

# Uttarakhand Environment Protection and Pollution Control Board

46-B, IT Park, SIDCUL, Sahastradhara Road, Dehradun

## **TENDER NOTICE FOR PROVIDING SECURITY & HOUSEKEEPING SERVICES**

1. Sealed tenders are invited from reputed, registered and licensed agencies who can take on the work for Security and House-Keeping Services for a period of **two years** which can be extended on the basis of performance and mutual agreement by another one year. Total contract value is approximately 22.00 Lakhs for a year (12 Lakh for Security Services & 10Lakhs for House-Keeping Services).
2. The Agency should have experience for providing Security and House-Keeping Services in reputed organizations preferably in Govt./Public Sector/ Private Sector for at least three years.
3. The Security Services and Housekeeping services are required for Head Office, Uttarakhand Environment Protection and Pollution Control Board situated at 46-B, IT Park, Sahastradhara Road, Dehradun (Hereinafter referred as UEPPCB).
4. A set of tender documents can be procured from this office from 10 AM to 5 PM on any working day up to **04.09.2019** @ RS-1000/- + Rs 180/- GST = Rs 1180/- Tender document can also be downloaded from website "[www.ueppcb.uk.gov.in](http://www.ueppcb.uk.gov.in)". In case the tender document is downloaded from web site, tender document fee Rs 1180/- to be accompanied along with hard copy of tender in the form of a Demand Draft in favor of Member Secretary, UEPPCB payable at Dehradun.
5. Tender documents consists of the following:-
  - a. Annexure . A: Scope of Work
  - b. Annexure . B: Declaration by the Tenderer
  - c. Annexure . C: Technical Tender (Pages 1, 2 & 3) and; Financial Tender
6. Sealed Tenders with separate Technical and Financial bids have to be filled in the specified proforma written in Bold "**Tender for Security & Housekeeping Services**" and addressed to the Member Secretary, Uttarakhand Environment Protection and Pollution Control Board situated at 46-B, IT Park, Sahastradhara Road, Dehradun 248001 should reach latest by 3 PM on **05.09.2019**.
7. The Technical Bids shall be opened at **4.00 PM on 05.09.2019** in the presence of such tenderers or their authorized representatives who may wish to be present.
8. The Tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.
9. Tenders received after the closing date and time shall not be considered.

**Member Secretary**  
Uttarakhand Environment Protection and  
Pollution Control Board

## **DETAILED GUIDELINES & INFORMATION**

### **A. Eligibility Criteria:**

The Tenderer must have an average annual turnover of Rs.20,00,000/- (Rupees Twenty Lakhs only) and should be profit making during the last two years. Copies of the following documents should be submitted along with the Technical Bid.

- (a) Audited Balance Sheet of last two years i.e., 2016-17, 2017-18 along with profit and loss account for the said period.
- (b) Certified Copy of GST registration Certificate
- (c) Certified copy of Registration Certificate with the Labour Department
- (d) ESI & PF Registration copy with payment details for last two years from 2016-17, 2017-18.
- (e) Certified copy of PAN No.
- (f) Copy of Company /Proprietorship /Partnership Registration Certificate.
- (g) The bidder should submit details of proprietorship/Partnership/Company alongwith name and full address of proprietor/Partners/Directors.

### **1. The Agency should have contract during the last two years as on 31/03/2018 at least:**

- i. One running contract of value not less than 10 lakhs or
- ii. Two running contracts of value not less than 15 lakhs or
- iii. Three running contracts of value not less than 20 lakhs.
- iv. The Tenderer should have the Registered / Branch Office in Dehradun.

2. The Tenderer should have sufficient employees as detailed in Annexure C on its rolls or rolls of its associates, specifically trained for the work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of Security/Housekeeping Services and electric and gardening performance, PF, ESI details (technical bid page 2) etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions, should be attached with the Technical Bid. Details of the health and safety measures, the agency takes for its workers should also be attached with the technical bid.

### **3. Tenderers should submit "Satisfactory Service" Certificates from their**

**previous Client / Employer(s) as supporting documents failing which the information will be treated as invalid.**

4. The Member Secretary, UEPPCB, reserves the right to relax/cancel any condition.
5. The firm/ bidder should enclose a certificate to the effect that they have never been blacklisted by any Government Office along with technical bid.
6. The bidder shall enclose a self certified list of clients.

