

**DELHI BUREAU OF TEXT BOOKS**  
**25/2 INSTITUTIONAL AREA, PANKHA ROAD**  
**D BLOCK, JANAKPURI, NEW DELHI 110058**  
**PHONE-28524202, 28522049, FAX-28520901**  
**E-mail:-delhibureauoftextbooks@gmail.com**

**NOTICE INVITING TENDER FOR PROVIDING SECURITY SERVICES & HOUSEKEEPING / SANITATION SERVICES**

E-Tenders are invited under Two-Bid system from reputed firm/ Limited/Private Limited Companies to deploy the adequate number of uniformed and Trained staff for providing Manpower services (Security Services & Housekeeping/Sanitation Services) for a period of two years which is extendable for one more year on mutual consent on the basis of satisfactory performance/services provided by the contactor in the Delhi Bureau of Text Books, GNCT of Delhi as per requirements. The bidder can make bid for either or both of the services as per his profile and nature of business. The L-1 will be decided separately for both the services. The Bid documents along with terms and conditions etc. are available on the website <https://govtprocurement.delhi.gov.in> and can be downloaded therefrom. **The estimated value of the contract for two years is Rs. 75,00,000/-**

Details of the tender are as below:-

1	NIT No.	F.1-P (1)/HK/DBTB/2023-24/05
2	Type of tender	Indigenous Open e-Tender -Two bid System
3.	Description	Providing manpower services for Security and Housekeeping /Sanitation for a period of two years which is extendable for one more year on mutual consent.
4.	Scope of work	Described under the section 'Scope of work' in the tender document
5.	Date of submission of Documents in the Tender Box(Physically)	<b>07.09.2023 upto 2:00 pm</b>
6.	Closing date/time of submission of bids	<b>07.09.2023 upto 2:00 pm</b>
7.	Opening Date/time of Technical Bid	<b>07.09.2023 upto 3:00 pm</b>
8.	EMD	<b>Rs. 2,25,000 Lakhs valid upto 135 days from the date of uploading of tender</b>
9.	Bid Validity	90 days from the date of opening of Un-priced Techno-Commercial Bid.
10.	Financial bid opening	Opening of financial bid will be intimated later to the technically qualified bidders.
11.	Security Deposit / Performance Bank Guarantee (To be submitted by successful bidder/ Contractor)	5 % of order/contract value
12.	Address of Correspondence	<b>DELHI BUREAU OF TEXT BOOKS, 25/2, INSTITUTIONAL AREA, PANKHA ROAD, "D" BLOCK, JANAKPURI, NEW DELHI-110058</b>

The above dates, if necessitated, may be changed and any notification for the changed dates will be available on the above said website and the bidders, therefore, are advised to follow up with the website about the revised schedule. In case, the day of bid opening happens to be a holiday, the Bids will be opened on the next working day at the same time.



**(RAJESH KUMAR)**  
**SECRETARY, DBTB**

**25/2 Institutional Area, Pankha Road  
D Block, Janakpuri, New Delhi 110058**

**Eligibility Criteria for Security Services:-**

- a. Unarmed Security Guard
- b. Semi-skilled
- c. Minimum 10<sup>th</sup> pass
- d. Age between 18 to 55 years

**Scope of work for Security Services:**

- a) To provide round the clock security services(24 hours i.e. 8 hours x 3 guards) with specified numbers of Security Guards to ensure security of the assets of DBTB against theft, pilferage & misappropriation and to implement anti-theft measures at the mentioned premises.
- b) To prevent unauthorized persons and vehicles gaining entry in the Office premises.
- c) To maintain visitors and staff movement records and vehicle movement records as may be directed by DBTB Officers from time to time.
- d) To ensure that no hawkers or vendors are allowed entry into the premises.
- e) To prevent entry of stray animals in the premises.
- f) To maintain law & order, discipline and check all disturbances/nuisances in the premises.
- g) To bring to the notice of authorized DBTB officers any suspicious person or activity noticed during or after office hours in and around the premises.
- h) To lodge complaints with police authorities regarding any un warranted occurrence in and around the premises in consultation with the competent authority of DBTB.
- i) To conduct any internal investigation required in the interest of the Security of the premises.
- j) To attend to fire-fighting and assist in disaster evacuation in case of emergencies.
- k) To switch on/off electrical points, ACs, Power Generator, water pump, etc. before/after office hours in the premises or as and when required.
- l) To open/lock all the doors of buildings before/after office hours and as per directions of DBTB officers whenever required.
- m) To maintain a watch on the movement of personnel, visitors in the office complex through CCTV camera system (if installed).
- n) In case of local emergency like Disturbances, Demonstrations, Agitation, Fire, Natural or Unnatural disaster, security personnel provided by the contractor shall assist DBTB and police authorities, if called for in maintaining the law and order at such times.
- o) Security personnel deployed should be well versed with all security related procedures, gate control, first aid & vigilance.

