

रामानुजन महाविद्यालय

नैक मान्यता: ग्रेड ए ++ (३.७१)

दिल्ली विश्वविद्यालय

सी. आर. पार्क मुख्य सड़क, ब्लॉक एच.

कालकाजी, नई दिल्ली-११००१९, भारत

आई. एस. ओ. ९००१:२००८ प्रमाणित संगठन



RAMANUJAN COLLEGE

Accredited Grade 'A++(3.71)' by NAAC

University of Delhi

C.R. Park Main Road, Block H

Kalkaji, New Delhi- 110019, India

ISO 9001:2008 Certified Organisation

Dated:-04.03.2025

Ref:- RC/2024-25/03/956

NOTICE INVITING TENDER

TENDER FOR Manpower (Office staff, Housekeeping & Security Services)

1. The college is inviting sealed tenders in "two parts" i.e. (Technical and Financial bid) on behalf of Ramanujan College, Kalkaji, New Delhi in two bid system from the firms having experience in Manpower services and security services at Ramanujan college, Kalkaji, New Delhi for a period of two year. Interested parties can view and download the tender document from our official website www.ramanujancollege.ac.in and University of Delhi website www.du.ac.in.

2. Bid Submission for Manpower & Security services at Ramanujan College:-

A reputed contractor/company having experience of at least three years in Central/state govt. departments/Autonomous bodies /public sector undertaking, are eligible to submit tender in two bid system i.e. Technical Bid & Financial Bid for Manpower & security services at Ramanujan College. The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. The college reserves the right to reject any quotation wholly or partly. Incomplete tenders, amendments and additions to tender after opening or late tenders are liable to be ignored/rejected.

3. How to Apply:-

The offers should be submitted in two sealed envelopes one super scribed with "Technical Bid and Other with "Financial bid" (as per annexure I & II respectively). Both envelopes shall be put in another sealed envelopes. Super scribing the envelope with "TENDER APPLICATION FOR MANPOWER & SECURITY SERVICES AT RAMANUJAN COLLEGE". The filled in tender application form should reach to the Principal, Ramanujan College, (University of Delhi) Kalkaji, New Delhi -110019 latest by 25.03.2025 on or before 05.00 PM.

4. Tender Fees /EMD/Security deposit

- 4.1 Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are Common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

4.2 Applicants/ Bidders must provide non-refundable demand draft of Rs. 2000/- (Rupees Two thousand only) as cost of tender forms/ documents in favor of Principal, Ramanujan College, payable at New Delhi, issued by any Nationalized/ Scheduled Bank having validity for three months. All applicable bank charges are to be borne by the applicant and the applicant shall not have any claim what so ever on this account on Government.

Micro and Small enterprises (MSEs) Units registered with NSIC under their Single Point Registration Scheme for the goods/services at NSIC are exempted from furnishing the EMD/Tender fee. They should attached a copy of the valid registration certificate issued by NSIC in their favors, for the goods/services covered under this Tender document. No other bidders are exempted from furnishing EMD as mentioned above.

4.3. EMD PAYMENT & SECURITY DEPOSIT:-Earnest Money Deposit of Rs 200000/- (Rupees Two lakh only) is to be deposited through Demand Draft in favour of Principal, Ramanujan College, payable at New Delhi. The Successful bidder also have to submit security deposit of Rs. 200000/-(Rupees Two lakh only)in the form of demand draft in favour of Principal, Ramanujan College , payable at New Delhi after the award of work contract within one month from date of agreement which is refundable after one month from the date of termination of agreement.

5. ELIGIBILITY CRITERIA

- a. The tenderer shall minimum average annual turnover of Rs. 1, 00, 00,000/-(Rupees one crore) per annum during the preceding three financial years ended on 31.03.2024 for providing similar services.

