TENDER REF. NO: SLC/GeM/ HKS- 2026-2027/ **October 15, 2026**

ONLINE TENDER DOCUMENT

HOUSEKEEPING SERVICES TENDER

(WITHOUT MATERIAL)

SHYAM LAL COLLEGE
(University of Delhi)
G.T. Road, Shahdara, Delhi-32
Website: www.shyamlal.du.ac.in

THIS TENDER DOCUMENT CONTAINS 19 NOS.OF PAGES INCLUDING COVER PAGE
Tender Fee: NIL

Address: G.T. Road, Shahdara, Delhi - 110032
Phone: 011- 35016514
Email: slcm@shyamlal.du.ac.in Website: www.slc.du.ac.in

NOTICE INVITING TENDER

E- Tenders are invited in the two bid system (Technical & Financial bid) from reputed Registered Companies/firms for award of work Housekeeping Service (without material) including. Cleaning, sweeping, and dusting services in all the campus area of Shyam Lal College for a period of one year which is extendable on satisfactory performance with mutual consent for further period of one year on same terms and conditions.
Manual bids shall not be accepted.
Tender documents may be downloaded from Gem Portal as per the schedule as given in as under.

Publishing Date	As per Specification on GEM Portal
Bid Document Download Start Date	As per Specification on GEM Portal
Tender Fee	NIL
EMD	**Rs.50,000/-**
Bid Submission start date	As per Specification on GEM Portal
Bid Submission End date	As per Specification on GEM Portal
Bid Opening date	As per Specification on GEM Portal

- Bids shall be submitted online only at Gem Portal
- Bidder/Contractors are advice to follow the instructions provided in the Instructions to the Contractors/Bidders for online submission of the bids through the Gem Portal.

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Tender Document

Subject:-Tender for award of contract for providing Housekeeping Services in Shyam Lal College, University of Delhi, G.T. Road, Shahdara, Delhi -110032.

Tenders are invited from reputed Housekeeping Service providers for provision of housekeeping in SHYAM LAL COLLEGE through two bid system.

The campus area consists of class rooms, library and laboratory halls, office blocks, open areas including gardens, grounds, Lifts, Terraces, Sports complex, and toilets etc. situated at different locations, cleanliness of total campus.

It shall be presumed that all interested service providers have duly visited the campus and satisfied themselves, through physical inspection and assessment, as to the nature, scope, and extent of the requirements prior to submitting their proposals.

ELIGIBILITY CRITERIA

a. The Tenderer shall have a minimum average annual turnover of Rs. 1,00,00,000/- (Rupees One Crore only) per annum during the last three financial years, i.e., FY 2023–24, FY 2024–25, and FY 2025–26, ending on 31st March 2026.
Turnover exemption shall be applicable to eligible MSMEs as per the applicable Government norms.

b. The Housekeeping Services Provider must have at least **five (05) years of experience** in providing housekeeping services in **Colleges / Educational Institutions / Universities/ Hospitals / Scientific Research Institutes / laboratories and establishments involving the handling, storage or use of chemicals, etc.** In view of the **sensitive and hazardous nature of the housekeeping work**, particularly the requirement to undertake cleaning and related activities in/around the Chemistry Laboratory of the College where various chemicals are handled and stored, and considering the **public-safety implications** arising from the presence of more than **3,000 students, faculty, staff and visitors** in the College premises, the above minimum experience requirement is **considered essential (for MSMEs also)** for ensuring the availability of an experienced and competent service provider. T**enderers having less than the prescribed five (05) years of relevant experience shall be considered non-eligible and their bids shall be liable for rejection, irrespective of their MSME status**. Kindly refer Para No. 03 of Ministry of Finance, Department of Expenditure, Procurement Policy Division Office Memorandum No. F.20/2/2014-PPD(Pt.) dated 20th September, 2016. **Experience Certificates / Completion Certificate must be uploaded with the tender. Work orders/GeM work order will not be considered as experience.**

c. The tenderer is registered with the competent authority and should have PAN/GST registration;