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**Eligibility Criteria for Housekeeping/Sanitation Services :-**

- a. Classification : Unskilled
- b. Qualification: Minimum Class 8<sup>th</sup> passed
- c. Age : between 18 to 55 years

**Scope of work for sanitation services:**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform. Chemicals and Consumables will be provided by the contractor.

**A. Daily Services:**

Housekeeping/cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain, spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30AM. The following tasks are to be conducted:-

- 1) Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.)
- 2) Sweeping, cleaning, mopping with disinfectant/cleaner of the area covered under the contract, including all staircases, toilets, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
- 3) Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
- 4) Dusting of all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
- 5) Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
- 6) Scrubbing/cleaning of toilets, wash basins, sanitary fittings, mirrors, glasses, toilets, etc.
- 7) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries which include liquid hand soap, air fresheners, sanitary cubes, naphthalene balls in toilets etc., after daily check-ups in the morning, afternoons and on call basis during day time.
- 8) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, door mats etc.

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- 9) Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- 10) Check and remove hairs, dust, dirt or any such unwanted object from anywhere in area covered under the contract.
- 11) Cleaning, dusting, scrubbing of pantries, reception, security rooms, conference halls, committee rooms, computer labs etc.
- 12) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the officer in charge.
- 13) Maintenance/Cleaning of Garden, plants, flower pots, etc., in the premises, Under the Waste Disposal Management the contractor will ensure collection, screening/segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest Corporation bin outside each premise. The contractor will employ his staff for the collection/disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/disposal etc.

#### **C. Weekly Services:**

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

1. Dusting of entire area including windows/window panes/doors/ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings & high walls, removal of wash stains on walls, cleaning roofs, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Clean all chrome fittings, glass frames, soap holders etc., to a shiny finish.
6. The Contractor will work in the specified area mentioned in the scope of work.
7. The Contractor will provide the duty register to the office as required.
8. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him.

#### **Payment**

The contractor (both security & sanitation services) shall make payment of remuneration/salary to the staff deputed in the bureau by 7<sup>th</sup> of every month

positively. Proof of making payment through RTGS/NEFT etc, proof of EPF/ESI deduction and deposit along with copy of challans etc should be submitted along with the bill for making payment.

### General Terms and condition

1. This bid document is being issued to seek response from the eligible bidders in order to procure Manpower Services under which the successful bidder shall be contracted to provide the Security and Housekeeping/Sanitation services which will require deploying adequate personnel effectively to deliver the desired service level as per this bid document.
2. Bidders are advised to study the Bid Documents carefully. Bid response prepared in accordance with the procedures of the Bid documents should be submitted online to the e-procurement portal, not later than the date and time laid down and at the address given in the Bid documents.
3. The estimated value of the contract for two years is Rs. 75,00,000/-
4. **Earnest money deposit (EMD):-**EMD of **Rs. 2,25,000/-** (3% of total estimated cost) in shape of FDR/Bank Guarantee of any nationalized/scheduled bank valid up to 135 days from the date of uploading of tender in favour of Managing Director, Delhi Bureau of Text Books. No interest shall be payable on EMD.
  - 4.1 The EMD of the unsuccessful bidder shall be returned after the finalization of the tender at the expense of such bidder within a reasonable time consistent with the rules and regulations in this behalf.
  - 4.2 The EMD of the successful bidders will be released only after signing of the Agreement by the bidder and after submission of Performance Guarantee which will get verified by the Bureau from the concerned bank. If the bidder fails to submit the EMD and other documents required **directly in the Tender Box to the office of the Bureau before the time of opening of technical bid**, the tenders of such bidders shall be summarily rejected.
  - 4.3 The EMD will be submitted by all the bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. The document with regard to claim of EMD Exemption will be submitted along with other document in the Tender Box in the Chamber of Secretary within time prescribed in the tender.
5. The bid document will be available for downloading from Delhi Government Procurement website at <https://govtprocurement.delhi.gov.in>. The hard copy of the bid documents will not be provided by the Department.
6. **The EMD, undertaking and other requisite documents in sealed envelope should be dropped in the Tender Box in chamber of Secretary, DBTB. The details of the EMD and other requisite documents shall also be uploaded with the Tech. Bid.**
7. Date till which the Bid should be valid: 135 days from the last date of bid submission.
8. **Financial standing:**

The Bidder will upload the following:

- a) The proof of average annual turnover duly certified by C.A. for the last 3 Financial Years, ending 31<sup>st</sup> March 2022. The average annual turnover should be at least 30% of the estimated cost of the work.