## **B. INSTRUCTIONS FOR SUBMISSION OF TENDERS**

1. The Tenderers are required to submit two separate Bids i.e. - Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed **%Technical Bid for Security & Housekeeping Services in UEPPCB+** and **%Financial Bid for Security & Housekeeping Services in UEPPCB+**. Both sealed envelopes should be put in a third sealed envelope superscribed **%Tender for Security & Housekeeping Services in UEPPCB+** if a single agency is opting to provide both the services.
2. If any agency want to submit tender only for Security service then two Bids should be submitted in two separately sealed envelopes superscribed **%Technical Bid for Security Service in UEPPCB+** and **%Financial Bid for Security Services in UEPPCB+**. Both sealed envelopes should be put in a third sealed envelope superscribed **%Tender for Security Services in UEPPCB+**
3. If any agency want to submit tender only for Housekeeping service then two Bids should be submitted in two separately sealed envelopes superscribed **%Technical Bid for Housekeeping Service in UEPPCB+** and **%Financial Bid for Housekeeping Service in UEPPCB+**. Both sealed envelopes should be put in a third sealed envelope superscribed **%Tender for Housekeeping Services in UEPPCB+**
4. **The bid(s) shall be valid for 30 days from the date of opening.**
5. The declaration in the prescribed proforma (Annexure B) enclosed should be submitted along with the Technical Bid.
6. All entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory. The bid shall contain no alterations, omissions or additions except to correct errors made by the bidder, and in such case all the corrections must be authorize/signed and dated by the person or persons signing the bid. No corrections, overwriting is permitted in price bid.
7. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of 2% of the prospective contract value of Rs 22.00 lakh in the form of **Fixed Deposit** from a nationalized bank drawn in favour of **MS, UEPPCB+** payable at Dehradun. It should remain **valid for a period of 06 months** from the last date for submission of the Tender. EMD should be kept with the Technical Bid Document.

8. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to the successful Tenderer on receipt of performance security deposit (5%).in the form of a Bank Guarantee. No interest is payable on the EMD.
9. Tender incomplete in any form will be rejected outright. Conditional Tenders will also be rejected outright. Each page of the Tender document should be signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by UEPPCB.
10. The closing date and time for receipt of tenders will be **5.00 P.M.** on **04.09.2019**. The Technical Bid shall be opened at **4.00 PM** on **05.09.2019** in the office of Chief Environment Officer (I/c Admin), UEPPCB in the presence of the authorized representatives of the Tenderer, who wish to be present at that time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
11. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
12. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), the EMD will be forfeited.
13. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor
14. The successful Tenderer will have to deposit a Performance Security Deposit of 5% by way of a Bank Guarantee in favor of UEPPCB. This guarantee as a whole or part of it will be liable for forfeit (as decided by Member Secretary) in case of negligence in the services.
15. The successful Tenderer will have to deposit the Performance Security Deposit before commencement of the work from. Otherwise the contract will be cancelled and EMD will be forfeited.
16. The competent authority of UEPPCB reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the Tenderer shall be given sufficient time to take the changes into account.
17. The competent authority of UEPPCB reserves the right to reject tenders in whole, or in part, without assigning any reasons thereof.
18. For finalization of contract, the Tenderer whose rates, i.e., Grand total of A+B+C+D as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer. However, this does not form the sole criteria for finalization.