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d. The Bidder must have a registered office in Delhi. The Bidder shall provide the complete address of its registered office along with a valid helpline number at the time of bidding. Documentary proof of the registered office address must be submitted along with the bid.

e. The Agency should have valid registration with P.F and E.S.I.C

f. The Agency shall have equipment for Mechanical Scriber, vacuum cleaner, sever blockage cleaning tools, Trollies, Garbage trolley (with high quality rubber wheels), three tyres Rickshaw for lifting garbage.

g. Further a tenderer shall be rejected if the tender is not accompanied by the EMD of Rs.50,000/- in the manner as stated above and if the demand draft is found to be drawn not in favor of Principal Shyam Lal College or received after the last date of tender submission date. (Exempted for MSMEs as per rules)

h. Each page of the tender should be signed by the tenderer with seal of Agency /Firm /Company.

i. The contract shall ordinarily be in force for one year from the date of award of contract. Further extension will be subject to satisfactory performance of the firm by the competent authority. The College shall have the right to terminate the contract by assigning reasons and by giving one month's notice.

j. The Agency shall not engage the services of any sub-contractor or transfer the contract to any other person/firm.

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Details of Jobs to be carried out twice in a day are as under:

a. General cleaning (sweeping, mopping, dusting, and any other connected work) in the College campus.

b. Removal of garbage on daily basis from dustbins in biodegradable bags and replacing old biodegradable bags with new bags. Garbage will be carried out in trolleys with high quality rubber wheels ensuring that the garbage is not spilled from the loading trolley as well as in its transportation. No garbage will be left on the site overnight. The biodegradable bags for the dustbins and trollies for carrying the garbage will be provided by the college.

c. Collection of daily garbage and disposal from the College will be the responsibility of the successful bidder.

d. Removal of waste paper, packing material and any other garbage from the entire campus.

e. Cleaning of workstations, table tops, chairs, class rooms, benches and desks, almirahs, Railings, glasses and cabin partitions etc. with approved cleaning material.

f. Re- Stoking of toiletries in college toilets after intensive daily checking in the morning and at intervals of two hours thereafter, cleaning and scrubbing of toilets, WCs, urinals wash basins, floor area of toilets and cleaning and wet dusting/wiping of mirrors, frames etc. in toilet with approved material, re-filling liquid soap dispensers, cleaning of rain water drains and removal of sewer blockage, if any.

g. Removal of bird droppings and other dirt on the inner walls, and on the floor and doors, ventilators, CCTV Cameras etc. as and when required.

h. The biodegradable and non- biodegradable waste shall be segregated and disposed of by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the College.

i. Supervision with duty assigned charts in each toilet and wash room.

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Details of jobs to be carried out weekly are as under:

a. Machine and Hand scrubbing and thorough cleaning / washing of the entire floor area by using approved cleaning material and dry/wet mopping.

b. Dusting of walls, roofs etc. and removal of cobwebs

c. Thorough cleaning of all the shelves of the laboratories by removing materials from the shelves, cleaning of windows and partition door

d. Cleaning of drinking water coolers area, dustbin buckets etc. with detergents.

e. Weekly cleaning and dusting of Venetian blinds and brushing of upholstered chairs and sofas.

f. Removal of poster, banner etc. from inside and outside walls of the college building.

g. Cleaning of terrace, rain water and sewer drains.

h. Cleaning of window, window panes and other fixtures in the college.

Labor and cleaning equipment to be provided by the Agency

a. Adequate manpower will be deployed by the Agency for the job.

b. The work to be carried out by the Agency shall also include arranging of vacuum cleaners, scrubbing and polishing machines, Garbage trolley with high quality rubber wheels and three tyres rickshaw and other equipment which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the Site and in no way damage the surface/ fixtures/ fittings/ furniture beyond normal wear and tear. In case the agency or its employee damages the surface/fixtures/fittings/furniture the College will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the College will be final and binding on the agency.

c. All personnel deployed by the Agency shall be duly verified by the Police, and Identity Cards shall be issued to each deployed person. The Agency shall regularly furnish to the College a list of all personnel deputed/deployed at the College. Further, valid Identity and Address Proof of each and every person deployed by the Agency at the College shall be submitted to the College for its records.

