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आज़ादी का
अमृत महोत्सव
SLC (University of Delhi)
Shyam Lal College
श्याम लाल कॉलेज
(दिल्ली विश्वविद्यालय)
NAAC A++



SLC/E-Tender/HS/2025-2026/124

Date: 06-12-2025

SHYAM LAL COLLEGE
G.T. Road, Shahdara, Delhi-32

NOTICE INVITING TENDER (E-Procurement Mode)

NIT No.: SLC/CPP/E-Tender/2025-26/124

**Name of Work: Online Tender for Providing of Housekeeping
(Cleaning & Sanitation) Services**



Contact Details:

Phone: 011-35016514, 9891269533

slcm@shyamlal.du.ac.in

Website: www.slc.du.ac.in

**THIS TENDER DOCUMENT CONTAINS 25 NOS.OF PAGES
INCLUDING COVER PAGE**

Page No.1

Address: G.T. Road, Shahdara, Delhi - 110032

Phone: 011- 35016514

Email: slcm@shyamlal.du.ac.in Website: www.slc.du.ac.in





E-PROCUREMENT TENDER NOTICE

INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR E- TENDERING

Shyam Lal College invites online tenders under the Two Bids System (Technical and Financial) from reputed & registered Housekeeping agencies having experience in Housekeeping (Cleaning & Sanitation) Services to government departments, semi-government departments, or reputed private institutions for Providing Cleaning & Sanitation Services at Shyam Lal College.

Event	Date and Time
Date and Time of E-Publication	06.12.2025, 10:00 AM
Start Date for Downloading Tender Documents	06.12.2025, 11:00 AM
Start Date for Seeking Clarifications	06.12.2025, 12:30 PM
End Date for Seeking Clarifications	08.12.2025, 05:00 PM
Start Date for Submission of Bids	09.12.2025, 10:00 AM
Last Date for Online Submission of Bids	29.12.2025, 05:00 PM
Date of Opening of Technical Bids	31.12.2025, 11:00 AM

For further information, bidders are requested to use the contact details provided above. The following signed and scanned documents must be uploaded under the "Technical Bid" section on the CPP Portal:

1. A signed and scanned copy of the Registration Certificate under the Employees' Provident Funds and Miscellaneous Provisions Act, 1952.
2. A signed and scanned copy of the Registration Certificate under the Employees' State Insurance Act, 1984.
3. A signed and scanned copy of the EMD (Demand Draft of ₹50,000/-) and the Tender Fee (Demand Draft of ₹5,000/-).
4. A signed and scanned copy of the GST certificate, PAN card, and license certificates under the Contract Labour (Regulation and Abolition) Act, 1970.
5. A signed and scanned copy of the total number of employees on the rolls of the agency during the financial year 2024-25.
6. Signed and scanned copy of the Annexure-I to Annexure-IX and all the documents as per Annexure-II in a single PDF file.

Note: Absence of any of the above documents will result in the rejection of the tender. All documents must be uploaded online through the CPP portal at the following website:

<http://eprocure.gov.in/eprocure/app>.

Only Demand Drafts for EMD and Tender Fees will be accepted in physical mode.





General Instructions:

1. The tender documents can be downloaded for reference from the websites www.slc.du.ac.in and www.du.ac.in. Bids must be submitted online through the CPP portal <https://eprocure.gov.in/eprocure/app>. **Submission of bids in physical form is not permitted.**
2. Instructions for e-submission of bids are provided below. All bidders are advised to carefully review the updated instructions available on the portal <https://eprocure.gov.in/eprocure/app> before submission.
3. The quoted rates for housekeeping services must not be below the statutory minimum wages notified by the Delhi Government. These rates should include mandatory statutory contributions such as allowances, ESI, EPF, and Delhi Labour Welfare Cess. Other provisions like bonus, compensation, HRA, gratuity (if applicable), leave, uniform allowance, etc., will be the sole responsibility of the Housekeeping agency. **Violation of the Minimum Wages Act or other statutory provisions will result in the disqualification of the bid, which may be rejected without assigning any reason.**
4. Salaries and other payments to the personnel deployed at Shyam Lal College must be made by the agency through RTGS/Account Payee Cheque. Detailed records of deductions related to ESI, EPF, etc., must be submitted to the College with the monthly bill.
5. An **Earnest Money Deposit (EMD)** of ₹50,000/- must be submitted via a Demand Draft drawn on any nationalized bank in favor of the **Principal, Shyam Lal College**. Bidders must provide proof of EMD payment at the time of bid preparation.
6. Micro and Small Enterprises (MSEs) units registered under the Single Point Registration Scheme with NSIC are exempt from submitting EMD/Tender Fee. They must submit a copy of a valid registration certificate. Submission of EMD is mandatory for all other bidders.
7. The successful bidder must deposit performance Security equivalent to 5% of the value of annual contract through a Demand Draft/Bank Guarantee/ Fixed Deposit Receipts the validity of the performance security shall remain up to 90 days after the period of contract. Issued by any nationalized bank in favor of the **Principal, Shyam Lal College**.
8. Shyam Lal College will deduct TDS as per Section 194-C of the Income Tax Act.
9. Taxes will be paid in accordance with the tax regulations of the Government of India.
10. Bidders must have a minimum turnover of ₹3 crore in the last three financial years.
11. Bidders must have at least 5 years of experience in providing Housekeeping services to government departments, semi-government departments, or reputed private institutions.
12. Bidders must submit certified copies of the audited financial statements and income tax returns for the last three financial years (2022-23, 2023-24, and 2024-25).
13. The requirement of **workers shall be 16 and 1 supervisor**. The post may vary according to requirement of the College.
14. Sweeper/Safai Karamchari-working knowledge and experience in unskilled Category.
15. Housekeeping supervisor-Skilled category





16. In case of multiple L1 bids, the selection of L1 will be determined based on the following criteria:
 - a) Total turnover for the last three years.
 - b) The number of employees on the bidder's payroll in the financial year 2024-25.
 - c) If the total turnover of two or more bidders is the same, the bidder with the highest number of employees in 2024-25 will be selected.
17. Bidders must ensure insurance coverage and compliance with statutory provisions as required.
18. The terms and conditions for housekeeping services are detailed in **Annexure-V**, and adherence to these is mandatory.
19. Shyam Lal College reserves the right to prepare a panel of a minimum of three bidders.
20. By submitting the tender, it will be presumed that the bidder has understood and agreed to all terms and conditions mentioned in the contract.
21. The contractor shall not engage any sub-contractor.
22. Tenders not meeting the specified requirements will be rejected.
23. The quality of housekeeping services will be assessed regularly.
24. **Shyam Lal College** reserves the right to accept or reject any tender without assigning reasons.
25. The selected party must provide proof of monthly contributions towards **ESIC and EPF for the deployed Personnels**.
26. The contract will initially be valid for one year, extendable up to a maximum of two years at the discretion of the College Committee and the Principal.
27. The successful bidder must execute the contract on ₹100/- non-judicial stamp paper as per the terms of **Annexure-IV**.

Instructions for Online Bid Submission

Bidders are required to submit soft copies of their bids electronically through the CPP Portal using valid Digital Signature Certificates (DSCs). The instructions provided below aim to assist bidders in registering on the CPP Portal, preparing bids as per requirements, and submitting them online. Detailed information on online bid submission can be accessed at the following link: <https://eprocure.gov.in/eprocure/app>.





Registration Process

1. Bidders must register on the **Central Public Procurement Portal (CPPP)** at the following link: <https://eprocure.gov.in/eprocure/app>. Free registration can be completed by clicking the “Online Bidder Enrollment” link on the portal.
2. During registration, bidders are required to create a unique username and password.
3. Bidders are advised to register a valid email address, postal address, and mobile number to receive communications from the CPP Portal.
4. After registration, bidders must procure and register a valid Digital Signature Certificate (Class II or Class III DSC) issued by a certification authority recognized by **CCA India** (e.g., Sify, nCode, eMudhra).
5. Only one valid DSC must be registered per bidder. Bidders are responsible for safeguarding their DSC to prevent misuse.
6. Upon successful registration, bidders can log in to the CPP Portal using their user ID and password, along with the password of the DSC/e-token.
7. Various search options are available on the CPP Portal to find active tenders, such as by tender ID, organization name, location, date, and value. Advanced search options can also be used to refine search criteria.
8. Note the tender ID for reference when seeking clarifications or assistance from the helpdesk.