## **GENERAL CONDITIONS**

### **FOR SECURITY SERVICES**

1. The Contractor shall provide trained personnel and use its best endeavour to provide Security services to the offices for providing safety, monitoring and surveillance.
2. The offers/bids which are not in consonance of UPNL/Minimum Wages Act and any other Labour laws will be treated as invalid. UPNL rates quoted for Ex-Serviceman Security Guards will include basic wages, including VDA, break up of allowances, relieving charges, other statutory liabilities service charges and Service Tax etc. In case of revision in wage structure of Ex- Serviceman Guards by the UPNL, the incremental wages as applicable, will be payable on being claimed by the tenderer.
3. The Contractor should ensure adequate provision of Health and safety measures in respect of the Guards provided. UEPPCB may also conduct health check up of the staff deployed at regular intervals.
4. The tenderer shall submit copies of the discharge books of ex-servicemen to office administration, before their deployment.
5. The antecedents of security staff deployed shall be got verified by the Contractor from local police authorities and an undertaking in this regard to be submitted to the office administration. The Contractor shall submit copies of the discharge books of ex-servicemen to office administration, before their deployment.
6. Adequate supervision will be provided to ensure correct & effective performance of the security services in accordance with the prevailing assignment instructions agreed upon between the two parties. The security personnel shall ensure that there is no unidentified/unclaimed/suspicious objects/person in the buildings / premises. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places, where applicable. Security Officer /Supervisor must organize surprise visits (during day and night) to check the alertness and attentiveness of the security guards.
7. Security Contractor and its staff shall take proper and reasonable precautions to prevent loss, destructions, waste or misuse the areas of the office premises. The Security contractor shall be responsible to protect all properties and equipments of the office entrusted to it.

8. The Security contractor shall do and perform all such Security services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the directions enumerated herein and in accordance with such directions, which the office may issue from time to time and which have been mutually agreed upon between the two parties.
9. The personnel engaged should be of robust physique and project an image of utmost discipline. They must be courteous with pleasant mannerism in dealing with the Staff and visitors. The Member Secretary or I/c Administration of UEPPCB shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the I/c Administration of UEPPC.
10. The personnel engaged by the contractor shall be smartly dressed in neat and clean uniform and are required to display photo identity cards, failing which it will invite a penalty of Rs.500/- each such occasion. The penalty on this account shall be deducted from the Security Contractor's monthly bills.
11. The security contractor shall bear all the expenses incurred on the following items i.e. Provision of torches and cells, lathis and other implements to security staff, stationary for writing duty charts and registers at security check points and record keeping as per requirements.
12. At present about 06 Ex-Servicemen guards are required to be deployed, although their requirement may vary from time to time. The strength of the Security Personnel may be increased or decreased at any stage depending upon the actual requirements by the office. The timings of current deployment is round the clock.

### **For Housekeeping Services**

13. The Tenderer/Sub Contractor/Associate should have a valid labour license and license for providing Pest control, as applicable.
14. It is desirable that the Tenderer should possess valid ISO. 9001 certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.
15. The tenderer should be a Registered Contractor having a Valid License under the Contract Labour Act and furnish the proof of experience of providing sanitation / House-Keeping Service, Gardening and electrical/plumbing

Services in Govt/ Private organization/PSUs or any other similar organization of repute. An experience of using mechanized mops for cleaning vitrified tiles flooring, walls, Electrical Boards and Panels. Spiderman Gondola for external Glass cleaning of building having glass and ACP Panel sheath will be an added advantage keeping in view the future requirements of the Corporation.

16. The Contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas for housekeeping purposes.
17. The Contractor shall:
  - a. Ensure Pest / animal and Rodent free environment in the premises of UEPPCB.
  - b. Provide tissue boxes and hand towels in Officers rooms.
  - c. Provide liquid soap dispensers, etc. in wash rooms, toiletries, Towel dispensers in all designated wash rooms, and garbage bins/bags, etc. in all work station and wash rooms.
  - d. Ensure that their supervisors are equipped with mobile phones.
  - e. Arrange for a garbage disposal vehicle, bins, and other material required for segregation and disposal of waste in a professional manner.
  - f. Plan, manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.
18. The electrician shall have experience of running/operating lift and correction of electrical faults in the office.
19. The plumber shall be experience and shall attend the compliant on call basis when ever required.

### **Common Conditions**

20. The Contractor must not employ child labour, and shall engage only such workers, whose antecedents have been thoroughly verified, including character, police verification and other formalities. The Contractor shall be fully responsible for the conduct of the personnel employed by the agency.
21. The Contractor shall abide by and comply with the relevant laws, statutory requirements, and at all times indemnify UEPPCB against all claims, damages



or compensation under the provisions of UPNL Rates/Minimum Wages Act, Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; or any modification thereof or any other law relating thereto and rules made hereunder from time to time. The UEPPCB will not own any responsibility in this regard. The Contractor has to provide the proof of payment of statutory dues failing which it may lead to cancellation of contract.

