompanied by declaration in the prescribed Performa (Annexure-V).

4. The Earnest Money Deposit will be refunded to the successful tenderer only after successfully completing first three month of service. **No interest will be paid on the EMD and Security Deposit.**
5. The bid shall be valid for 180 days from the date of opening of tender.
6. **All entries in the Tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.**
7. **Each page of the Tender document and papers submitted along with, should be numbered, signed and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by the Lady Irwin College, Delhi.**
8. **The tenderer shall quote for all the items of Financial Bid (Annexure-IV) failing which the bid shall be considered nonresponsive, incomplete and tender will be summarily rejected.**
9. **Tender incomplete in any way will be rejected out rightly. Similarly conditional Tenders will also be rejected out rightly.**

10. Technical Bids will be scrutinized, by the evaluation committee as constituted by the Director to check all requisite and relevant documents and their authenticity. **The Tenderers, whose Technical Bids are accepted will be informed about the date and time of opening of Financial Bids.**
11. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
12. An agreement between Successful Bidder & Director will be entered into on Rs. 100/- Non Judicial Stamp Paper. Stamp value will be paid by the bidder.
13. Director reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the College.
14. Director reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of One year and may be extended for further period based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.
2. Director reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.
3. The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
4. The Contractor will have to provide standard liveries as approved by College administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.
5. The contractor will arrange all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The house keeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.

6. Lady Irwin College, Delhi will provide the space for setting up a control room for the Contractor in the premises of the College from where the contractor and his own supervisory or office staff can control the house keeping labour force working in the College.
7. College will provide space for a store room to the Contractor in the premise of the College. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by College.
8. The Contractor should ensure the Health and safety measures of the employees. College may also conduct health check up of the staff deployed at regular intervals.
9. The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments used in all areas of the College for housekeeping purpose, as given in “Annexure-II”
10. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code also.
11. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
- 12. The Contractor at all times should indemnify College against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer’s Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. College will not own any responsibility in this regard.**
13. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Central Govt. for Delhi City. If the rates quoted found below the minimum wages, tender will be rejected.
- 14. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Central Govt.**
15. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by Central Govt. This revision will, however, be restricted to revised Minimum Wages only. If the revised Monthly Minimum wages remain less than the Quoted Manpower charges, no revision will be allowed.
16. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by College besides annulment of the contract.
- 17. The Contractor shall:-**
 - a) Ensure Pest/Animal and Rodent free environment in the premises of Lady Irwin College, Delhi,
 - b) Provide all items and consumables to his housekeeping staff as per Annexure-II.
 - c) Ensure that their managers / supervisors are equipped with mobile phones, and are

available round the clock.

- d) Only deploy the workforce that is on his payroll.
- e) Arrange for a garbage disposal vehicle and other equipments required for segregation and disposal of waste in a professional manner,
- f) Plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff.
- g) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

18. Scope of work and services for each of the premises:

- a) Details of the scope of work are enclosed at “Annexure-I”.
- b) Details of Equipment’s to be used, number of manpower to be deployed, consumables and items to be used at College are given at Annexure ‘II’ under resource management.
- c) The number of equipment’s, consumable except manpower mentioned in Annexure ‘II’ is minimum. The contractor, however, shall provide all the resources, to meet the contractual obligations and under no circumstances whatsoever the contractor will claim anything.

19. Variations

The Director, Lady Irwin College may order variations in the scope through a written variation order based on requirement.

20. Payment Procedure:

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by Lady Irwin College, Delhi, along with computer generated attendance sheet in respect of the persons deployed.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with contribution sheet:-

- a) Wages of workers were credited to their bank accounts on _____ (Acknowledgment by bank enclosed).
- b) ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
- c) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)
- d) We are complying with all statutory Labour Laws including Minimum Wage Act.
- e) All the GST Collected from the college has been deposited with the Department .

The payment would be made on monthly basis on verification of attendance sheets, wage register, monthly ESIC/EPF/GST Challan/Deployment sheets/ Duty Roster/Satisfaction Report duly signed by HOD, documents in support of salary disbursement through ECS. Workers of contractors should get the wages by the seventh day of each month. The payment of wages shall not be linked to the payment of bill by College. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs by College only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the contract will be terminated.

21. Liquidated Damages:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by Person Incharge or any other staff of the College and if no action is taken within ONE hour, liquidated damages @ Rs. 1000/- per complaint shall be imposed. The decision of Director shall be final in this regard.