- b) Balance Sheet for last three previous Financial Years ending 31st March 2022 duly attested by C.A and ITRs for the same period i.e. Financial Year 2019-20, 2020-21 & 2021-22. The provisional Balance Sheet for the year ending 31<sup>st</sup> March 2023 may also be submitted.
- c) Upload the Registration of GST and also upload the GSTR-3B Return for June, 2023.
- d) Upload the copy of PAN Card of Firm/Company/Proprietor.
- e) Upload the proof regarding Relaxation of Startup/MSME in turnover/experience as per rule. (As per OM dt.20.09.2016 issued by Department of Expenditure, Ministry of Finance, Govt. of India).

**NOTE:** GSTIN Number of Delhi Bureau of Textbooks is 07AAATD4122G1Z7 and PAN No. is AAATD4122G.

**9. Experience and past performance on similar work:**

The bidder must have experience of providing services of similar works. The bidder must have experience of minimum 3 years of providing similar type of services (Security Services OR Sanitation Services OR both) to any central/state government organization/ PSU/Public Listed Company. Copies of relevant contracts/orders to be uploaded along with technical bid. Relaxation of Startup/MSME in turnover/experience as per rule. (As per OM dt. 20.09.2016 issued by Department of Expenditure, Ministry of Finance, Govt. of India).

10. The Bidder will submit an Undertaking that the firm has been registered with the labour department and fulfilling all the statutory conditions with regards to personal/labour laws. **(Form-5 to be submitted in original)**
11. The Agency blacklisted by any Govt. department or by any other Govt. Undertakings/Organizations shall not be eligible for bidding. **Every bidder would be required to submit an undertaking that they have never been blacklisted by any Govt. department/Govt. undertaking/Organizations directly to the office of the Bureau along with the EMD before the opening the technical bid and should also upload the same. (Form-7 to be submitted in original).**
12. The bidders not conforming to the requirements mentioned above and as laid down in the terms and conditions/scope of work or not accompanied by Earnest Money (as per point No. 4 above) along with the required documents are liable to be rejected summarily.
13. The bid must be uploaded on the website <https://govtprocurement.delhi.gov.in> before last date and time of up-loading the Bid i.e **07.09.2023 up to 2.00 p.m.**
14. The Tender form along with detailed terms and conditions is available at the website <https://govtprocurement.delhi.gov.in>. The details of the tender are as under: -
  - A. Last date for uploading the bids online is **07.09.2023 upto 2:00 pm** through e-procurement.
  - B. Online opening of Technical Bid: **07.09.2023 at 03.00 p.m.** in the Chamber of Managing Director, DBTB of Delhi Bureau of Text Books.
  - C. Online opening of financial bid: The date, time will be declared after the evaluation of technical bid.

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15. **The first requirement to participate in e-tender is to have digital signature and the registration of bidders with application service provider i.e. NIC is mandatory. For any enquiry about e-tender/digital signature, please contact at NIC Help Desk, C Wing, 6<sup>th</sup> floor, Vikas Bhawan-2, Near-Metcalf House, Civil Lines, Delhi-110054, Tel No. 23813523.**

16. Chairman, Delhi Bureau of Text Books reserves the right to accept or reject any or all or any part of the tender(s) without assigning any reason whatsoever.

17. **Special Instructions for Completing the Technical Bid: -**

- a) All particulars must be uploaded as asked for in the prescribed formats for technical and financial bids in the bid document.
- b) The bidder should drop the complete copy of exemption from submission of EMD issued by Competent Authority in sealed envelope, if they have, along with other document in the Tender Box in the Chamber of Secretary within time prescribed in the tender.
- c) The bidder should not impose any counter condition and in such case tender shall be summarily rejected.
- d) The tenders not conforming to the requirements as laid down in the terms and conditions or not accompanied by Earnest Money/Exemption along with the required documents are liable to be rejected summarily.

18. **Opening and evaluation of tender: -** The uploaded bid will be opened by a committee under the Chairmanship of Secretary, Delhi Bureau of Text Books on **07.09.2023 at 3:00 p.m.** in the Chamber of Secretary, DBTB in the presence of the bidders or representative/s of the bidders (who wish to be present) **with a letter of authority.** The technical bid will be evaluated in the light of the eligibility criteria and submission of documents required for the tender as per terms and conditions. The inspection of all the bidders will be done by the inspection committee, if so required, at any time or at the time of the opening of the Tech. Bid. After evaluation, the list of the bidders will be short-listed by the Delhi Bureau of Text Books in the light of eligibility criteria of the tender. The financial bids in respect of the above short-listed bidders will only be opened on the date and time announced after the evaluation of the tech. bid. The decision of Chairman, Delhi Bureau of Text Books shall be final regarding the evaluation of technical and financial bid.