22. The Contract shall initially be valid for a period of two years and may be extended further for a period of ONE year subject to satisfactory performance, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the initial period of two years of contract. UEPPCB, however, reserves the right to terminate the contract by serving one month's notice, in writing. The Contract may be terminated with mutual consent by giving one month's notice.
23. In case of breach of any terms and conditions attached to the contract, the Performance security Deposit of the Contractor will be liable to be forfeited by UEPPCB besides annulment of the contract.
24. The list of staff going to be deployed shall be made available to the office, and if any change is required on part of the office a fresh list of staff shall be made available by the agency on each and every change.
25. The Contractor will maintain an attendance register in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. It should be duly verified /countersigned by either by the General I/c Administration or Administrative Officer. The register shall remain available round the clock for inspection by the authorized representatives of Ms, UEPPCB.
26. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
27. The Contractor shall have proper mechanism to provide training to personnel to ensure correct and satisfactory performance of the duties and responsibilities under the contract.
28. That in the event of any loss occasioned to the office, as a result of any lapse on the part of the contractor as may be established after an enquiry conducted by the office, such loss will be made good from the amount payable to the Agency, and where the total amount of attributable to such loss could not be recovered from the dues payable to the Agency, a claim will be raised against

the Agency for payment of the remaining part of the dues. The decision of Member Secretary, UEPPCB in this regard will be final and binding on the security agency.

29. The payment will be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the General Branch of the office and other supporting documents. No other claim on whatever account shall be entertained by the office. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted:

a. Contractor shall pay the wages of the personnel on or before 1<sup>st</sup> of the calendar month following the month for which the services were rendered. This payment of wages must not be linked to payment/clearance of the bill by UEPPCB.

Payment to such workers must be made by the service providers through Cheque/ECS. Under no circumstances payments shall be made in cash. To ensure this, service providers will get a bank account opened for every engaged worker. If the agency does not make payment to its workers through cheque/ECS, the contract may be terminated and the Security Deposit will be forfeited by the UEPPCB. In order to ensure that such workers get their entitled wages the billing cycle for Agency is to be calendar month. The bills must be submitted upto 3<sup>rd</sup> of each month for the previous month along with all the certificates/documents as follows:

- i. The wages of workers for last month credited to their bank account on 1<sup>st</sup> day of the month and the details of payment along with bank account no.s enclosed.
- ii. A certificate to the effect that ESI/EPF/Service Tax/Other statutory dues amounting to Rs.\_\_\_\_\_for the month of (previous month) deposited on \_\_\_\_\_(copy of challans to be enclosed) has to be submitted.
- iii. Employee-wise detail of ESI, EPF contribution paid is to be submitted every quarter.
- iv. Undertaking that all statutory labour laws including Minimum Wages Act is being complied with.
- v. Proof of payment of service tax (Copy of paid challans to be enclosed)

b. The service provider must ensure that entitled wages of the workers are credited to their bank account on or before 1<sup>st</sup> of the following month. Service provider will not be given any relaxation in

this matter.

- c. The service provider should submit the bill in accordance with the above time schedule. Even in cases where the Contractor fails to submit the bill by 3<sup>rd</sup> of the following month, the payments to the personnel must have been made as per the above timelines, failing which a penalty of Rs. 5,000/- will be imposed and deducted from the bill. As observed in the foregoing clauses, non- payment of salaries through Bank may also result into termination of Agreement.
  - d. The contractor shall compulsorily issue the salary slip to every person employed by the agency.
30. UEPPCB will provide space for a store room to the Contractor in the premises, subject to availability of suitable space in the UEPPCB premises.
31. If the Contractor is a Registered Company/ partnership of two or more persons, all such persons shall be jointly and severally liable to the Sub-Regional Office for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as authorized signatory with authority to sign. The change in partnership/ Company / Proprietorship shall be intimated to the office immediately.
32. The office shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The office does not recognize any employee employer relationship with any of the workers of the contractor.

### **C. VARIATIONS**

If any variation in the assigned work, The UEPPCB Officer / Official in-charge may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of existing contract rates for manpower as appropriate for additional needs.