22. Manpower

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to Director of the College.
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'II' and also arrange a pool of stand-by housekeeping staff In case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the deputed workers found are less than the minimum required as per Annexure 'II' on any day, penalty @ Rs. 1000/- per worker per day will be deducted from the bill. Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the

contractor as per agreement. For absentees payment will not be made.

23. Materials

Any deviation in the house keeping tools quality & quantity and other resources as mentioned in Annexure 'II' will invoke penalty as decided by the competent authority. In case the contractor has not provided the sufficient amount of equipments, tools and tackles and requisite materials even after levy of penalty, the College may procure it and deduct the cost from the bills of the contractor.

24. Risk Clause

- a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. College reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the College from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the contractor as per the direction of the College Administration. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the College, and shall not knowingly lend to any person or company any of the effects or assets of the College, under its control.
- c. In the event of loss/damage of equipments etc. at the premises of the College due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to College. The Contractor or its representative/s shall meet College representative/s regularly to take feedback regarding the Housekeeping services.
- d. The Contractor will also maintain a suggestion book and a complaint register to be produced to the College administration or designated official on weekly basis.
- e. **The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working and studying in or visiting the College premises and shall indemnify College, for any loss or damage caused by any act of the Contractor or its employees or staff etc.**
- f. **The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.**
- g. The housekeeping staff shall be regularly trained on behavioural aspects and ethics. They shall also be made conversant with the way of working of College, its requirements, layout of College, fire safety system along with telephone numbers of Police station, fire station, nearby hospitals.
- h. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

25. Dispute Settlement

- a) It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the College whose decision shall be final and binding on both the parties.
- b) Any legal dispute will be subject to Delhi Jurisdiction only.

Director

ANNEXURE-I

SCOPE OF WORK

Area of work:

All open and covered area within the boundary of the Lady Irwin College, Delhi, will be in the scope of housekeeping services to be provided by the contractor.

Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved College. Officials of College will also monitor the entire work and staff.

General Instructions:

1. All collection, storage, transportation and disposal of College waste shall be in accordance with Bio-Medical Waste Management and Handling Rules of India, 1998 amended in 2000 and any other amendments or other regulations, in this regard.
2. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
3. Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.
4. The scope includes segregation, collection, storage, transportation within and outside the college until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

General Requirements and Documentation

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 AM in rooms where work starts at 9:00 AM. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during College accreditation process.

- 1) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- 2) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals.
- 3) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- 4) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the College.
- 5) Refilling, replacing and emptying of containers at all stations.
- 6) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc on hourly basis or as per requirement/direction.
- 7) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

(B) Weekly Services

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

- 1) Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash / spit 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 glasses and grills with detergent/ cleaning agents.
- 5) Washing of roads, lawns, paths etc with High Pressure Jet machine or as per requirement/direction...
- 6) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 7) The Tenderer will make a cleaning program and submit to College for weekly cleaning so that College concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- 8) The Contractor will cover all the specified area of scope of work.
- 9) The Contractor will provide the duty register to College as required.
- 10) The Contractor will maintain a Checklist record of all weekly services and submit.

(C) Waste Disposal Management Other than Bio-Medical Waste

- 1) The contractor will prepare a flowchart indicating the method of collection / disposal etc.
- 2) The contractor will teach and train his staff for collection / disposal work. The garbage will have to be disposed off at least twice a day.
- 3) The contractor will make arrangement to collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the College.
- 4) Ensure that the AMC bin is cleared daily.

(D) Pest and Rodent Control Services

- 1) The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
- 2) The Contractor shall use chemicals that are harmless to humans and machines and treated area. Material Safety Data Sheet(MSDS) report of these chemicals should also

be attached. These chemicals, tools required for pest and rodent control and man power needed has to be arranged by the contractor himself.

- 3) The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
- 4) The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of College. Frequency of the services as decided by the Director will be final.

(E) Horticulture Service

- 1) The Contractor shall maintain, secure and develop outdoor and indoor plants including grass in lawns by cutting hedges, watering & grass cutting etc.
- 2) The contractor has to procure manpower, equipment etc. The College will only pay for the services.
- 3) The Contractor shall be responsible for any loss to the landscaping of this College due to negligence of his staff or lack of service.

(F) Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will 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 supervisor /Housekeeping staff on daily basis.

2. Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to Caretaker or any other designated official. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from College officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from College, etc. and necessary action is to be taken.