Preparation of Bids

1. Bidders must prepare their bids considering any corrigenda (amendments) published in the tender documents.
2. Carefully read the tender advertisement and documents, and ensure all required documents are included in the bid. Any deviation may lead to rejection of the bid.
3. Documents should be prepared in formats such as PDF, XLS, RAR, DWF, or JPG. Scan documents at 100 DPI in black and white to minimize file size.





Submission of Bids

1. Bidders must log in well in advance to upload their bids to avoid delay. The bidder is solely responsible for any delay.
2. Required bid documents must be uploaded digitally signed using a valid DSC.
3. Bidders must select the “Offline Payment” option for tender fee/EMD payment and provide instrument details.
4. The original copy of the EMD must be submitted to the designated officer within the specified timeline in the tender document.
5. Financial bids must be submitted in the prescribed BOQ format. Bids submitted in any other format will be rejected.
6. The server time displayed on the CPP Portal is considered the standard time for bid submission deadlines.
7. After successful bid submission, bidders will receive a message on the portal. Clicking “Freeze Bid Submission” will confirm the submission.
8. Print the bid summary as an acknowledgment, which can also serve as an entry pass for bid opening meetings.
9. All required documents must be uploaded online through the CPP Portal. Only drafts for EMD and tender fees will be accepted offline.

Bidder Assistance

1. For queries related to tender documents or terms, bidders may contact the tender-inviting authority or the designated contact person.
2. For queries related to the online bid submission process, bidders can seek **assistance from the CPP Portal’s 24x7 helpdesk.**





Scope of Work

1. Cleaning of floor areas, vertical finishes (walls), roof and false ceilings, glass areas, doors and attached fixtures, windows with attached fixtures and frames, rolling shutters, railings, mirrors, aluminum/iron grills, pillars, curtains, slabs, cabinets, almirah, office furniture with attached fixtures, etc. All the covered area including all rooms, corridors, stair-case, associated bathrooms and toilets of office on all floors.
2. Cleaning of all open areas between the building and boundary walls including sweeping of roads, lawns, paths, cleaning open drains, main gates, generator areas, electrical penal, roofs and terrace, include overhead water tanks etc., if any.
3. Sanitation of bathrooms and toilets including supply of necessary toiletry items to maintain a hygienic atmosphere.
4. Cleaning and maintenance of all the drains within the compound. It is the responsibility of the agency, to keep round-the-clock sanitation/ housekeeping workers who are expert in the clearance of chocking of sinks, wash basins, floor traps, Nani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines etc.
5. Cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated waste as per the prescribed norms of waste disposal at designated places as set out by the appropriate government/its local body.
6. Cleaning of all equipment available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet mopping or vacuum cleaning.
7. Cleaning of all lighting, indoor as well as outdoor, and electrical fixtures.
8. Cleaning of lifts (all components).
9. Cleaning of fire-fighting equipment, CCTV and public address systems, etc.
10. Cleaning of all miscellaneous equipment as available or being provided from time to time.
11. The cleaning of carpets, etc. with modern gadgets shall be done once a week.
12. The Housekeeping and Sanitation service provider should ensure to instruct their workers to clean the toilet and sweep and mop the floors of the College/office/Department/labs/library and other buildings at least four times daily.
13. A chart depicting the works to be performed is to be pasted on the backside of the door and signed by the sanitary worker after every cleaning of the toilet and inspected by the sanitary supervisor.





14. Reporting time and duration of duty:

Morning Reporting: - 07.00AM to 03.30PM

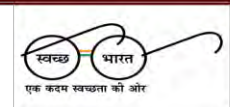
Afternoon Shift: - As per the requirement of the concerned office/building.