### **D. PAYMENT PROCEDURE**

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate, the modalities of which were outlined in the foregoing paras. Payment of the bill will be based on computerized print outs in standardized proforma approved by UEPPCB along with computer generated attendance sheet in respect of the persons deployed, Salary sheet, Cheque number and date of payment of salary for the last month to each employee have to be

enclosed (ESI/PF/Service Tax details with a certificate saying that all the statutory dues were paid to be enclosed to the monthly bill). Employee wise details of contribution of PF and ESI have to be submitted for every quarter.

#### **E. LIQUIDATED DAMAGES**

Whenever and wherever it is found that the work is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by UEPPCB and if no action is taken within TWO hour, liquidated damages @ Rs.500/- per complaint shall be imposed. The decision of I/c Administration of UEPPCB shall be final, in this regard.

#### **F. MANPOWER REQUIREMENTS**

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at own costs, risks and responsibilities immediately, with written intimation to UEPPCB.
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure ~~£q~~ and also arrange for a pool of standby staff/ supervisor. In case any staff/supervisor absents from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of staff. If the required number of workers / supervisor are less than the minimum required as per Annexure ~~£q~~ a penalty @ Rs.500/- per worker per day will be deducted from the monthly bill besides levying costs incurred for alternate arrangement.
- c. The bidder shall get personnel screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed in the office will be at liberty to get anybody re-examined in case of any doubt at the cost of the Agency. Only physically fit personnel shall be deployed for duty.

#### **G. RISK CONSIDERATIONS**

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement.

Any deviation in the material quality quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, not harmful to humans and property should be used.

UEPPCB reserves the right for termination of the contract at any time by giving one monthsqwritten notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and

responsibilities of Contractor; and excess expenditure incurred on account of this will be recovered by UEPPCB from the Contractor Security Deposit or pending bill or by raising a separate claim.

Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the UEPPCB and shall not knowingly lend to any person or company any of the effects or assets of the UEPPCB under its control.

In the event of loss/damage of equipments etc. at the premises of the UEPPCB due to negligence/ carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to UEPPCB according to the modalities outlined in the foregoing paras.

The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the UEPPCB's premises and shall indemnify UEPPCB for any loss or damage caused by any act of the Contractor or its employees or staff etc.

The Contractor shall not assign or sublet this Agreement or any part thereof to any third party. However, services of associates may be utilized for providing the services in which case the Contractor shall be responsible for the performance and all acts of the associates as though they were his own.

Appointment of appropriate number of Supervisors will be done in consultation with UEPPCB's representatives and must be approved by them. As of now, there is no requirement of Supervisors, however, the future requirements will be conveyed through a Variation Order.

Training on behavior aspects and ethics must be done regularly. UEPPCB's way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.

The Contractor or its representative(s) shall meet UEPPCB representative(s) regularly to take feedback regarding the services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.

If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the office from the security agency. If any underpayment is discovered, the amount shall be duly paid to the security agency by the office.

## **H. DISPUTE SETTLEMENT**

It is mutually agreed that any/all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations; and where such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Member Secretary, UEPPCB whose decision shall be final and binding on both the parties.

## **Scope of Work**

### **Security Services**

The contractor shall have to provide security services at head Office, UEPPCB, 46-B, IT park Sahastradhara Road, Dehradun. The agency shall ensure protection of the personnel & property of the offices, prevent trespass with/without arms, perform watch and ward functions including night patrol to prevent the entry of stray dogs, cattle, antisocial elements, unauthorized persons and vehicles under the areas of their jurisdiction.

### **DUTIES AND RESPONSIBILITIES OF SECURITY STAFF**

1. The Security Agency will be responsible for overall security arrangements of the offices covered in the contract.
2. Security Agency will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.
3. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the office. The specimen signatures and telephone numbers of the authorized officers must be available with the Security personnel.
4. Deployment of Guards will be as per the instructions of the authorities of the offices from time to time and the security agency will be responsible for their optimum utilization.
5. The Security Guard will take a round of all the important and sensitive points of the premises as specified by the office.
6. Security personnel shall ensure door keeping duties.
7. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites located within the premises of the office, where required.
8. The Security Guards must be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire, or provide assistance in any other natural calamities even beyond normal working hours.
9. In emergent situations, security staff deployed shall also participate as per their role defined in the disaster plan, if any, of the office. Security personnel should be sensitized for their role in such situations.
10. The Security Guards are required to display mature behavior, especially towards female staff, female visitors, Insured Persons & Employers.
11. The Security Guard on duty shall not leave the premises until their reliever reports for duty or till the end of working hours where there is no provision for a reliever.