ANNEXURE-II**RESOURCES REQUIREMENT****A. TO BE PROVIDED BY COLLEGE:**

ALL DUST BINS AND COLOURED WASTE DISPOSABLE BAGSWILL BE PROVIDED BY THE COLLEGE.

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWINGS:

1. **ALL THE CLEANING MATERIAL, SOAP SOLUTIONS, etc.**
2. All the manpower, equipments, tools and tackles, their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.
3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the College. Teaching and training to the Housekeeping staff has to be done by the contractor. **The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The college will only pay the management fee or service charges.**
4. For Horticulture Services, the contractor has to procure manpower, equipment etc. The college will only pay for the services.
5. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. of Equipments, tools, tackles etc have to be maintained in the college at all times. A record of all these items should be kept by the Supervisor. All these equipments may be inspected by designated college official at any time.

LIST OF EQUIPMENTS, TOOLS & TACKLES

S. No.	Description
1.	SCRUBBING MACHINE
2.	WET/ DRY VACCUM CLEANER
3.	HIGH PRESSURE JET
4.	WRINGER TROLLEY

5.	CADDY BASKET
6.	GLASS CLEANING KIT
7.	WET MOPS KENTACKY
8.	WET MOPS ROUND(FOR BATH ROOMS)
9.	SWEEPINGBRUSHES(DRYDUST CONTROL MOPS)
10.	HARDBROOMS FOR GROUND SWEEPING
11.	Nylon scrubbers, dusters, hard and soft brooms, buckets, Squeezers
12.	Equipments for Pest control and Rodents control
13.	ALUMINIUM LADDER 18', 12' & 4'

The minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if these equipments are not able to ensure an effective. Efficient and timely housekeeping management in the College the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.

6. The following quantities of cleaning material and aids for a month shall be procured by the Contractor and shall be stored in the store room and issue to the staff on daily basis as per requirement.
7. LIST OF CLEANING MATERIALS & AIDS

Sr. No.	Items	Sr. No.	Items
1	Dust Control Refill	11	Brasso
2	Kent Mop Refill	12	Cleanzo/ Phenyl
3	Detergent	13	R1 (Bathroom Cleaner)
4	Vim	14	R2 (Bathroom Cleaner)
5	Multi Cleaner Solution	15	R4 (Furniture Cleaner)
6	Room Spray (Premium)	16	R6 (Toilet Cleaner)
7	Auto Spray	17	Vacuum Pump
8	Odonil	18	Colin Dispenser
9	U. Cubes	19	D7 (Stainless Steel Polish)
10	N. Balls	20	Dettol Anti Septic

Note: Aforesaid items are not exhaustive and may vary depending on requirement. If the above articles are not able to ensure an effective, efficient and timely housekeeping service management in the College, the Contractor will have to provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities.

8. Uniforms of housekeeping staff, I-Cards, Covered trolleys, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as per requirement.

9. MAN POWER REQUIREMENT:

Category.	Manpower Description
1	Unskilled (Educational qualification – Not Required) (a) Mali – 7 (b) Housekeeping - 25
2	Skilled (Educational qualification – 10 th or above) (a) Multi Tasking Staff - 4 (b) Security Guards without Arms -11
3	Highly Skilled (Educational qualification – Graduate or above) (a) Assistant - 8 (b) Library Assistant - 2 (c) Nurse – 1
4	Highly Skilled (Educational qualification – Post Graduate or above) (a) Supervisor – 1

Note: Number of manpower may be increase or decrease based on the work load or recruitment of vacant posts.

ANNEXURE-III

TECHNICAL BID**FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES IN
LADY IRWIN COLLEGE, MANDI HOUSE, DELHI-110001****DETAILS OF TENDERER:**

1	NAME OF TENDERER / NATURE OF FIRM	
2	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER	
3	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-Mail Address	
4	REGISTRATION DETAILS	
(a)	PAN / GIR No.	
(b)	GST Registration No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Labour Licence No.	

5	DETAILS OF TENDER FEES	
(a)	Amount (Rs.)	
(b)	Transaction/Reference No.	
(c)	Transaction Date.	
6	Total Turn Over of three preceding Years	
(a)	20__ - __	
(b)	20__ - __	
(c)	20__ - __	
7	Total Nos. of Captive Manpower as on the day of filing the tender.	

B					
C					
Additional information, if any					

*The above format must be used to provide employee details.
@The above format must be used to provide requisite details.

Date:
Place:

Signature of Tenderer
Name :
Seal:

ANNEXURE-IV

**FINANCIAL BID FOR HOUSE-KEEPING AND FACILITY
MANAGEMENT SERVICES AT LADY IRWIN COLLEGE,
MANDI HOUSE, DELHI**

Name & Address of the Tenderer:.....