15. All sanitary workers must report for duty in their designated uniform as provided by the service provider company.
16. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 9:00 am in classrooms/ offices where work will start at 9:00 am. The Sanitation Provider shall provide full support and cooperation during functions, seminars, conferences, etc. organized by the College
17. List of machines required in Sanitation & Housekeeping (Cleaning & Sanitation) Services in the University will be provided by the bidder without any additional charges. The list of machines is given below:-

Machine Required for Cleaning	Quantity
Wet/ Dry Vacuum Cleaner	01
High-Pressure Cleaner	01
Garbage trolley	01
Light Duty machine scrubber	01
Three tyres rickshaw	01
Steam cleaning machine	01
Fogging Machine	01

18. Waste Disposal Management:

- i. The Sanitation Provider will prepare a flowchart indicating the method of collection /disposal, etc.
 - ii. The Sanitation Provider will teach and train its sanitary worker for the collection/disposal work.
 - iii. The garbage will have to be disposed of at least thrice a day.
 - iv. The Sanitation Provider will make arrangements to collect garbage in specified colour coded bags, as applicable, from all designated area within the College
19. The deep cleaning of the entire area will be done by the Sanitation Provider once a week as under :-
- i. Dusting of entire area including windows/windowpanes/doors / ledges, etc.
 - ii. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.





- iii. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
 20. Cleaning of all windows glasses and grill with detergent/cleaning agents.
 21. Washing of outside area with High Pressure Jet Machine.
 22. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
 23. Dusting/cleaning of all switch boards, fittings, lights, fans and ACs.
 24. The Sanitation Provider will make a cleaning program and submit to the Administrative Officer/ section officer (admin). so that the particular area could be made available for the cleaning work.
- A. **Housekeeping Monitoring and Control:** For better management and smooth services, the following monitoring mechanism will be adopted by the Sanitation Provider:-
- i. **Toilets Checklist:** This is to be attached on the back of the toilet door. It is to be filled up by the Sanitation Supervisor on duty daily.
 - ii. **Management/Housekeeping (Cleaning & Sanitation) Services Requirements/Complaints Register:** This is to be filled up by the Sanitation Supervisor of the Sanitation Provider who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or workers deployed by the Sanitation Provider will be recorded in a register. The Sanitation Provider will take immediate action to resolve the same, failing which the penalty clause will be invoked.
 - iii. This register shall also have entries of the complaints received from College Officials after the inspection of the site, material on site, attendance sheet of the staff, weekly report etc.
 - iv. **Periodic check of cleanliness:** The cleanliness will be periodically checked by the concerned AO/SO/CARETAKER or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the Sanitation Provider has to abide by those criteria. These are as follows:-
 - v. Shine level, presence of dust, pan and gutka stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.
 - vi. Dust or cobwebs etc. on roof, window grills etc.
 - vii. Finger or palm marks, dust and gutka stain on glass panes of windows or doors and mirrors.
 - viii. Dirt marks, dust, dryness and odor in Wash-basin, WC Seats, floors etc. in toilets/bathrooms

S/d
Principal
Shyam Lal College





Annexure-I

Shyam Lal College
(University of Delhi)
Shahdara, Delhi – 110032

Pre-Qualification Form for Customized Solutions for Providing of Housekeeping Services in Shyam Lal College.

1. Name, Address, and Contact Number of the Firm/Agency/Company:

2. Registration Number of the Firm/Agency/Company:

3. Name, Designation, Address, and Contact Number of the Authorized Representative:

4. State whether the bidder has a Sole Proprietorship, Partnership Firm, or Company.
Provide the names, addresses, and contact numbers of Directors/Partners:

5. Copies of the PAN Card issued by the Income Tax Department, GST Registration Certificate, and Income Tax Returns for the last three financial years:



6. Details of Bid Security (EMD) and Tender Fee:

- Amount (in figures and words):

- Date of Issue:

- Issuing Authority Name:

2. Aadhaar Number of the Proprietor:

3. Any Other Information:

Declaration

I/We hereby certify that I/We have read and fully understood all the terms and conditions outlined in this bid document prior to signing it. I/We agree to abide by all the terms and conditions specified therein.

Signature of the Bidder
Name and Address (with Seal)





Annexure-II
Shyam Lal College
(University of Delhi)
Shahdara, Delhi – 110032

Checklist (Stage-1) for Customized Solutions for Providing Housekeeping services in Shyam Lal College.