PERFOMANCE EVALUATION

a. The performance evaluation of the Housing keeping Services shall be carried out by the College regularly (daily, weekly, fortnightly or monthly basis depending upon the discretion of the College).

b. The College reserves the right to satisfy itself about the quality of the Housekeeping services provided by the tenderer. In the event of the agency not achieving the level of satisfactory performance, the tenderer/agency is liable to be penalized by deduction in his payment, between 5% to 50% depending upon the level and duration of continued dissatisfaction. The decision of the College will be final in this regard.

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OTHER TERMS AND CONDITONS

a. Attendance report of all the staff deployed at the College shall be given to A.O/ S.O Admin/Caretaker of the college every day.

b. All the staff shall wear proper uniforms (to be provided by Service provider), and badges/label ID card, while on duty.

c. No manpower other than those on duty shall be allowed to stay in the premises of College during the specified working hours.

d. All requirements under various statutory laws including relevant Labour Laws must be complied with by the Agency. Any default will be the liability of the Agency and the Agency shall be liable to reimburse any amount paid by the Government by way of default, interest and penalty. The Agency shall undertake to furnish all the details as and when asked by the College. The Agency will also maintain the relevant records of all payment made by the Agency and will produce to the satisfaction of the College immediately when asked for.

e. The EMD will be refunded to the Agency, only after successful completion of the contract. No interest however will be paid.

f. The Agency shall be responsible for the good conduct/behavior and integrity of its personnel and will also be responsible for any act omission or commission on their part.

g. Any damage caused to the College property due to negligence on the part of Agency's personnel will be liable to be recovered from the Agency.

h. The Agency will be responsible for collecting garbage and disposal outside at the sites designated by MCD for this purpose.

i. The College shall have the right to require the Contractor/Employer to disburse wages to all workers employed under this contract in accordance with the applicable minimum wage laws and regulations in force from time to time. The Contractor/Employer shall ensure that no worker is paid less than the minimum wages prescribed by the competent authority and shall comply with all applicable statutory requirements relating to payment of wages.

j. Weekly performance of the Services Provider will be observed by the College officials entrusted with supervision.

k. In Case the agency wants to terminate the tender/contract/agreement, it shall have to give two months' notice in advance to this effect to the College.

l. The service provider/agency must have Licenses as per applicable Labour laws mandated by the Government of India from time to time.

m. The service provider will be committed to maintain neatness and cleanliness in and around the College campus.

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n. The agency shall have to provide any additional personnel for any additional Housekeeping duty as directed by the College or any authorized officer of the College in addition to those duties/personnel covered in this tender and the agency shall not claim any extra payment on this account.

o. TDS and applicable taxes etc. shall be deducted as per government rules from dues of the contractor.

p. The agency shall have to produce evidence of challans of EPF/ESIC and other statutory dues of previous month along with monthly bill in respect of persons deployed in the College.

q. This office will pay the wages as per the rates prescribed by Minimum Wages Act (Government of NCT Delhi) as applicable from time to time for unskilled & semi-skilled category & statutory dues.

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Terms & Condition

1. The Agency shall be fully responsible and answerable to the college for the performance of the contract entrusted to them and also for any act of commission and/or omission on the part of the workers deployed by them.

2. Escalation of wages shall not be accepted on any ground during the period the contract is in force except for revision of minimum wage, EPF, ESI, Gratuity, Bonus and any other statutory dues/taxes etc. by the state government/Central Government.

3. Sweeper/Safai Karamchari - working knowledge and experience in unskilled Category.

4. Housekeeping supervisor- Semi-Skilled category.

5. The agency shall also ensure that the persons/staff engaged will observe office discipline and decorum and do not misbehave with any college staff/students/visitors and guests.