.....

.....

.....

I. MAN POWER CHARGES					
	Type of man power(As per Point no 9 above)	Rate per Month* (Rs.) (i)	No of Staff (ii)	Service Charges (iii)	Amount per Month (Rs.)= (i)*(ii)*(iii)
A	Category-1	As per prescribed Minimum Wage approved by University of Delhi in line with Govt of India/NCT prescribed Rates			
B	Category-2				
C	Category-3				
D	Category-4				
II. MACHINES, TOOLS, EQUIPMENTS & CONSUMABLES CHARGES (Amount per month)					
	Charges for providing and maintaining machines, equipment, tools and tackles, small or big, all the consumables their refills and any other item(s) that may be required for fulfillment of the contract (Refer Annexure-II) / month)				
III. HORTICULTURE CHARGES (Amount per Month)					
	Horticulture work along with gardeners and tools, tackles, Manure & Replacement of Dead plants.				
IV. PEST AND RODENT CONTROL SERVICES (Amount per Month)					
	Charges for providing the services for Pest and Rodent control including man power, equipment and consumable chemicals.				

F	Total of I+II+III+IV		
	G	Service charges/ Management fee which should include: All expenditure on providing managerial /supervisory/administrative services by all means to get the work done through deployed Housekeeping staff.	
Total of F + G (Rs. / Month)			

- * The manpower charges should be towards wages only to manpower including all allowances, statutory levies like ESI & EPF Employer shares, but excluding only GST which shall be reimbursed on actual, as per govt rules, on production of documentary evidence.
- # Tender will be awarded after taking into account all the components i.e. I to V above.

Signature of Authorised Person

Date:

Full Name:

Place:

Company's Seal:

ANNEXURE-V

DECLARATION

1. I, Son / Daughter of Shri Proprietor / Partner / Director / Authorised Signatory of.....is / 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 of the same.

3. The information / documents 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 my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Signature of Authorised Person

Full Name:

Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorised signatory of the company, should be enclosed with Technical Bid.

ANNEXURE-VI

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S. No.	Items	Confirm (Yes/No)
1.	TENDER FEES RECEIPT	
2.	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
3.	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
4	Income tax returns of last three years.	
5.	Attested Photo copy of PAN Card	
6.	ESIC Registration certificate copy with last three year payment details.	
7.	EPFO Registration certificate copy with last three year payment details.	
8.	GST registration certificate with details of the last payment.	
9.	Registration certificate under central labour law authorities. Copy of valid labour licence.	
10.	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
11	Satisfactory completion of contract certificate from previous organizations. (Minimum three required)	
12.	License for providing Pest control services and storing chemicals used for pest and rodents control.	
13.	Declaration as per Annexure V.	

Signature of Authorised Person

Date:

Full Name:

Place:

Company's Seal:

ADDITIONAL INSTRUCTIONS TO BIDDER

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the e-Wizard Portal <https://lic.ewizard.in>

1. REGISTRATION PROCESS ON ONLINE PORTAL

- Bidders to enroll on the e-Procurement module of the portal <https://lic.ewizard.in> by clicking on the link “Bidder Enrolment” and payment of registration fees.
- The bidders to choose a unique username and assign a password for their accounts. 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 e-Wizard Portal.
- Bidders must provide the details of PAN number, registration details etc as applicable and submit the related documents. The user id will be activated only after submission of complete details. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.com for activation of your account.
- For tender submission and registration process bidders are advised to refer respective manuals on website. Tender inviting Authority/Department will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues like internet connectivity/PC speed/etc
- Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.
- A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC / e-Token.

2. Tender Document Search

- Various built-in options are available in the e-Wizard Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, 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, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.
- 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 ‘**Interested Tenders**’ folder.

This would enable the Online Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

- 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.

3. Bid Preparation

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule.

4. Bid Submission

- Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- Bidders must pay required payments (Form fee, EMD, Tender Processing Fee etc) as mentioned before submitting the bid.
- Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/ EMD wherever applicable and enter details of the instrument.
- A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids, 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.

- Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ e-Token is a prerequisite for registration and participating in the bid submission activities through <https://lic.ewizard.in>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the web site <https://lic.ewizard.in> under the link 'DSC help'.

Technical Support - Phone: 8448288992, 9355030621
Tel: 011-49606060
Email ID:- ewizardhelpdesk@gmail.com