19. **Performance Guarantee: -**

A. The successful bidders will have to deposit the Performance Guarantee at the rate of 5% of the total work awarded within 7 clear calendar days from the issue of Letter of Intent (LOI). The PG will remain valid upto 60 days beyond the completion of time of awarded work. The work order will be provided only after the submission of Performance Guarantee. The Bureau will have the discretion to take any or all the following actions in case of non-submission of Performance Guarantee within stipulated time: -

- i) Forfeiture of EMD
- ii) Termination of the contract.
- iii) Any other action as decided by Chairman, DBTB.

Further, the required Performance Guarantee will be accepted in the form of FDR/ Irrevocable Bank Guarantee of any Scheduled/nationalized bank in favour of Managing Director, Delhi Bureau of Text Books. The Performance Guarantee will be released only after the successful completion of work. No interest will be paid by DBTB.

B. The Performance Guarantee can be forfeited in the following cases:-

- i) If the bidder fails to perform any contractual obligation.
- ii) If the L-1 bidder fails to execute all the jobs.
- iii) In the event of furnishing false/incorrect information by the bidder.

**Note :- Performance Guarantee, so required, will not be adjusted against any other Bank Guarantee/FDR already submitted to Bureau by the bidder against any other work. The successful Bidder has to submit fresh Performance Guarantee in the form of FDR/Irrevocable Bank Guarantee for the work awarded. However, if the work is also assigned for third year on mutual consent, then the Performance Guarantee of the previous year may be adjusted, however the validity of the PG has to be extended as per requirement.**

**20. Agreement deed: -**

- a) The successful bidder shall execute an agreement for the fulfillment of the contract on Rs. 100/- non-judicial stamp paper within 5 clear calendar days from the date of award of the work. The firm/agency shall not be allowed to insert/delete any terms and conditions on the Agreement Deed. If any deviation is found in the Agreement Deed, the firm/agency will entail termination of the contract without prejudice to the rights of the Delhi Bureau of Text Books and any consequential loss will be recovered from the contractor. Agreement/contract will be signed at the given terms.
- b) The incidental expenses of execution of Agreement/Contract shall be borne by the successful bidder.
- c) The conditions stipulated in the Agreement/Contract should be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of the Delhi Bureau of Text Books and any consequential loss will be recovered from the contractor.
- d) After signing the agreement, if successful bidder fails to perform any contractual obligation, his Performance Guarantee deposit can be forfeited or any other action as deem fit by Chairman, DBTB may be taken. Depending upon the gravity of the violation/omission, the contractor is liable to be blacklisted for a considerable period.

**21. Further assigning of tender in whole or part: -** The contractor shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. No under letting or subletting to any person or body corporate for the execution of the contract or any other part thereof is permitted under any circumstances. In case of subletting the work, the contractor/firm shall be blacklisted apart from taking other appropriate actions as per terms & conditions of the tender.

**22. Power of acceptance and withdrawal of the tender: -**The final acceptance of the tender would entirely vest with the Chairman, Delhi Bureau of Text Books, who reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. There is no obligation on the Chairman, DBTB to communicate in any way with the bidder whose bid is rejected. After acceptance of the tender by Chairman, DBTB, the bidder shall have no right to withdraw his tender or claim higher price.

- a) Tender with incomplete information is liable for rejection.

- b) Any dispute and difference arising out will be resolved by the arbitrator appointed by the Chairman, DBTB.
23. **False Information:**-In the event of furnishing false/incorrect information by the bidder, the EMD in respect of such bidder shall be forfeited. Further, during the performance of the contract, if it is detected that the contract has been obtained by furnishing the false/incorrect information in the tender, the agreement is liable to be terminated and Performance Guarantee and other payments due to the contractor in r/o this work order shall be forfeited and depending upon the gravity of the false/incorrect information, the contractor is liable to be blacklisted for a period or forever as may be considered appropriate by the competent authority.
24. **Submission of Self declarations/Undertaking:** - The bidder will have to furnish the following three self declarations/Undertaking with the tender documents **directly to be dropped in the tender box placed in the chamber of Secretary, DBTB on or before the last date and time of opening of technical bid.**
- i. That the bidder has furnished the correct information in the tender and the bidder shall be solely responsible for furnishing wrong/false information in the tender. **(Form-6).**
  - ii. That the firm has never been blacklisted in the past by any Govt. Department/Undertakings/ Organizations. **(Form-7).**
  - iii. That the firm has been registered with the labour department and fulfilling all the statutory conditions with regards to personal/labour laws. **(Form-5).**
25. **Registration with GST department:** - The bidder should be registered with the GST Department of the concerned state and shall submit the documentary proof of registration of GST.
26. **Quoting of rates:** - The rate/service charge should be quoted in the given column in BOQ and the rates/service charge should be **exclusive of GST**. L-1 bidder will be decided on the basis of the lowest rates quoted by the bidders. However, the payment shall be made by the Bureau to the bidder after deducting TDS as per the scheduled rate at the time of payments. GST will be paid as per Govt. Norms, if applicable.
27. **Validity of Rates:** - Since the tender is for 2+1 years basis (with mutual consent), the rates should be valid up to three years from the date of award of work. However, necessary revision in the rates will be applicable as per the revision in the minimum wages/labour rates by the Labour Department of Govt. of NCT of Delhi
28. **Self attestation of the documents:** - Each and every document required to be uploaded with the technical bid must be self-attested by the bidder along with seal of the firm.
29. **Amendment in tender documents:** - At any time prior to the deadline for uploading of bids, DBTB may amend the tender document by issuing an addendum. The amendment will be displayed on the website of the Delhi Govt. i.e. <https://govtprocurement.delhi.gov.in>. The amendment will be binding on all the bidders. In order to afford prospective bidders reasonable time in which to make the amendment into account in preparing their bid, the DBTB may, at its discretion, extend the deadline for the submission of bids.