Financial year	Name of the client	Period serviced	Amount of Total contract
2021-2022			
2022-2023			
2023-2024			

- b. The tenderer registered with the competent authority and should have valid PAN and GST registration.
- c. The tenderer shall have a well-established office in Delhi/NCR.
- d. The Manpower services provider must have 03 year working experience of providing manpower services in the government department/public sector undertaking or autonomous body/colleges/educational institutes/Universities in Delhi /NCR.
- e. Every paper of the tender should be signed by the tenderer with seal of agency/firms/company.
- f. The contract shall ordinarily be in force for Two year form the date of award of contract subject to further extension of 01 year on certification of satisfactory performance of the firm by the competent authority.
- g. The agency shall not engage the services of any sub-contractor or transfer the contract to any other person.
- h. Selection of a tenderer and forward of the contract will be made on the basis of lowest rates quoted by a tenderer. If in case more than one bidder qualifies on the basis of lowest bid rate the college reserves the right to finalize the award of contract on the basis of past experience/turnover/category of the company and committee decision would be final in this regard
- i. Agency should give the documentary proof of minimum three years' experience in providing security services and housekeeping services. The tenderer should give the details of clients serviced during the mentioned proof. Also attach the attested copies of performance certificate issued by the clients of the tenderer.

S.No.	Year	Name & address of the client where the experience is quoted (providing security services and housekeeping services)
01	2021-2022	
02	2022-2023	
03	2023-2024	

6. Terms and Conditions for housekeeping services

The Contractor shall be considered for award of contract only if they agree to abide by the following terms & conditions.

This contract under consideration is towards housekeeping and cleaning services of the entire office spaces, toilets, common area, academic block, library and administrative block, pathways, lawns, playgrounds and all the area within the premises both inside and outside of the Ramanujan College.

The contractor is required to provide 18 Housekeeping personnel and are to be deputed as per the directions given by the Principal, Ramanujan College. Further any addition/reduction of manpower can be made by the principal, Ramanujan College and contractor shall make such addition /reduction of manpower on the same terms & conditions.

The contractor has to undertake scrupulous cleaning and mopping of office floor , area, cleaning of office, tables, chairs, furniture & fixtures and other equipment viz, computers, telephones , fax machines , fans, light fittings, etc. in all the officers rooms and staff rooms, cleaning of toilets and clearing of waste on a daily basis.

The working hours and schedule of the work are mentioned below:

6.1 Working hours:

The normal working hours of the office are from 8.30 to 5.00 PM. The Housekeeping staff has to attend to the cleaning operations as per the terms and conditions for housekeeping staff in indicated in the Tender Document and as per the agreement with the college.

6.2 Academic block, library and Administrative Block:

- a. The office floor area including officer's chambers, staff halls etc. have to be cleaned and mopped twice a day. Parking and roof of the office building have to be cleaned on alternate days.
- b. Furniture like tables, chairs, visitors chairs, sofas, computer tables, almirahs etc, and the electronic gadgets like computers, telephones, fax machines, photocopier machines etc., installed have to be kept

- dust free and dust removal shall be done daily. The computers, doors, windows, partitions, venetian blinds and curtains shall also be kept clean by wiping them daily. The sofas are to be vacuum cleaned once in a week.
- c. All records are kept in the compactors/almirahs/racks and dust gets accumulated over it. Such dust shall be vacuum cleaned once in a fortnight. This work shall be done only on a working day in the presence of the officer who is in possession of such records of his designated official.
 - d. The lobby at the main building shall be spick and span and the mopping shall be done constantly to ensure that the entire area is spotlessly clean, free from any dirt, stain or foot marks, further all items installed at the lobby have to be wiped off daily at regular intervals to ensure dust free.
 - e. All name boards and signages must be kept clean. The electrical fittings like tube lights, fans etc. shall be cleaned once in a week without fail.
 - f. Conference room shall be cleaned before and after every meeting besides weekly cleaning.
 - g. Artificial plants, door mats and carpets are to be cleaned daily.
 - h. Care shall be taken that the gadgets are neither tampered nor any damage is caused during the cleaning operation.
 - i. Spraying Room fresheners in all rooms.

6.3 TOILETS:

- a. The toilets, urinals, commodes, wash basins, mirrors tap fittings etc. shall be cleaned twice a day.
- b. In respect of attached toilets, they shall be cleaned twice a day (morning, lunch hour).
- c. The electrical fittings like tube lights, fans, exhaust fans, ozonizers etc, have to be cleaned once in a week.
- d. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time and should also attend on call basis during day time.
- e. Toilet fresheners, naphthalene balls and urinal cubes to be used reasonably in all toilets.
- f. The pipeline shafts in all the buildings have to be cleaned once in a week.
- g. A chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have in it the initials of the housekeeper/supervisor as a mark of having completed the cleaning operation.
- h. All waste items that gets accumulated at the toilets have to be removed twice a day to the dumping point set up by the Local Municipal Corporation.
- i. All items put to use at toilets like brooms, mops, cleaning liquid bottles etc, shall not be left at the place of use and these items shall be placed at the earmarked place.