12. Any other duties/responsibilities assigned by the officer Administration may be incorporated in the agreement. The same shall be binding on the contractor.
13. The guards posted on duty should be conversant with the lay out of the building, fire safety system along with telephone numbers of nearest police station, fire station, hospital etc.
14. List of all security guards, supervisors along with name of the agency & address has to be displayed in the security post.
15. The security personnel shall ensure that there is no unidentified / unclaimed / suspicious objects / person in the buildings/premises. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places. Security Officer /Supervisor must organize surprise visits (during day and night) to check the alertness and attentiveness of the security guards.

### **Cleaning Services**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated supervisor of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the UEPPCB, Dehradun. Officials of UEPPCB will monitor the entire work and staff deployed by the Contractor.

### **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 9:00 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, wooden work, 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 area covered under the contract, including all staircases, 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 computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, 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, glasses, toilets, floors, 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, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and **on call basis** during daytime.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner, vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
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 object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of reception, security areas, training halls, committee rooms, computer labs etc.
12. Cleaning of all open areas including Gates and grills of the building paths, cleaning open drains etc. as directed by the UEPPCB official In-charge.

### **Waste Disposal Management:**

The contractor will ensure collection, mechanized 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 dispose garbage from the earmarked area to the nearest Corporation bin outside each premises.

The Contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed off at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc.

### **Weekly Services:-**

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

1. Dusting of entire area including windows / windowpanes/ doors / ledges, 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 and high walls, removal of wash stains on walls, cleaning of roofs, porches

etc.

3. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. The wooden furniture, should be cleaned and special care should be taken in maintenance, so that they should always free from stains, dirt and rodents etc.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to UEPPCB for weekly cleaning so that UEPPCB's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The Contractor will work in the specified area mentioned in the scope of work.
9. The Contractor will provide the duty register to UEPPCB as required.
10. The contractor shall ensure to clean outer wall of building once in six month time period.

### **Pest, Termite and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. MSDS report of these chemicals should also be attached.
3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books/files due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
4. Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of UEPPCB.

### **Housekeeping Monitoring and Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

### **1. Toilets Checklist**

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.

### **2. Management / Housekeeping Service Requirements/ Complaints Report**

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

### **3. Housekeeping Services Complaint Register**

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

## **Gardening Services**

1. The Contractor has to take care garden inside the premises as well as outside the premises adjacent to boundary wall of the Main gate.
2. Daily cleaning/ sweeping of the garden/lawn, paved open premises to be carried out.
3. Daily or as and when required, watering, manure to be given to the plants.
4. All efforts should be made to keep the lawn and uncovered paved premises up to date, neat and clean.

## **Electrical, Plumbing Services**

1. These services are on call basis services.
2. Lift maintenance and its proper operation/electrical repairing. These include general maintenance and services.
3. Any part which is to be changed will be supplied by the UEPPCB.
4. On Call, the service to be supplied with in 01 hour.

## **Award of Contract**

- a. The MS, UEPPCB, Dehradun will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- b. In case more than one price bid quoting the same rates are received, the award

of the contract will be decided on the basis of evaluation by committee constituted by The MS, UEPPCB, Dehradun. The committee shall decide after verifying the infrastructure, training facility and the number of years of experience etc. The decision of the Member Secretary will be final in this regard.

- c. The successful bidder will be required to execute an agreement immediately from the date of issue of Letter of Award unless extended by the Member Secretary, UEPPCB.
- d. The successful bidder shall be required to furnish a Performance Security in the form of Security Deposit (5%) soon after receipt of Letter of Award in the form of bank Guarantee issued from any Nationalized / Commercial Bank, in favour of UEPPCB. The Performance Security/ Security Deposit shall be returned within two months after the expiry of contract and completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall be extended.
- e. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Earnest Money Deposited.