30. **Completeness of the tender document:** - The Bureau is not responsible for the completeness of the tender documents of the bidder, if bidder does not upload the documents correctly on the site.
31. **Power to reject the tender:**-The Chairperson, DBTB does not bind himself to accept the lowest or any other tender and reserves the right to accept the tender in whole or in part or reject it entirely without assigning any reasons at any time.
32. **IMPORTANT NOTES:** -
- a. The successful bidders shall be selected on the basis of lowest service charges, subject to fulfillment of all terms and conditions as mentioned in this tender document. Chairman, Delhi Bureau of Text Books reserves the right to negotiate for further reduction of rates.
  - b. Chairman, Delhi Bureau of Text Books reserves the right to change any of the terms and conditions prior to the dead line for submission of bids.
33. **Amendment in Bidding Document:**
- a) At any time prior to deadline for submission of Bids, the Bureau may amend the Bidding Documents by issuing an addendum/corrigendum on the Website only. No addendum/corrigendum will be published in the newspaper.
  - b) The amendment will be binding on all the bidders. Bidders are advised to keep themselves updated with the information displayed on the website of the Bureau and Bureau shall not be responsible if the bidder has not received such addendum/corrigendum in the manner stated above.
34. **Clarification regarding Bids**
- a). To assist in the examination, evaluation and comparison of Bids, the Bureau may, at its discretion, ask the Bidder for a written clarification of his/her Bid. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetical errors, if discovered by the Bureau in the Evaluation of the Bids.
  - b). No Bidder shall contact the Bureau on any matter relating to firm's Bid from the time of the Bid opening to the time the contract is awarded. Any attempt by any Bidder to influence the Bureau Bid Evaluation, Bid Comparison or Contract Award decision in any manner may result in summarily rejection of its Bid and this will be treated as a fraudulent and corrupt practice and in such cases any action as deemed fit by the Bureau will be taken.
35. Bidder should be registered under ESI and EPF act and should have a valid PF code number and all the employees of the contractor to be deployed by them should be enrolled as member of EPF and should have a PF number. Documents relating to the same i.e. ESI & EPF should be submitted along with the Technical Bid.
36. The bidder can make bid for either or both of the services as per his profile and nature of business. The L-1 will be decided separately for both the services.
37. **Correction of Errors.**
- a) Bids determined to be substantially responsive will be checked by the Bureau for any arithmetical error/and the same will be corrected by the Bureau as follows:

- b) Where there is a discrepancy between the rates in figures and in words, the rate in words will govern; and
- c) The amount stated in the Bid will be corrected by the Bureau in accordance with the above procedure for removal of errors and shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount, the Bid will be rejected.

38. **Authority Letter:**

If the tender is signed by other than proprietor/partners/Directors of the firm, the authority letter issued by the proprietor/Director/partner of the firm must be uploaded in the technical Bid, failing which, tender will not be considered.