6.4 COMMON AREA:

- a. The Corridor area, staircase and its railings, lifts have to be cleaned and mopped twice a day.
- b. The electrical fittings like tube lights, fans, exhaust fans, etc., in the corridor, stair cases and lifts shall be cleaned once in a week, without fail.
- c. The doors, windows, glass partitions, walls, skirting, artificial plants, doormats, carpets, paintings, name boards, fire extinguishers, etc. in the corridors and staircase have also to be wiped clean daily.
- d. A part from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
- e. Natural potted plants have to be placed in the corridors at regular intervals with a gap of 25 feet. It shall be ensured that these potted plants remain bright and lively by replacing them periodically.
- f. The open area and car parking area shall be cleaned twice daily.
- g. All waste items that gets accumulated at the corridors and staircase have to be removed periodically to the dumping point set up by the local municipal corporation.
- h. Cobwebs, honey combs, etc. if found or reported anywhere, to be removed immediately.

7. Terms and Conditions for Security services

- a. **Area Covered:**-All the gates of college premises must be covered by security personnel round the clock and it is managed by administration from time to time.
- b. **Patrolling:** - Security Guards patrol designated areas of the college campus on foot or using vehicles. This includes checking buildings, parking lots, and other facilities to detect and deter any suspicious activity.
- c. **Monitoring surveillance system:**-They may be required to monitor surveillance cameras and alarm systems to identify any security breaches or unauthorized individuals on campus. They must respond promptly to any alarms or alerts
- d. **Access Control:** - Security guards control access to campus buildings by checking identification, issuing visitor passes, and ensuring that only authorized individuals enter restricted areas.
- e. **Responding to Emergencies:** - Security guards must be trained in emergency procedures and capable of coordinating with law enforcement or emergency services if necessary.
- f. **Enforcing rules and regulations:** - Security guards enforce college policies and regulations to maintain order and safety on campus. This may include enforcing parking regulations and ensuring compliance with safety protocols.
- g. **Assisting with student and Visitor concerns:** - Security guards provide assistance and information to students, faculty, staff, and visitors. They may offer directions, escort individuals to their destinations, or provide assistance in locating lost items.
- h. **Reporting incidents:** Security guards are responsible for documenting and reporting any incidents, accidents, or suspicious activities that occur on college campus.
- i. **Requirements:** - The requirement for security guards/supervisors may increase or decrease as per the deployment plan of the college.
- j. **Working hours:** - The security personnel will be deployed on eight hours shift duty on round the clock basis.
- k. **Permit:** - To permit entry of the official vehicles and staff's vehicle after ensuring that authorized parking stickers is pasted on the vehicle. Entry of private vehicles may be allowed against a valid parking token for authorized purpose.
- l. **Firefighting:**-They should be trained in fire safety to understand how to activate and reset alarms and how to coordinate with emergency services.
- m. **Uniforms:**-The agency shall provide proper uniform, whistle and baton for the day shift workers and torch light and 5 ft. long stick for staff on night duty.

8. Terms and Conditions for office staff (skilled & semi-skilled)

- a. Will be required to provide office assistance to the officers/section.
- b. Maintain the records of the file movement and receipts etc.
- c. The persons should be proficient in MS Word, Excel and Power point application.
- d. The firm/contractor will be responsible for the conduct and behavior of the persons/deployed by them in the Ramanujan College.
- e. 12th pass /graduate in any discipline. Having some experience of working in the relevant fields would be desirable.
- f. The persons should be appointed anywhere of the college (like: accounts, admin. or any other departments)

9. PAYMENT TO THE AGENCY

- a. Bill payment will be made by college within fifteen days from the date of submission of the bill in respect