6. The selected agency shall be solely responsible for complying with all statutory requirements and obligations, especially, but not limited to those relating to employment of labor, service conditions of labor, payment of minimum wages, employees state insurance, payment of bonus and provident fund contribution, including enhancement of wages from time to time in accordance with the notification issued by the Labour Department, Govt. of Delhi as per the relevant Labour Laws.

7. The payment shall be made on monthly basis on submission of bills with attendance sheet. Challans /deposits of ESI & EPF contribution of the staff engaged shall be produced by the agency every month.

8. The House-Keeping staff shall be entitled only one day weekly off (Sunday). The agency shall be responsible to maintain the rosters of the engaged personnel as per the rules governing the same.

9. The monthly payment of the engaged contract workers will be subjected to 'providing of satisfactory services' as per the service agreement which are to be certified by the person/committee authorized by the College.

10. The award of contract does not confer any right for continuation or extension of the contract on any account beyond the period specified in the service agreement. This will be purely short term temporary arrangement on contractual basis.

11. The Contract Agreement shall be construed as per Indian Laws and any dispute arising out of the contract will be settled within the Delhi Jurisdiction only.

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12. Any liability regarding payment to the workers, or arising due to non-compliance with any of the labor laws or due to any human loss/injury during the course of work will be the sole and personal responsibility of the Contractor/Agency.
13. The persons deployed by the service provider in the collge shall not claim any benefit / compensation / absorption/regularization of services with this college under the provisions of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) act, 1970.
14. The successful tenderer will have to submit Performance Security equivalent to 5% of the value of the annual contract. The amount will be payable through Bank Guarantee/Fixed Deposit Receipts drawn in favour of **Principal, SHYAM LAL COLLEGE.** The validity of the Performance Security shall remain up to 90 days after the period of contract. In case of breach of any terms and conditions mentioned in this contract, the Performance Security Deposit of the Agency will be liable to be forfeited by the college besides annulment of the Contract.
15. The contractor shall ensure that the staff engaged by him duly maintains work performance report on daily basis. A copy of the same is to be submitted to the officer authorized by the College.
16. The successful Tenderers will have to enter into an agreement with the College.
17. The selected agency should ensure the clean & tidy surface all around the college.
18. The Requirement is of **11 housekeeping staff and 01 supervisor**. The requirement may vary as per the needs of the college.
19. The service provider company/agency should preferably be ISO certified.
20. All the tenderers must fill the Annexure-II Properly Supported by experience certificate.
21. The Tenderers shall also furnish a declaration in Annexure-IV on Official Letter Head of the Agency.

Note: - Tenderer must fill the Annexures supported by experience certificate only. Please note that other documents as proof of working experience (except experience certificate) will not be entertained.

Note: - Latest Solvency Certificate issued by the bank (not more than 06 months old), must be uploaded in the tender. Other documents like annual accounts, copy of balance sheet income expenditure A/c etc. should not be uploaded with the tender. It should be produced at the time of meeting of the tenderer with the college technical committee whenever called by the college.

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Two Bid System Tender

BID SUBMISSION:

1. Technical Bid: Technical Bid shall comprise of document as per Annexure-I, II, III, IV and V. The technical bid should be submitted in the Annexure-I, II, III Annexure-IV and its scanned copy must be attached with the bid.

2. Opening of Bid and Evaluation: Bids shall be evaluated on the basis of technical, as given in the tender, rates quoted & as per Point System (as mentioned in ATC). Those who do not qualify technically shall not be considered.

Sd/-
Principal

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CHECK LIST जांच सूची

The Technical Bid shall contain the following information in the prescribed serial order, clearly indicating the corresponding page number for each document, along with self-attested photocopies of all the required documents:

टेक्निकल बिड में तय क्रम में निम्नलिखित जानकारी होनी चाहिए, जिसमें हर दस्तावेज़ के लिए संबंधित पेज नंबर स्पष्ट रूप से लिखा हो और साथ ही सभी ज़रूरी दस्तावेज़ों की स्व-प्रमाणित फोटोकॉपी भी लगी हों:

Sr. No.	Description	Yes/No	Page. No.
1.	Tender documents copy/ निविदा दस्तावेजों की प्रति		
2.	Copy of the PAN Card./ पैन कार्ड की प्रति		
3.	GST Registration number/ जीएसटी पंजीकरण संख्या		
4.	ISO Certificate/ आईएसओ प्रमाणपत्र		
5.	Price Bid Undertaking/ मूल्य बोली उपक्रम		
6.	Solvency certificate/ सॉल्वेंसी प्रमाणपत्र (not more than 06 months old)		
7.	Experience Certificate/ अनुभव प्रमाणपत्र		
8.	Company profile (ANNEXURE -I) कंपनी प्रोफ़ाइल (अनुलग्नक-I)		
9.	Work experience (ANNEXURE –II) कार्य अनुभव (अनुलग्नक-II)		
10.	Financial breakup (ANNEXURE III) वित्तीय ब्यौरा (अनुलग्नक III)		
11.	Declaration (ANNEXURE IV) घोषणा (अनुलग्नक IV)		
12.	Technical Bid Evaluation Criteria (ANNEXURE IV)		
13.	Proof of Incorporation/inception of the Agency. एजेंसी के निगमन/स्थापना का प्रमाण		
14.	Annual turnover certificate last three years certified by chartered accountant. चार्टर्ड अकाउंटेंट द्वारा प्रमाणित पिछले तीन वर्षों का वार्षिक टर्नओवर प्रमाण पत्र		
15	Details of Registration of Contractor with the Labour Department Government of NCT Delhi.		

The tenderer must have a minimum of five (05) years of relevant work experience**,** during the last five (05) years, in providing Housekeeping Services in any of the following establishments: Colleges / Educational Institutions / Universities, Hospitals / Scientific Research Institutes / laboratories and establishments involving the handling, storage or use of chemicals**.** The tenderer who does not possess at least five (05) years of relevant experience shall be rejected due to non eligibility. The tenderer must upload valid Experience Certificates and/or Completion Certificates issued by the concerned client/organization along with the tender as documentary proof of the claimed experience.

निविदाकार के पास विगत पाँच (05) वर्षों के दौरान निम्नलिखित में से किसी भी प्रकार के संस्थान में **गृह-व्यवस्था एवं साफ-सफाई (हाउसकीपिंग) सेवाएँ प्रदान करने का न्यूनतम पाँच** (05) **वर्षों का प्रासंगिक कार्य अनुभव** होना अनिवार्य है: **महाविद्यालय** / **शैक्षणिक संस्थान** / **विश्वविद्यालय**, **अस्पताल**, **वैज्ञानिक अनुसंधान संस्थान** / **प्रयोगशालाएँ तथा ऐसे प्रतिष्ठान जहाँ रसायनों का रख-रखाव**, **भंडारण अथवा उपयोग किया जाता हो।** जिस निविदाकार के पास कम से कम पाँच (05) वर्षों का उपर्युक्त प्रासंगिक कार्य अनुभव नहीं होगा, उसकी निविदा को **अनुत्तरदायी मानते हुए अस्वीकृत कर दिया जाएगा।**निविदाकार द्वारा अपने अनुभव के प्रमाणस्वरूप संबंधित ग्राहक / संस्थान द्वारा जारी **वैध अनुभव प्रमाण-पत्र एवं/अथवा कार्य पूर्णता प्रमाण-पत्र** निविदा के साथ अनिवार्य रूप से अपलोड किया जाना होगा।

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Breakup of financial Bid

S.NO.	Particular	Per required	Current rate and percentage	Remarks
1.	Supervisor (Semi skilled category)	1	₹20,371/-	*Change time to time as per Govt. of NCT, Delhi notifications*
2.	Housekeeping Worker (unskilled category)	11	₹18,456/-	*Change time to time as per Govt. of NCT, Delhi notifications*
3.	EPF	Compulsory as per rules	12.00%	*Change time to time as per govt. notifications*
4.	ESIC	Compulsory as per rules	3.25%	*Change time to time as per govt. notifications*
5.	Administrative Charges	GeM has fixed the minimum service charge at **3.85%** for commission-based services, with the service charge to be quoted strictly up to two decimal places. Bidders are free to quote any service charge **higher than 3.85%**. However, bids quoting a service charge **below 3.85%** shall be rejected.		*To be quoted by bidders (not less than GeM notified)*
6.	GST	As per applicable rates		*Extra as per govt. notification.*