39. **More Instructions for Technical Bid.**

- a) The tenders not uploaded in prescribed form and non submission of EMD, self declarations, and necessary documents, upto the last date of uploading the tender shall be disqualified.
- b) The quotations should be strictly in accordance with the terms & conditions specified in the tender document. Uploading of **incomplete tender or incorrect or false information** shall be liable for rejection.
- c) **Rates/Service Charges shall not be quoted in the technical bid form.** In case rates are mentioned therein directly or indirectly, the bid shall be summarily rejected.
- d) The firm/agency must upload the undertaking with the technical bid that all the terms & conditions of the tender are acceptable to them and shall abide by the same fully and the rates quoted shall remain effective including extended orders up to three years from the date of award of work.
- e) A self declaration confirming that the information furnished in the tender document is correct to the best of knowledge and belief.
- f) A declaration regarding financial bid has to be signed and submitted with the technical bid as given below: -

**"I/We declare that the financial bid has been submitted without any condition and strictly as per terms and conditions of the tender document and I/We aware that the financial bid is liable to be rejected if it contains any other condition". (Form-3).**

- g) A certificate of reading/understanding of technical specifications and quoting of rates/service charges accordingly as mentioned in the tender document has to be signed.
- h) Such other information as may be specified in the technical bid Form.

40. **More instructions for financial bid: -**

The work will be allotted to the L-1 bidder who quotes the lowest rate/service charge separately for Security & Sanitation Services respectively.

41. **Any point not covered under the Terms and condition of the tender :-** For any point not covered under the provisions of the tender, Chairman, DBTB shall be the final competent authority, whose orders in this regard shall be final and binding upon the bidders.

42. **Jurisdiction of Court:**-The courts at Delhi/New Delhi shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
43. **Submission of undertaking of the acceptance of all the terms and conditions:-** The bidder must upload an undertaking with technical bid **that all the terms & conditions of the tender are acceptable to them and shall abide by the same fully and the rates quoted shall remain effective including extended period.**

44. **Documents to be submitted alongwith the Technical Bid**

1. Earnest Money Deposit (EMD) as mentioned in the Clause No 4 of General Terms and Condition **(Form 2)**.
2. PAN Card of the bidding firm
3. Certificate of Incorporation of Registration
4. Certificate of Registration for PF subscription
5. Certificate of Registration for ESI subscription
6. The bidder for Security Services should have a valid Delhi PASARA Regulation Act, 2005 License. Certificate to be submitted along with the Technical Bid.
7. The proof of average annual turnover duly certified by C.A. for the last 3 Financial Years, ending 31<sup>st</sup> March 2022. The average annual turnover should be at least 30% of the estimated cost of the work.**(Form 10)**
8. Balance Sheet for last three previous Financial Years ending 31<sup>st</sup> March 2022 duly attested by C.A and ITRs for the same period i.e. Financial Year 2019-20, 2020-21 & 2021-22. The provisional Balance Sheet for the year ending 31<sup>st</sup> March 2023 may also be submitted.**(Form 10)**
9. Authority letter in favour of the authorized person signing the bid.**(Form 8)**.
10. Copy of GST Registration.
11. Bidder needs to submit an affidavit on Rs. 100/- stamp paper duly notarized that the Bidder or its associate firm have never been Debarred/ Blacklisted/ Defaulter by any Central/State Government department & PSU/Autonomous body/society.**(Form 7)**
12. Undertaking regarding acceptance of all terms and conditions of the tender. **(Form 4)**
13. Declaration regarding financial bid.**(Form 3)**
14. Self Declaration/Undertaking regarding follow up of the Rules & Regulations of the Labour Department of Govt. of NCT of Delhi.**(Form 5)**
15. Self declaration regarding incorrect/false information.**(Form 6)**
16. Upload the Latest GST-3B Return for the Month of June 2023.
17. Experience of providing services of similar works. "Similar Works" means experience of 3 years in executing the Security Services OR

Sanitation Services OR both as applying and applicable in similar Government / PSUs / Public Sector Banks /Autonomous Bodies, etc. Copy of the LOI/Work Order and/or copy of the agreement should be attached along with the technical bid).

18. MSME/MSE Certificate, if applicable.

**DISPUTE RESOLUTION**

- A) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the Authorities representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Chairman, DBTB.
- B) The award of the sole Arbitrator shall be final binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
- C) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration.



(RAJESH KUMAR)  
SECRETARY, DBTB

25/2 Institutional Area, Pankha Road  
D Block, Janakpuri, New Delhi 110058

**TECHNICAL BID FORM - 1**

**TECHNICAL BID ofe-tender for Providing Security &Sanitation Services in DBTB for 2+1 year(on mutual consent)**

(EACH PAGE OF THE TECHNICAL BID MUST BE SIGNED BY THE BIDDER WITH SEAL)

**1. GENERAL INFORMATION: -**

The firm/agency/bidder should furnish the following details

1.1 Name & Address \_\_\_\_\_  
\_\_\_\_\_

1.2 Nature of the Firm -- Public/Private/Proprietorship

1.3 Contact Nos. & fax -- Land Line \_\_\_\_\_  
Mobile \_\_\_\_\_ Fax \_\_\_\_\_

1.4 Proof of requisite experience Uploaded/Not uploaded  
(As per Clause No. 9 of the General Terms and Condition of tender document)