**ANNEXURE 'B'**

**DECLARATION**

1. I, \_\_\_\_\_ Son / Daughter of Shri.  
\_\_\_\_\_ Proprietor/Partner/Director/Authorized Signatory of  
\_\_\_\_\_ am competent to sign this declaration and execute  
this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby  
convey my acceptance of the same.
1. 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/our  
tender at any stage besides liabilities towards prosecution under appropriate law.

Date:  
Place:

Signature of authorized person  
Full Name:  
Company's Seal:

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

**TECHNICAL TENDER (PAGE-1)**

<b>1</b>	NAME OF TENDERING COMPANY/ FIRM/ SELECTED TENDERERS	
<b>2</b>	NAME OF OWNER/ PARTNERS / DIRECTORS	
<b>3</b>	FULL PARTICULARS OF OFFICE	
a.	ADDRESS	
b.	TELEPHONE No.	
c.	FAX No.	
d.	E-MAIL ADDRESS	
<b>4</b>	FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS WITH FULL ADDRESS /TEL.No	
A	ADDRESS	
B	TELEPHONE NOS	
C	FAX NO	
D	E-MAIL ADDRESS	
<b>5</b>	REGISTRATION DETAILS (Registration No. / Licence Number Under Contract Labour (R&A) Act, 1970 for providing security services & validity) (mandatory for Security Services only)	
A	PAN/GIR NO	
B	SERVICE TAX REGISTRATION NO	
C	EPF REGISTRATION No	
D	ESI REGISTRATION No	
<b>6</b>	DETAILS OF EARNEST MONEY DEPOSIT	
A	AMOUNT	
B	FD Number	
C	DRAWN ON BANK	
D	VALID UPTO	

The above format may be used to provide requisite details.

Date:

Signature of the Owner/Managing  
Partner/Director  
Name:

Place:

Seal:

**TECHNICAL TENDER (PAGE 2)**

**Details of staff**

Name, ESI No. & PF No.	Qualification	Employee Code	Designation	Experience	Training	Health Check

The above format may be used to provide employee details.

Date:

Place:

Signature of Owner/Managing  
Partner/Director

Name:

Seal :

**TECHNICAL TENDER (PAGE 3)**

**DETAILS OF THE EXISTING CONTRACTS**

	Name and Address of the Organisation, Name, Designation and contact telephone / fax number of the officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of the contract	
				From dd/mm/yy	To dd/mm/yy
<b>A</b>					
<b>B</b>					
<b>C</b>					
	Additional information, if any				

The above format may be used to provide requisite details.

Date:  
Place:

Signature of Owner/Managing  
Partner/Director  
Name:  
Seal :



### FINANCIAL TENDER FOR UEPPCB Had Office, Dehradun

Sl.No	Nature of Services	No. of manpower to be deployed	Rate Per Month (Rs.)
<b>A</b>	<b>Security Services</b>	At Head Office, UEPPCB, Dehradun	
i.	Supervisors	01	
ii.	Guards	06 (The Minimum Wages to be paid to Ex- servicemen as specified by Government including all liabilities as applicable)	
iii.	Others, if any		
	<b>Total of A (Rs.)</b>		
<b>B</b>	<b>House Keeping Services</b>		<b>Monthly Rate</b>
i.	Supervisors - No requirement currently		
ii.	Housekeeping personnel	Minimum 6	
iii.	Others, if any		
	<b>Total of B (Rs.)</b>		
<b>C</b>	<b>Gardening Services</b>		<b>Monthly Rate</b>
i.	Supervisors - No requirement currently		
ii.	Gardening Personnel	Minimum 02	
iii.	Others, if any		
	<b>Total of C (Rs.)</b>		
<b>D</b>	<b>Electricity and Plumbing Service</b>		<b>Monthly Rate</b>
i.	Supervisors - No requirement currently		
ii.	Monthly Charges including general maintenance and Service	On Call Service	
iii.	Others, if any		
	<b>Total of D (Rs.)</b>		
	<b>Total (A+B+C+D)</b>		