1. Minimum wages is only for 26 days. Therefore, salary will be paid to the contractor on actual number of duties.
2. All expenses related to Uniform, Housekeeping Equipment's and any other charges shall be considered under the Administrative charges.
3. As per notification no. 29 (1)/2014-PPD dated 28/01/2014 issued by Ministry of Finance, an agreement without consideration become null and void.

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(To be furnished in official Letter Head of the Agency)

Annexure I

COMPANY PROFILE

Details filled in this form must be based on documentary evidence to be produce on demand by Shyam Lal College for the correctness of the information.

Sr. No.	**Item**	**Details**
1.	Name of Firm/Contractor	
2.	Name of Owner(s)/Partner(s)	
3.	Mailing Address	
4.	Telephone and Fax numbers/ e. mail ID, Year of commencement of Business	
5.	Enclosed Registration Certificate of Firm	
6.	Name and Designation of the person authorized to make commitments to the College	
7.	PAN No.	
8	Service Tax Registration Number	
9.	Details of Registration of Contractor with the Labour Department Government of NCT Delhi.	
10.	Manpower details indicating number of House keeping staff & Supervisor with the Agency in Delhi & India on the whole.	
11.	Address of Training Centre in Delhi	
12.	Details of EMD	

Notice: No Documents should be uploaded and may be demanded by College if required.

Signature:
(Name and Designation)
(Authorised Signatory)
Date:

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Annexure II

To be furnished in official Letter Head of the Agency)

Experience/Details of operation at present and in the last 05 years. (Please enclose proof of Experience Letter/ Completion certificate of Contract)

Name of the Firm/Contractor _____

S. No.	Name of the client	Period of contract (from – to	Clients contact details (including name, email, phone and fax no. and address)	Value of the contract (p.a.)	Document related to
1.					
2.					
3.					
4.					
5.					

Note: (a) Bidder must fill the above Annexure carefully with supported experience certificate/ Completion certificate. Those who will not fill the above Annexure they may be technically Disqualified.

(b) The supported Experience Certificates must be enclosed by the organization where work of Housekeeping Services awarded.

(c) Please do not enclose the work order in supported documents.

Signature:
(Name and Designation)
Date:
Note : #Use more sheets in case of insufficient space#

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(To be furnished in official Letter Head of the Agency)

Annexure III

Details of Financial breakup during the last (03) three preceding years

Year	Name of the Organization	Period of security service provided (state clearly date to date)	Total financial Turnover
2023-2024			
TOTAL			
2024-2025			
TOTAL			
2025-2026			
TOTAL			

Signature of the Agency with seal **Signature of the Audit firm with seal**

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Annexure IV

DECLARATION

(To be furnished in official Letter Head of the Agency)

1. I _____ Son/ Daughter /Wife of Shri. _____ authorized Signatory of the Agency/Firm mentioned above is 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 undertake to abide by them.

3. My Agency has not been black-listed/de-barred from participating in tender by any Ministry/Department of the Government of India or Government of Delhi under taking during the last three years.

4. 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.

Signature(s) of Authorized Person(s)
Full Name:
(Seal)

Place:
Date

NAME OF THE COMPANY WITH ADDRESS

Address: G.T. Road, Shahdara, Delhi - 110032
Phone: 011- 35016514
Email: slcm@shyamlal.du.ac.in Website: www.slc.du.ac.in

Annexure-V

Technical Bid Evaluation Criteria (Stage-2)