S. No.	Required Documents	Have You Uploaded the Following Documents? (Yes/No)
1.	Proof of Tender Fee of ₹5,000/- and Bid Security (EMD) of ₹50,000/- (in the form of an Account Payee Cheque/DD/Bank Guarantee drawn in favor of the Principal, Shyam Lal College), valid for at least 90 days from the bid validity period.	
2.	Recent self-attested passport-sized color photograph of the authorized representative of the firm/agency, including their name, designation, address, and office contact details, printed on the company's letterhead.	
3.	Proof of the bidder's office/headquarters being located in Delhi (attach a copy of the certificate), to ensure timely service support.	
4.	Self-attested copy of the PAN Card issued by the Income Tax Department.	
5.	Self-attested copy of GST Registration Certificate.	
6.	Self-attested copy of the firm's/agency's valid registration number.	
7.	Experience certificates for the last three financial years (2022- 23, 2023- 24, and 2024-25) along with satisfactory performance certificates from at least three different employers.	
8.	Annual Income Tax Returns for the last three years (2022-23, 2023-24, and 2024-25), supported by audited complete balance sheets.	
9.	A self-attested declaration on the company's letterhead stating that the agency has not been blacklisted by any	

Signature of the Bidder
Name and Address (with Seal)

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S. No.	Required Documents	Have You Uploaded the Following Documents? (Yes/No)
	Central/State/Union Territory government institution and that there are no disputes with any government department regarding housekeeping and security services.	
10.	Annual Turnover Certificate for the Financial Year (2022-23, 2023-24, and 2024-25) on the Chartered Accountant Letter Head duly signed and stamp by the CA.	
11.	Certificate from Bank for solvency/credit worthiness as on the date.	
12.	Certified copy of GST Return for the last financial year i.e. 2024- 25.	
13.	Single work order related to housekeeping services during the Financial Years 2022-23, 2023-24, and 2024-25.	
14.	Client List during the Financial Years 2022-23, 2023-24, and 2024-25.	

Note: Therefore, all bidders are required to upload the aforementioned documents (Serial Nos. 1 to 14) in a single PDF file. Only those bidders who submit all the above required documents will be eligible to participate in Level-2 of the technical bid evaluation.

Signature of the Bidder
Name and Address (with Seal)





Annexure-III

Shyam Lal College
 (University of Delhi)
 Shahdara, Delhi – 110032

Technical Bid Evaluation Criteria (Stage-2)

- The technical proposals will be verified for eligibility as per the pre-qualification criteria.
- Eligible proposals will be evaluated by the Screening Committee based on the following parameters:

S. No.	Evaluation Parameters	Grading Pattern	Maximum Marks
1.	Annual Turnover Turnover for Financial Years 2022-23, 2023-24, and 2024-25. <ul style="list-style-type: none"> Up to ₹5 crores: 05 marks Above ₹5 crores: 10 marks 	Annual Turnover (10 marks)	10
2.	Experience in Housekeeping Services Experience in providing housekeeping services during Financial Years 2022- 23, 2023-24, and 2024-25. <ul style="list-style-type: none"> Up to 5 years: 05 marks Between 06 to 10 years: 10 marks More than 10 years: 15 marks 	Experience (15 marks)	15
3.	Related Single Work Order Single work order related to housekeeping services during Financial Years 2022- 23, 2023-24, and 2024-25. <ul style="list-style-type: none"> ₹1 lakh to ₹1Crore: 05 marks Above ₹1 Crore: 10 marks 	Single Work Order (10 marks)	10
4.	Client List and Customer Appreciation/ Satisfactory Certificates Documents to include details of client list and certificates: <ul style="list-style-type: none"> If three clients are from higher education institutions/other govt. organizations: 05 marks. If more than three clients are from higher education institutions/other government organizations: 10 marks. 	Client List (10 marks)	10

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S. No.	Evaluation Parameters	Grading Pattern	Maximum Marks
5.	Submit three appreciation/satisfactory certificates received from employers during the Financial Years 2022-23, 2023-24, and 2024-25, including contact details. **Assessment of existing facilities and live feedback of contractor in other existing institutes/Govt. Office observed during the surprise visit by the college (40 marks).	Appreciation/ Satisfactory Certificates (15 marks) Assessment of existing facilities (40 marks)	15 40
		Total Marks:	100

Financial Bid Evaluation Criteria (Stage-3)