- of undisputed bills. The Agency while preferring the bill for payment will have to certify that the wages (as per minimum wage act and other statutory liabilities) of the employees deployed on site, The College shall have the right to get a copy of PF and ESI contributions deposited.
- b. If the college becomes aware of any overpayment, it reserves the right to deduct the excess amount from any current or future payments due to the agency under this tender/agreement/contract.
 - c. If as result of such audit and technical examination, any over payment is discovered in respect of any work done by the agency or alleged to have been done by the agency under the tender/agreement/contract. It shall be recovered by the college from the agency by any or all the methods prescribed above or through a court of law as the situation warrants.
 - d. If any underpayment is discovered, the amount shall be duly paid to the agency by the college as and when pointed out and justified.
 - e. Parties agree that there will be no employer-employee relationship between the college and the security service employee deployed by the contracting agency.

9. OTHER TERMS AND CONDITIONS

- a. Attendance report of all the staff deployed at the college shall be given to A.O/S.O Adm. /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. The Agency shall be responsible for the watch and ward not only of his/her stores but also of the fittings and fixtures in the common area in the building.
- d. All requirements under various statutory laws including relevant labour act 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 for 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. Before taking up the contract the agency will give details of the employees who shall work in the college premises. Any change will be informed to the college immediately.
- f. The agency will be EMD refunded only after successful completion of the contract. No interest however will be paid. The contract may be cancelled/terminated for reasons to the recorded in writing and after giving due opportunity of hearing to the contractor.
- g. 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.
- h. Any damage caused to the property of this college due to negligence on the part of agency's personnel will be liable to be recovered from the agency.
- i. The agency will be responsible for collecting garbage and disposal outside at the sites designated by MCD for this purpose.
- j. The college will have the right to ask disbursement of the salary in its presence as per minimum wages act;
- k. Weekly performance of the services provider will be observed by the college official entrusted with supervision;
- l. 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.

- m. The service provider/agency must have license issued by the government.
- n. That the agency shall have to provide any additional personnel for allocating 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 claim extra payment on this account.
- o. TDS and applicable taxes etc. shall be deducted as per government rules from dues of the contractor.
- p. That the successful tenderer shall, take immediate steps to get a license under contract labour (R& A) Act, 1970 and Delhi Works Contract Act of Government of NCT of Delhi.
- q. No change in constitution/shareholding of the successful tender will be allowed under any circumstances without the prior approval of the college in writing.
- r. The deduction at the minimum wage rate as notified by Delhi government will be made for each day of absence of manpower, regardless of the reason.
- s. Before taking up the contract the agency will give details of the employees who shall work at the college premises. Any change will be informed to the college immediately.
- t. The Agency shall be fully responsible and answerable to the college for the performance of the contract entrusted to them under the contract and also for any act of commission and/or omission on the part of the workers deployed by them.
- u. Escalation of wages shall not be accepted on any ground during the period the contract is in force except for revision of minimum wages, EPF, ESI, Gratuity, Bonus and any other statutory dues/taxes etc. by the state government/Central Government.
- v. **Housekeeping:** - working knowledge and experience in unskilled category.
- w. **Security Guards:** - working knowledge and experience in unskilled category round the clock.
- x. Services charge should be less than 7 percent and more than 3.85 percent. If any tenderer will quote services charges more than 7 percent and less than 3.85 percent will be rejected.
- y. The agency shall ensure that the persons engaged have authentic certificate of police clearance /verification.
- z. The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof
- aa. The contractor quote the rates for the housekeeping services without housekeeping material.
- bb. The service provider's person shall not claim any benefit/compensation/absorption/regularization of services with this college under the provisions of industrial disputes Act, 1947 or contract labour (Regulation & Abolition) act, 1970. An undertaking from the person to this effect will be required to the submitted by the service provider to the college.
- cc. The selected agency should ensure the clean & tidy surface all around the college.
- dd. Bids shall be evaluated on the basis of technical specifications and rates quoted. Those who do not qualify technically shall not be considered.


Principal

प्रोफेसर-प्राचार्य / Professor-Principal
रामानुजन कॉलेज/Ramanujan College
दिल्ली विश्वविद्यालय/University of Delhi
कालकाजी, नई दिल्ली-110019/Kalkaji, New Delhi-110019

PERFORMA OF TECHNICAL BID (To be deposited along with Tender Document in separate sealed cover-I super scribed as "Technical Bid" and all the supporting documents should be enclosed along with this bid. If not enclosed the bid will not be considered).