1.5 Details of Earnest Money Deposit (EMD) Uploaded/Not uploaded  
Original EMD or MSME Certificate whichever applicable  
to be submitted directly in the tender box lying in the  
Chamber of Secretary, DBTB  
(Scanned copy should be uploaded) Clause No. 44(1)

**FORM-2**

1.6 Copy of the PAN Card- Clause No. 44(2) Uploaded/Not uploaded

1.7 Copy of Certificate of Incorporation of Registration Uploaded/Not uploaded  
As per Clause No. 44(3)

1.8 Certificate of Registration of PF subscription Uploaded/Not uploaded  
Clause No. 44(4)

1.9 Certificate of Registration of ESI subscription Uploaded/Not uploaded  
Clause No. 44(5)

1.10 Certificate of Registration of Delhi PASARA Uploaded/Not uploaded  
Regulation Act 2005 Clause 44(6)

1.11 Proof of average turnover during last Uploaded/Not uploaded  
3 financial years ending March 2021 (Authenticated by C.A.)  
and the ITR for the last 03 financial year ending  
2019-20, 2020-21 & 2021-22 Clause No. 44(7) **Form 10**

1.12 Authority Letter Clause 44(8) **FORM-8** Uploaded/Not uploaded

1.13 Copy of GST Registration No. Uploaded/Not uploaded  
As per Clause No. 44(9)

1.14 Self declaration regarding never Submitted/Not Submitted  
Blacklisting. Clause No. 44(10) **FORM-7**

- |  |                         |
|--|-------------------------|
| 1.15 Undertaking regarding acceptance of all terms & conditions of the tender and Clause No. 44(11) <b>(FORM4)</b>   | Uploaded/Not uploaded   |
| 1.16 Declaration regarding financial bid Clause No. 44(12) <b>FORM-3</b>   | Uploaded/Not uploaded   |
| 1.17 Self Declaration/Undertaking regarding follow up of the Rules & Regulations of the Labour Deptt. of Govt. of NCT of Delhi Clause No. 44(13) <b>FORM-5</b> | Uploaded/Not uploaded   |
| 1.18 Self declaration regarding incorrect/false Information. Clause No. 44(14) <b>FORM-6</b>   | Submitted/Not Submitted |
| 1.19 Upload the Latest GST-3B Return for the Month of June-2023. Clause No 44(15) <b>Form No.9</b>   | Uploaded/Not Uploaded   |
| 1.20. Proof of Experience as mentioned in Clause 44(16).   | Submitted/Not Submitted |
| 1.21. MSME/MSE Certificate, Clause 44(17)  | Submitted/Not Submitted |
| 1.22. Whether all documents signed with seal   | Yes/No                  |

**Kindly note that all documents/undertakings which are to be submitted in original are also to be uploaded along with documents.**

**Name & signature of the authorized signatory of the Firm/Partner of the Firm/ Director/ Proprietor With rubber stamp**

**Place :**

**Dated:**

- Note:** - 1. All the documents uploaded with this form should be self attested and stamped by the Firm.  
2. Firm shall not upload any other additional documents other than asked above.

*PK*

**TECHNICAL BID FORM-2**

**DETAILS OF EARNEST MONEY DEPOSIT (EMD): -**

S.No.	Name of the Bank	Amount	Details of the EMD

**Note: Please Submit the EMD of the above mentioned amount and valid upto 135 days from the last date of submission of bid, directly to the office of the Bureau and details copy to be uploaded in above mentioned form.**

**Place & Date:**

**Name & signature of the authorized signatory of the Press/Partner of the Press/ Director/ Proprietor With rubber stamp**

**TECHNICAL BID FORM-3**

**DECLARATION REGARDING FINANCIAL BID**

I/We declare that the financial bid has been submitted without any condition and strictly as per the conditions of the tender documents and I/We aware that the financial bid is liable to be rejected if it contains any other condition.

**Place:  
Date:**

**Name & signature of the authorized signatory of the Firm/Partner of the Firm/ Director/ Proprietor.  
With rubber stamp**

**TECHNICAL BID FORM-4**

**UNDERTAKING REGARDING ACCEPTANCE OF ALL TERMS & CONDITIONS OF THE TENDER AND VALIDITY OF RATES**

I/We hereby undertake that all the technical & financial tender conditions and other terms & conditions mentioned in this document or any changed conditions prior to the dead line for submission of bids shall be acceptable to us and I/We shall abide by the same fully and the rates quoted shall remain effective upto 3 years from the date of award of work.