- **Note : **If any vendor from outside Delhi participates in Customized Solutions for Providing Housekeeping Services in Shyam Lal College, then as per Annexure-III Point No.4 (sub clause : **Assessment of existing facilities) of tender document by which the Screening Committee of the College will conduct a surprise visit to check the existing institutes/Govt. Office and similar services currently being run by the vendor and the entire cost of this visit will have to be borne by the vendor.**
- **Financial bids of only those bidders will be considered who score a minimum of 80% marks in the above technical evaluation criteria (Stage-2).**
- **Consequent to the results of the financial bids, the college committee will be going for a visit to the institution/s as claimed by the bidder.**
- **After the completion of all the above norms, the final decisions would be declared.**
- **The decision of the Screening Committee constituted by the College regarding the evaluation of bids will be final and binding on all bidders.**

Signature of the Bidder

Name and Address (with Seal)





Annexure-IV

(To be executed by the housekeeping service agency on a non- judicial stamp paper of ₹100/- within 10 days of award of work)

Agreement Document

This agreement is executed on this ____ day of ____ between Shyam Lal College, Shahdara Delhi - 110032 (hereinafter referred to as the "First Party"), and M/s _____, having its registered office at _____ (hereinafter referred to as the "Second Party" or the "Contractor"). The successors, assigns, and legal representatives of the parties shall be deemed to be included in the context wherever required.

Whereas the Contractor is engaged for *Customized Solutions for Providing of* housekeeping services through its trained and skilled staff, and Shyam Lal College desires to avail of such services, both parties have agreed to the terms of this contract through an open tender process.

Now, therefore, the following terms and conditions are mutually agreed upon:

Terms and Conditions

1. During the contract period, the Contractor shall supply housekeeping staff as per the College's requirements. The number of personnel will be determined and communicated by the College from time to time.
2. Within 15 days of the contract's commencement, the Contractor shall submit the biodata, photographs, Aadhaar cards, police verification certificates, and other necessary documents of all deployed staff to the College.
3. The Contractor shall ensure mandatory benefits like ESI and EPF for its employees.
4. At the end of each month, the Contractor must provide proof of ESI and EPF deductions for verification by the College. Payments may be withheld in the absence of such documentation. Salaries shall be disbursed via RTGS/account payee cheque, and all employees must receive salary slips.
5. Housekeeping staff must wear proper uniforms. The Contractor shall provide necessary sanitary equipment as per requirement.
6. The College will not provide medical facilities or accommodation to the Contractor's employees





Contractor's employees.

7. The Contractor shall ensure the safety and maintenance of the College's property during the deployment period.
8. The Contractor's employees must be trained in fire safety procedures.
9. The Contractor shall ensure its staff is committed to preventing theft, burglary, or any damage to property.
10. In the event of any damage to the College property, the Contractor shall be held liable and compensate for any negligence-related loss.
11. No employee of the Contractor shall engage in criminal activities, misconduct, or indiscipline.
12. The Contractor shall remain responsible for matters related to the service, salary, attendance, and discipline of its employees.
13. No employee of the Contractor shall claim to be a permanent employee of the College.
14. The Contractor shall replace or deploy staff as required by the College.
15. The College will pay the Contractor based on the number of staff deployed.
16. Salaries will be revised in accordance with increases in the minimum wage rates as prescribed by NCT Delhi.
17. The Contractor must submit the monthly invoice by the first week of the following month.
18. The Contractor's employees shall not leave their assigned posts without prior notice.
19. The Contractor's employees shall not join any union or organization.
20. **Penalty Provisions**
 - The Contractor shall be held responsible in the event of theft or damage to College property.
 - A penalty of up to ₹10,000/- may be imposed for breach of any contract condition each time it happens.
 - Repeated violations may result in doubling the penalty amount.
21. The Contractor's employees shall perform their duties under the supervision of College authorities and the Contractor's supervisor.
22. Duty hours shall comply with labor laws.
23. Any disputes shall be resolved amicably through mutual discussion within 90 days.
24. Payments to the Contractor shall be made as per the local government- approved rates.
25. This agreement shall initially remain valid for one year and may be extended up to two years based on performance review and at the discretion of the Principal and College Committee.