1. The technical proposals will be verified for eligibility as per the pre-qualification criteria.
2. 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 2023-24, 2024-25, and 2025-26. • Up to ₹5 crores: 10 marks • Above ₹5 crores: 20 marks	Annual Turnover **(20 marks)**	**20**
2.	**Experience in Housekeeping Services** Experience in providing housekeeping services during Financial Years 2023- 24, 2024-25, and 2025-26. • Between 05 to 10 years: 10 marks • More than 10 years: 20 marks	Experience **(20 marks)**	**20**
3.	**Client List and Customer Appreciation/ Satisfactory Certificates Documents to include details of client list and certificates:** • If three clients are from higher education institutions/other govt. organizations: 10 marks. • If more than three clients are from higher education institutions/other government organizations: 20 marks.	Client List **(20 marks)**	**20**

Address: G.T. Road, Shahdara, Delhi - 110032
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S. No.	Evaluation Parameters	Grading Pattern	Maximum Marks
4.	Submit three satisfactory work certificates received from employers during the Financial Years 2023-24, 2024-25, and 2025- 26, including contact details.	Appreciation/ Satisfactory Certificates **(20 marks)**	**20**
5	Assessment of services rendered and feedback of contractor in other institutes/Govt. Offices (20 marks).	Assessment of services **(20 marks)**	20
		Total Marks:	**100**

The participating agency must score minimum 70 marks in **Technical Bid Evaluation** in order to qualify for next round.

Financial Bid Evaluation Criteria (Stage-3)

- **Note : If any vendor from outside Delhi participates in 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 50 marks in the above technical evaluation criteria (Stage-2).**
- **In case of tie between two or more firms in financial bid college reserves the right to take finial decision.**
- **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)

Address: G.T. Road, Shahdara, Delhi - 110032
Phone: 011- 35016514
Email: slcm@shyamlal.du.ac.in Website: www.slc.du.ac.in

बिड संख्या/Bid Number: GEM/2026/B/8154877
दिनांक /Dated: 15-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	30-10-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	31-10-2026 12:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	Delhi University
कार्यालय का नाम/Office Name	Shyam Lal College
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.shyamlal.del@gembuyer.in Buyer Email id: saggarwal@shyamlal.du.ac.in
वस्तु श्रेणी /Item Category	Hiring of Sanitation Service - Manpower Based Model - Sanitation Officer; 6; All Areas; All Areas; Daily; 3 , Hiring of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 4
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वित्तीय वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Financial Years)	100 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes | Partial | Turn over value - 10 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes | Partial | Turn over value - 10 (in lakhs)

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	10
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	3783840
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	50000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	15

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Principal
Shyam Lal College, Shahdara, Delhi, 110032
(Principal, Shyam Lal College)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also

subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Breakup of Financial Bid - 1792045557.xlsx

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Machinery,Cleaning Agent and equipment requirements to be indicated if it is to be supplied by the service provider:1792043425.pdf

This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
Annual Turnover, Experience in Housekeeping Services, Client List and Customer Appreciation, work certificates received from employers , feedback of contractor	100	70	View file	Yes

Total Minimum Passing Technical Marks: 70

Hiring Of Sanitation Service - Manpower Based Model - Sanitation Officer; 6; All Areas; All Areas; Daily; 3 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sanitation Officer
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	4
Consumables/Equipments and cleaning agents to be provided by	Buyer
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Delhi
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provider by service provider	Yes

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
1	Manoj Kumar	110032,Shyam Lal College (University of Delhi) G.T.Road Shahdara Near Welcome Metro Station Delhi-110032	1	• Approx Area in Sq.Ft : 130680 • Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 24261

Hiring Of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 4 (11)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sweeper
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	4
Consumables/Equipments and cleaning agents to be provided by	Buyer
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Delhi
एडऑन /Addon(s)	

विवरण/ Specification	मूल्य/ Values
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provider by service provider	Yes

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
1	Manoj Kumar	110032,Shyam Lal College (University of Delhi) G.T.Road Shahdara Near Welcome Metro Station Delhi-110032	11	• Approx Area in Sq.Ft : 130680 • Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 22088

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

   OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

3. **Buyer Added Bid Specific SLA**

   File Attachment Click here to view the file.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The

Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---