**Place:**

**Name & signature of the authorized signatory of the Firm/Partner of the Firm/ Director/ Proprietor.  
With rubber stamp**

Date:

**TECHNICAL BID FORM-5**

**Certificate regarding implementation of labour laws and etc.**

It is certified that I/We have read the clause of labour law of GNCT of Delhi/State Govt. and we are implementing the labour laws in our press as framed by the Labour Department, Govt. of NCT of Delhi/State Govt.

**Name & signature of the authorized signatory of the Firm/Partner of the Firm/ Director/ Proprietor.  
With rubber stamp**

**Place & Date**

**TECHNICAL BID FORM-6**

**SELF DECLARATION TO BE SUBMITTED ALONG WITH TECHNICAL BID**

That I/We \_\_\_\_\_ M/s \_\_\_\_\_  
Address \_\_\_\_\_ has/have furnished  
the correct information in the tender and I/We shall be solely responsible for  
furnishing wrong/false information in the tender.

**Name & signature of the authorized signatory of  
the Firm/Partner of the Firm/ Director/  
Proprietor. With rubber stamp**

**Place & Date:**

**TECHNICAL BID FORM-7**

**SELF DECLARATION TO BE SUBMITTED ALONG WITH TECHNICAL BID**

That I/We \_\_\_\_\_ M/s \_\_\_\_\_  
Address \_\_\_\_\_ certified that our  
firm has never been blacklisted in the past by any Govt.  
Department/Organisation/Undertaking.

**Name & signature of the authorized signatory of the  
Firm/Partner of the Firm/ Director/ Proprietor.  
With rubber stamp**

**Place & Date**

**TECHNICAL BID FORM-8**

**AUTHORITY LETTER**

Certified that I/We \_\_\_\_\_ proprietor/director of M/s \_\_\_\_\_  
Address \_\_\_\_\_ hereby  
authorize to Sh. \_\_\_\_\_ to sign the tender documents on my / own  
behalf.

**Signature of Sh. \_\_\_\_\_ attested  
(Authorized signatory of the Firm/Director/Proprietor)  
With rubber stamp**

**Name & signature of the authorized signatory of  
the Firm/Director/ Proprietor.  
With rubber stamp**

**Place & Date**

*Handwritten signature*

**TECHNICAL BID FORM NO. 9**

**Certificate regarding filling of latest GST Return 3B**

Certified that I/We \_\_\_\_\_ proprietor/director/partner of M/s \_\_\_\_\_ Address \_\_\_\_\_ hereby certify that I have filed the latest return of GSTR 3B for the month of June, 2023.

**Name & signature of the authorized signatory of the Firm/Partner of the Firm/ Director/ Proprietor.  
With rubber stamp**

**Place & Date**

**TECHNICAL BID FORM-10**

**PROFORMA FOR INFORMATION OF ANNUAL TURNOVER**

Name of the Firm \_\_\_\_\_

Address \_\_\_\_\_

Annual turnover for the last three years : (In Indian Rupees)

Financial year	Turnover (Rs. in lacs)	Profit & Loss A/c, Balance Sheet Authenticated by Chartered Accountant	ITR for the financial year 2019-20, 2020-21 & 2021-22)
2019-20		Uploaded/Not uploaded	Uploaded/Not uploaded
2020-21		Uploaded/Not uploaded	Uploaded/Not uploaded
2021-22		Uploaded/Not uploaded	Uploaded/Not uploaded

**Place:**

**Date:**

**Name & signature of the authorized signatory of the Firm/Partner of the Firm/ Director/ Proprietor.  
With rubber stamp.**

*Handwritten signature*

**Annexure-I**

**Financial Bid/BOQ**

Tender Inviting Authority : Secretary, Delhi Bureau of Text Books  
Work : Outsourcing of Security Service, Sanitation /Housekeeping  
Bidder Name :  
Bidder Address :

S. No.	Description	%	Security Service	Sanitation /Housekeeping
			Semi – Skilled (Rs.)	Unskilled (Rs.)
1	Minimum Wages		18993	17234
2	EPF	13%	1950	1950
3	ESIC	3.25%	617	560
4	Sub Total (1+2+3)		21560	19744
5	Reliving Charges	16.67%	3594	0
6	Sub Total (4+5)		25154	19744
7	Service Charges (Including administrative, Uniform & overheads cost per Manpower)			
8	No. of Manpower		8	5

**Additional Terms:-**

1. Total Cost would be approx. 75 Lacs for 2 years, GST extra, if applicable.
2. Material Charges (Chemical & Consumable) will be paid by the department @ 10 % i.e.Rs.1974/- per person per month. It will remain fix throughout the tender duration.
3. Service charge should not be zero or nil else the bid will be count as unresponsive & rejected.
4. Minimum Wages as per the Labour Department of Govt. of NCT of Delhi will be applicable.