26. The contract may be terminated in case of the Contractor's failure to fulfill obligations.
27. The Contractor shall adhere to all instructions issued by the Administrative Officer/Principal.
28. The Administrative Officer/Principal may adjust the number of employees deployed based on requirements.
29. The decision of the College Committee and the Principal on failure of housekeeping services shall be final and binding on the Contractor.

Signatures

On behalf of the Contractor:

(Signature of the Authorized Representative)

(Housekeeping Agency)

Signatures

On behalf of Shyam Lal College:

(Signature of the Principal)

Witnesses:

1. _____

2. _____

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Annexure-V
(On the letterhead of the Vendor/Agency)

To
The Principal,
Shyam Lal College,
Shahdara, Delhi-110032

Subject: Acceptance of Terms and Conditions as Stipulated in NIT No. _____
for "Tender for Customized "Solutions
for Providing of housekeeping services".

Respected Sir,

With reference to the above-mentioned tender, after thoroughly studying and analyzing the terms, conditions, and instructions specified in the tender document, we hereby submit our bid for providing housekeeping services at Shyam Lal College.

1. Declaration of Non-Blacklisting:
We hereby confirm that we have never been blacklisted by any government, semi-government department, or any other agency.
2. Compliance with Tender Conditions:
We further confirm that our proposal fully adheres to the terms and conditions outlined in your tender document. If at any stage it has been found that our bid contravenes any of the specified terms and conditions, we understand that our bid may be rejected. Additionally, we acknowledge that Shyam Lal College reserves the right to reject our proposal, either partially or in full, without assigning any reason.
3. Authenticity of Information Provided:
We also affirm that all the details and enclosures submitted by us are true and authentic. We understand that Shyam Lal College is not obligated to accept the lowest bid. Furthermore, we declare that no criminal case is pending against us.
4. Administrative Charges Compliance:
We assure that the administrative charges quoted in the BOQ exceed 1% and are accurate to two decimal places, taking into account all statutory obligations and safety requirements.
5. Submission of Tender Fee:
We enclose an account payee demand draft for ₹5,000/- as the tender fee, drawn in favor of "Principal, Shyam Lal College". This demand draft has been issued by _ Bank, with DD No. _____ dated _.





6. Submission of Earnest Money Deposit (EMD):

Additionally, we enclose an account payee demand draft for ₹50,000/- as the Earnest Money Deposit (EMD), drawn in favor of "*Principal, Shyam Lal College*". This demand draft has been issued by _____ Bank, with DD No. _____ dated _____.

Yours faithfully,
Authorized Signatory
(Name and Designation with Seal)

Date: _____





Annexure-VI
Technical Data Sheet

S. No.	Particulars	Requirement	Current Rate	Remarks
1.	Basic wage rate for Supervisor (Skilled Category)	01	₹22,411/-	As per the notification issued by the Government of NCT, Delhi dated 13.10.2025.
2.	Basic wage rate for Housekeeping Staff (Unskilled Category)	16	₹18,456/-	As per the notification issued by the Government of NCT, Delhi dated 13.10.2025.
3.	EPF Contribution	On basic wages		As per the notification issued by the Government of NCT, Delhi/GOI.
4.	ESI Contribution	On basic wages		As per the notification issued by the Government of NCT, Delhi/GOI.
5..	Administrative Charges	(Basic wage + EPF + ESI + Relief Charges)	Above 1%, up to two decimal points (%)	To be quoted by bidders (must be more than 1%).
6.	GST	As per applicable rates		



Special Notes

1. **Wages for 26 Days Only:** Minimum wages are calculated for 26 working days. The contractor must pay wages based on actual working days, inclusive of relief charges.
2. **Administrative Charges Inclusions:** Administrative charges must include bonus, uniforms, safety equipment (including walkie-talkies), and other related expenses, if any.
3. **Invalid Contract:** Any contract not adhering to Ministry of Finance Notification No. 29(1)/2014-PPD, dated 28/01/2014, shall be deemed invalid.
4. **Mandatory Quoting of Administrative Charges:** Bidders must quote administrative charges exceeding 1%, accurate to two decimal places.
5. **Comparative Evaluation:** Evaluation will be based solely on the percentage of administrative charges.
6. **Rejection for Missing Documents:** In case of non-submission of any required document in the technical bid, the bid will be rejected without providing an opportunity to rectify the deficiency.

Signature of the Bidder

Name and Address (with Seal)





Annexure-VII

Price Bid

(a) Price Bid Undertaking

(b) Schedule of Price Bid in BOQ_XXXX .xls

From:

(Full Name and Address of the Bidder)

To,

**The Principal,
Shyam Lal College,
Shahdara Delhi-110032.**

Subject: Submission of Price Bid for *Customized Solutions for Providing of*
Housekeeping services.

Sir,

I hereby submit the price bid for the tender pertaining to housekeeping services, along with related activities, as described in the bid documents.

1. I have thoroughly studied and evaluated all the terms and conditions outlined in the tender documents, and I am committed to adhering to all of them.
2. I propose to execute the work as per the rates detailed in Annexure-VI, which include all applicable taxes and charges, irrespective of how they are categorized.

Yours sincerely,

(Authorized Signatory with Office Seal)





Annexure-VIII

Schedule of Price Bid in BOQ_XXXX.xls

The financial proposal/commercial bid format mentioned below is available as BoQ_XXXX.xls on <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download the BoQ_XXXX.xls file as provided, fill in their proposals/rates in the permitted columns, and upload it as the commercial bid. Any tampering or modification in the downloaded price bid template will result in bid rejection, forfeiture of the EMD, and disqualification of the bidder from future business dealings with Shyam Lal College.

Description: Percentage (to be filled in by the bidder)

- Administrative Fee in percentage (in figures):
- Administrative Fee in percentage (in words):

Terms and Conditions:

1. Rates must be quoted strictly in percentage terms only.
2. The administrative fee must include all statutory obligations, uniforms, safety equipment such as walkie-talkies, and any other related costs (if applicable).
3. In case of any discrepancy between the amount quoted in figures and in words, the amount quoted in words shall prevail.
4. Payment to the contractor shall be made via RTGS to a bank account located in India after statutory deductions.
5. The quoted percentage for the administrative fee shall remain fixed for the entire contract duration and cannot be revised under any circumstances.

Authorized Representative
(Signature of the Authorized Signatory)

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Annexure-IX

Customer Satisfaction Certificate

(To be printed on the client's letterhead)

This is to certify that M/s. *(Name of the housekeeping service provider)*, having its registered address at _____ has provided housekeeping services in SHYAM LAL COLLEGE located at Shahdara, Delhi -32 during the financial year _____.

We are fully satisfied with the services rendered by the agency.

Date: _____

(Signature and Seal of the Client)

Important Instructions:

All bidders/contractors must upload all required documents, including the tender documents with all annexures (Annexure-I to Annexure-IX), on the CPP Portal before the last date and time of bid submission.

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[Item Rate BoQ](#)

Tender Inviting Authority: Shyam Lal College,G.T.Road,Shahdara,Delhi-110032

Name of Work :- Housekeeping Services in Shyamlal College

Contract No: SLC/E-PROC/HKS/2025-2026/124

Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE								
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	13	53	55
1	Housekeeping Services in Shyamlal College							
1.01	Monthly Minimum Charges - Housekeeping Staff (Inclusive of latest Minimum Wages Act Notification by Govt. of NCT of Delhi, Employees Provident Fund of as per Rules framed by EPFO / Bonus Act from time to time, Employees State Insurance as per Rules framed by ESIC	item1	16.00	Housekeeping Staff (Nos)			0.00	INR Zero Only
1.02	Monthly Minimum Charges Housekeeping Supervisors (Inclusive of As per latest Minimum Wages Act Notification by Govt. of NCT of Delhi from time to time, Employees Provident Fund of as per Rules framed by EPFO / Bonus Act from time to time, Employees State Insurance as per Rules framed by ESIC from time to time)	item2	1.00	Housekeeping Supervisor (Nos)			0.00	INR Zero Only
1.03	Monthly Cost towards tenderer's service charge, administrative cost, uniform cost, equipment & machinery cost. (For 1 Nos of Housekeeping Supervisor & 16 Nos of Housekeeping Staff)	item3	1.00	Units			0.00	INR Zero Only
Total in Figures							0.00	INR Zero Only
Quoted Rate in Words	INR Zero Only							