The tenderer needs to submit the following documents with their tender documents:

- A. Proof of Incorporation/inception of the Agency
- B. Labour License
- C. Valid registration with labour, P.F and E.S.I.
- D. PSARA License
- E. Copy of the Pan Card
- F. GST Registration certificates,
- G. Proof of similar assignment with 03 year working experience in Government department/PSU or Autonomous body and education institution of in Delh/NCR
- H. Performance Certificate issued by the previous client(Last 03 years)
- I. EMD of Rs. 200000/-(Rupees Two lakh only) if exempted please attach exempted certificate
- J. Annual turnover proof for the last 03 years (Manpower services & security services or similar services) duly attested by the chartered accountant to be attached.
- K. Last three year ITR.(2021-22.2022-23 & 2023-24)
- L. Filled terms of Annexure-I

(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 Ramanujan College for the correctness of the information.

S.No.	Item	Details
01.	Name of the Firm/contractor	
02.	Name of the Owner(s)/Partner(s)	
03.	Postal Address	
04.	Email Address	
05.	Telephone, fax number and Mobile no.	
06.	Year of commencement of Business (Please enclosed Registration certificate of firm)	
07.	Name and Designation of the person authorized to make commitments to the college.	
08.	PAN no.	
09.	GST number	
10.	Details of labour Registration issued by Appropriate Labor Commissioner	
11.	Details of EMD (Demand draft no.)	
12.	Details of Tender Fees(Demand draft no)	

Signature

(Name and Designation)

Authorized Signatory

Date:

PERFORMA OF FINANCIAL BID (to be submitted in a separate sealed envelope in the same cover)

The Financial Bid should be submitted with undertaking & Acceptance Letter by the Manpower & Security Agency.

Round the clock security arrangements, including Saturdays & Sundays and holidays, to be provided at Ramanujan College as per following duty point and requirement on shift basis.

(A)Rate Statement (As per norms of Delhi Government Wages)

S. No.	Description	Rate per person for 30 days(26 days working +4 days week off)
01.	Security Guards(01) (Skilled)	Rs.(In words.....) Per month(Inclusive of PF & ESI)
02	Security Guards (11) (Unskilled)	Rs.(In words.....) Per month(Inclusive of PF & ESI)
2.	Lady Security Guard(2) (Unskilled)	Rs.(In words.....) Per month(Inclusive of PF & ESI)
3.	Housekeeping staff(16)(Unskilled)	Rs.(In words.....) Per month(Inclusive of PF & ESI)
4.	Office staff (Skilled)(03)	Rs.(In words.....) Per month(Inclusive of PF & ESI)
5.	Office staff (Unskilled)(02)	Rs.(In words.....) Per month(Inclusive of PF & ESI)
	Total (A)	

Service Charge (B)

Description	Service Charge In terms of Percentage (%)	Service Charge in terms of Amount in Rs.	Total Amount (Inclusive of Service charge)(A+B)
Service Charge on Grand total of Table (A) description wise			

Note:-

1. The bidders are advised to quote their rates in Indian Rupees (INR.) only
2. GST will be extra as per actual. Bidder is required to quote the rate excluding GST.
3. The bidders are required to quote the service charges in percentage inclusive stationery, accounting and administrative charges.
4. Service provider will not charge any additional amount either from institute or manpower to deploy such as registration charge, ID card charge or any other charge etc.
5. The bidder shall not temper/modify financial bid format in any manner.

Signature

(Name and Designation)

Authorized Signatory

Date:

UNDERTAKING & ACCEPTANCE ON LETTER HEAD BY THE MANPOWER & SECURITY AGENCY

I/We have carefully gone through the various terms and conditions listed in the Tender Form (Technical & Financial Bid) for providing manpower & security services at Ramanujan College. I/We agree to all these conditions and offer to provide manpower & security services at Ramanujan College. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have inspected the institute premises (Ramanujan College) and have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Place:

Signature of Manpower & Security Agency

Date:

Address:

Mob. : _____

Email ID:
