



List of major Documents to be uploaded (Technical Bid):

1. D.D of Tender Fee Rs. 1180/- and E.M.D Rs. 1,50,000/- in favor of **Member Secretary, Uttarakhand Pollution Control Board, Dehradun.**
 2. Profile of the Manpower (Security, MTS, Gardner, and Housekeeping) supply Tenderer/Bidder letter head.
 3. Name of the owners/partners/director of the firm/company/corporation and their addresses.
 4. Valid copy of GST, PAN, EPF and ESIC registration.
 5. Copy of work order/experience certificate, wherein the bidder is having at least 5 years' experience of deployment of different category of manpower (Security, MTS, Gardner, and Housekeeping) in Ministry/ Departments of Govt. of India/Central PSUs/Nationalized Banks/ State Govt. Departments/ Autonomous/ Statutory Bodies/ Corporations.
 6. Name and addresses of bankers with whom the account is maintained along with copy of self-attested bank account statement for the last six months. Copies of self-attested audited profit & loss account /income & expenditure account and balance sheets for the past three financial years (2021-22, 2022-23 and 2023-24) wherein the **average annual turnover** of the company / firm/ agency should not be less than **Rs. 50,00,000 (Rupees Fifty lakh) during the last three financial years.**
 - A. Three similar completed services costing not less than the amount equal to 40% of the estimated cost; or
 - B. Two similar completed services costing not less than the amount equal to 50% of the estimated cost; or
 - C. One similar completed service costing not less than the amount equal to 80% of the estimated cost.
 7. A self-attested copy of the latest IT Returns filed preceding three financial year (2021-22, 2022-23 and 2023-24) with the Income Tax Department.
 8. Number of disputes with clients, if any, reasons of disputes and present position of disputes of detail. (on company letter head)
 9. All valid license copy (Labor license, Security service license) should be submitted by the bidder at the time of bid submission.
(NOTE: - All required and valid license copies, including Labor License and Security Service License, should be prior to the publication of this tender. Failure to comply with this requirement will result in disqualification.)
 10. Audited Balance Sheet of last three years i.e., 2021-22, 2022-23, 2023-24.
 11. Certified copy of Registration Certificate with the Labor Department Uttarakhand.
(NOTE: - Registration certificate must be before of tender publish.)
 12. Rate quoted by Bidder should be as per latest Labor Department Uttarakhand G.O.
 13. Monthly rates quoted by bidders for M.T.S. should be based on projects run by Government of India / State Government. Final decision for selecting financial bid is reserved by MS UKPCB.
 15. Copy of Company /Proprietorship /Partnership Registration Certificate.
 16. The bidder should submit details of proprietorship/ Partnership /Company along with name and full address of proprietor/Partners/Directors.
 17. Tenderers should submit "Satisfactory Service" Certificates from their previous Client/ Employer(s) as supporting documents failing which the information will be treated as invalid.
 18. The firm/ bidder should enclose a certificate to the effect that they have never been blacklisted by any Government Office along with technical bid.
 19. The firm must have its branch in Dehradun.
 20. SERVICE CHARGE quoted by the bidder necessarily has to be over and above ZERO percent. Further ZERO percent included all derivatives of ZERO up to 0.9999 and thereof. If a firm quote NIL charges/ consideration the bid shall be treated as unresponsive and will not be considered.
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मुख्यालय
उत्तराखण्ड प्रदूषण नियंत्रण बोर्ड
“गौरा देवी पर्यावरण भवन”
46बी, आई.टी. पार्क, सहस्त्रधारा रोड, देहरादून
E-mail : msukpcb@yahoo.com, दूरभाष: 0135.2607092

(Tender ID: - 2024_UPCB_78202_1)

Tender Fee – Rs. 1000+GST= Rs. 1180/-

Critical Dates: -

1	Date of Online Publication	27-11-2024, 17:00 Hrs
2	Document Download Start Date and Time	27-11-2024, 17:00 Hrs
3	Document Download End Date and Time	23-12-2024, 15:00 Hrs
4	Pre-bid Meeting Date (at Gaura Devi Bhawan UKPCB H.O, 46 B- IT Park)	29-11-2024, 12:00 Hrs
5	Bid Submission Start Date and Time	02-12-2024, 15:00 Hrs
6	Bid Submission End Date and Time	23-12-2024, 17:00 Hrs
7	Physical Submission of bid Security and Cost of bidding Document.	23-12-2024, 15:00 Hrs
8	Date of Technical bid Opening	24-12-2024, 12:00 Hrs
9	Date & Time bid Opening Financial bid.	To be Announced after evaluation of technical bid.

DETAILED GUIDELINES & INFORMATION

1. Tenders are invited from reputed, registered, and licensed agencies who can take on the work for Security, Multi-Tasking Service (M.T.S), Gardner and House-Keeping Services for a period of **Two years**. However, the contract may be extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than one year on review of performance, depending upon the requirements and administrative conveniences of the office. **Total contract value is approximately 50.00 Lakhs.**
 - A. Three similar completed services costing not less than the amount equal to 40% of the estimated cost; or
 - B. Two similar completed services costing not less than the amount equal to 50% of the estimated cost; or
 - C. One similar completed service costing not less than the amount equal to 80% of the estimated cost.
2. The Agency should have experience for providing Security, Multi-Tasking Service (M.T.S), Gardner 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 UKPCB).
4. Tender documents consist of the following: -
Annexure – A: Scope of Work
Annexure – B: Declaration by the Tenderer
5. 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.
6. The Member Secretary, UKPCB, reserves the right to relax/cancel any condition at any stage.
7. The bidder shall enclose a self-certified list of clients.

Annexure – A: Scope of Work

A. INSTRUCTIONS FOR SUBMISSION OF TENDERS

1. The Tenderer is of two bid system i.e. - Technical and Financial.
2. The declaration in the prescribed proforma (Annexure B) enclosed should be submitted along with the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of 3% of the prospective contract **value of approx. Rs 50.00 lakh (2 year)** in the form of **Fixed Deposit** from a nationalized bank drawn in favor of “**MS, UKPCB**” 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. 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.
4. 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 UKPCB.
5. 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.
6. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), the EMD will be forfeited.
7. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as ‘Tenderer/Bidder/Contractor’.
8. The successful Tenderer/Bidder will have to deposit a Performance Security Deposit of 5% by way of a Bank Guarantee in favor of UKPCB. 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.
9. The successful Tenderer/Bidder/Contractor 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.
10. The competent authority of UKPCB reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the Tenderer/Bidder/Contractor shall be given sufficient time to take the changes into account.
11. The competent authority of UKPCB reserves the right to reject tenders in whole, or in part, without assigning any reasons thereof.

GENERAL CONDITIONS

❖ FOR SECURITY SERVICES

1. The Contractor shall provide trained personnel and use its best endeavor to provide Security services to the offices for providing safety, monitoring and surveillance.
2. Tenderer/Bidder/Contractor should ensure adequate provision of Health and safety measures in respect of the Guards provided. UKPCB may also conduct health checkup of the staff deployed at regular intervals.
3. Tenderer/Bidder/Contractor should submit copies of the discharge books of ex-servicemen to office administration, before their deployment.
4. The antecedents of security staff deployed should be verified by the Tenderer/Bidder/Contractor from local police authorities and an undertaking in this regard to be submitted to the UKPCB administration. Tenderer/Bidder/Contractor shall submit copies of the discharge books of ex-servicemen to UKPCB administration, before their deployment.
5. 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 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.
6. Security Tenderer/Bidder/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 Tenderer/Bidder/Contractor shall be responsible to protect all properties and equipment's of the office entrusted to it.
7. The Security Tenderer/Contractor/ Bidder 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.
8. 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 UKPCB shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly Tenderer/Contractor/ Bidder reserves the right to change the staff with prior intimation to the I/c Administration of UKPCB.
9. The personnel engaged by the Tenderer/Contractor/ Bidder 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 M/s Contractor's monthly bills.
10. The security Tenderer/Contractor/ Bidder 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.
11. The strength of the Security Personnel may be increased or decreased at any stage depending upon the actual requirements by the UKPCB. The timings of current deployment are round the clock.

❖ For Housekeeping Services

12. Tenderer/Bidder/Contractor should have a valid labour license and license for providing Pest control, as applicable.
13. It is desirable that Tenderer/Contractor/ Bidder should possess valid ISO-9001 certification for Housekeeping Services.
14. M/s Contractor should be a Registered Tenderer/Contractor/ Bidder having a Valid License under the Contract Labour Act. 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.

❖ Common Conditions

15. Tenderer/Contractor/ Bidder must not employ child labour, and shall engage only such workers, whose antecedents have been thoroughly verified, including character, police verification and other formalities. He will be fully responsible for the conduct of the personnel employed by the agency.
16. Tenderer/Bidder/Contractor shall abide by and comply with the relevant laws, statutory requirements, and at all times indemnify Uttarakhand Pollution Control Board 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 UKPCB will not own any responsibility in this regard. He has to provide the proof of payment of statutory dues failing which it may lead to cancellation of contract.
17. Tenderer/Bidder/Contractor should initially be valid for a period of **TWO years** and may be extended for such period as decided by the Member Secretary 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. UKPCB, however, reserves the right to terminate the contract by serving one months' notice, in writing. The Contract may be terminated with mutual consent by giving one months' notice.
18. In case of breach of any terms and conditions attached to the contract, the Performance security Deposit of the Tenderer/Bidder/Contractor will be liable to be forfeited by UKPCB besides annulment of the contract.
19. 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.
20. Tenderer/Bidder/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 M.S, UKPCB.
21. All liabilities arising out of accident or death while on duty shall be borne by Tenderer/Bidder/Contractor. No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the service provide will be entertained by the UKPCB.

22. The persons deployed shall, during the course of their work be shall perform integrity to the UKPCB and shall not disclose/share any qualified documents and information which they are not supposed to divulge to contractor/third parties.
23. Tenderer/Bidder/Contractor should have proper mechanism to provide training to personnel to ensure correct and satisfactory performance of the duties and responsibilities under the contract.
24. That in the event of any loss occasioned to the office, as a result of any lapse on the part of the Tenderer/Contractor/ Bidder 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, UKPCB in this regard will be final and binding on the security agency.
25. The payment will be made on monthly basis for actual shifts manned/operated by the personnel supplied by the Tenderer/Contractor/ Bidder 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. M/s 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. Tenderer/Contractor/ Bidder should pay the wages of the personnel on or before 1st 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 UKPCB. The bills must be submitted up to 3rd of each month for the previous month.
 - b. Tenderer/Contractor/ Bidder should submit the bill in accordance with the above time schedule. Even in cases where the Tenderer/Contractor/ Bidder fails to submit the bill by 3rd 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.
26. If Tenderer/Contractor/ Bidder 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.
27. The office shall not be under any obligation for providing employment to any of the worker of the Tenderer/Contractor/ Bidder after the expiry of the contract. The office does not recognize any employee employer relationship with any of the workers of the Tenderer/Contractor/ Bidder.

B. VARIATIONS

If any variation in the assigned work, The UKPCB 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 based on existing contract rates for manpower as appropriate for additional needs.

C. 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

UKPCB 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.

D. 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 M/s Contractor by UKPCB 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 UKPCB shall be final, in this regard.

E. MANPOWER REQUIREMENTS

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Tenderer/Bidder/Contractor will not be tolerated and such person will have to be replaced by the Tenderer/Bidder/Contractor at own costs, risks and responsibilities immediately, with written intimation to UKPCB.
- b. Tenderer/Bidder/Contractor should ensure to maintain adequate no. of manpower as per order 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 Tenderer/Bidder/Contractor from an existing pool of staff. If the required number of workers / supervisor are less than the minimum required a penalty @ Rs.500/- per worker per day will be deducted from the monthly bill besides levying costs incurred for alternate arrangement.
- c. The Tenderer/Bidder/Contractor 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.

F. RISK CONSIDERATIONS

Tenderer/Bidder/Contractor should always 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.

UKPCB reserves the right for termination of the contract at any time by giving one months' written 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 Tenderer/Bidder/Contractor; and excess expenditure incurred on account of this will be recovered by UKPCB from the Tenderer/Bidder/Contractor Security Deposit or pending bill or by raising a separate claim.

Tenderer/Bidder/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 UKPCB and shall not knowingly lend to any person or company any of the effects or assets of the UKPCB under its control.

In the event of loss/damage of equipment's etc. at the premises of the UKPCB due to negligence/ carelessness of Tenderer/Bidder/Contractor staff, if established after a joint enquiry, then the Tenderer/Bidder/Contractor shall compensate the loss to UKPCB according to the modalities outlines in the foregoing paras.

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

Tenderer/Bidder/Contractor should 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 Tenderer/Bidder/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 UKPCB's representatives and must be approved by them.

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

Tenderer/Bidder/Contractor or its representative(s) shall meet UKPCB representative(s) regularly to take feedback regarding the services. The Tenderer/Bidder/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.

G. 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, UKPCB whose decision shall be final and binding on both the parties.

Scope of Work

A. Security Services

Tenderer/Bidder/Contractor must provide security services at Head Office, UKPCB, 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 firefighting material available on the spot. They will also help the firefighting 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 M/s 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.
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B. Cleaning Services

Tenderer/Bidder/Contractor must ensure that the staff deployed is dressed in neat and clean uniform approved by the UKPCB, Dehradun. Officials of UKPCB will monitor the entire work and staff deployed by the M/s 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. Tenderer/Bidder/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, equipment's, 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. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
6. 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.
7. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner, vents, overhead light fixtures, projectors, fire-fighting equipment's, nameplates, plant boxes, doormats etc.
8. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
9. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
10. Cleaning, dusting, scrubbing of reception, security areas, training halls, committee rooms, computer labs etc.
11. Cleaning of all open areas including Gates and grills of the building paths, cleaning open drains etc. as directed by the UKPCB official In-charge.

Waste Disposal Management:

Tenderer/Bidder/Contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The Tenderer/Bidder/Contractor will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the Tenderer/Bidder/Contractor will arrange to suitably dispose garbage from the earmarked area to the nearest Corporation bin outside each premises.

Tenderer/Bidder/Contractor shall keep suitable size and specification bins at the collection area. The Tenderer/Bidder/Contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed off at least twice a day. The Tenderer/Bidder/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 Tenderer/Bidder/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/Bidder/Contractor will make a cleaning programme and submit to UKPCB for weekly cleaning so that UKPCB'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 Tenderer/Bidder/Contractor will work in the specified area mentioned in the scope of work.
9. The Tenderer/Bidder/Contractor will provide the duty register to UKPCB as required.
10. The Tenderer/Bidder/Contractor shall ensure to clean outer wall of building once in six-month time period.

Pest, Termite and Rodent Control Services

1. Tenderer/Bidder/Contractor should take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. Tenderer/Bidder/Contractor Should 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. Tenderer/Bidder/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 Tenderer/Bidder/Contractor.
4. Tenderer/Bidder/Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of UKPCB.

Housekeeping Monitoring and Control

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

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the Tenderer/Bidder/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 Tenderer/Bidder/Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Tenderer/Bidder/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 UKPCB through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from UKPCB, etc. and necessary action is to be taken.

C. Gardening Services

1. The Tenderer/Bidder/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.

(A) Gardening Works:

The following works are to be done under AMC for the captioned work by deploying experienced gardeners:

1. Use all the tools, tackles such as sickles, knives, scissors, PVC flexible pipe for watering of required size and length, water jugs for sprinkling water on plants and all other relevant accessories generally required for gardening and horticulture jobs, which shall be provided by the Department for the gardening work.
2. If the contractor fails to provide the necessary tools to the gardeners, Department will provide the same and the cost will be recovered from the bills of the contractor.
3. Spreading of earth, manure/compost, sludge etc. to the required thickness and levelling and dressing the areas and when desired by UKPCB. For bringing red soil/organic manure, fertilizers and pesticides, extra payment will be made by UKPCB for a specific quantity.
4. Renovating the lawns/garden including de-weeding, mowing the grass, forking the ground, top dressing with sludge or manure, mixing the same with forked soil, watering etc., as and when necessary or as desired by UKPCB.
5. The plant pots inside the building will have to be replaced with standby pots as per the desired frequency. During this process, the plants, leaves and pots shall be cleaned. Further, the gardeners will also check the stagnant water in planters to arrest mosquito breeding.

6. Uprooting vegetation, other plant and weed growth by digging the area, forking repeatedly, breaking clods etc. as and when necessary or as desired by UKPCB.
7. Maintaining the existing garden and plants condition to the satisfaction of the Department, if necessary, by planting additional seasonal plants, perennial flowering plants, grass etc. with proper soil preparation and application of manures etc. from time to time as and when necessary or as desired by UKPCB.
8. Removing the dead leaves, polythene bags, papers and any other foreign materials from inside the garden and lawn area every day and upkeep of garden and lawn.
9. Laying the loose bricks on edge cum end and half-inserted inside the ground (in inclined position) around the plants or in a line as desired/directed.
10. Regular maintenance of plants in the flower pots including watering daily, manuring, adding extra earth etc. for healthy growth of plants in the pots. For replacement of damages/broken pots and plants, extra payment will be made by UKPCB for pots irrespective of pot's cost. In case of requirement of new plants and pots, the same will either be purchased by UKPCB directly from market or extra payment will be made to the contractor.
11. Any work (as described above) not done properly shall be redone to the satisfaction of UKPCB, for which no extra payment shall be admissible.
12. In case of failure to complete a job within a specified time, the same may be got executed through another agency at the contractor's risk and cost without giving further notice.
13. Water shall be supplied free of cost by UKPCB at the selected points inside the HO premises. The Contractor should arrange for sufficient long PVC flexible pipe for watering of required size and length at his cost or have sufficient buckets to carry water from the tap. No additional taping of water shall be permitted.
14. The additional plants and pots shall be provided by the Department.

Important instructions:

1. The Gardening staff shall be responsible for cleaning of the gardens to ensure that the same is spic-and-span.
2. Pick up any litter lying in the Gardens of the Bank premises.
3. Any damage to the gardens or pots will be brought to the notice of the UKPCB.
4. Over and above the activities mentioned above, if any further work will be done as and when required as per the instructions of the Concerned Authorities.

Special Instructions:

1. The successful bidder shall provide gardeners whose identity is to be established, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
2. The manpower provided by you shall be available from **08:00 AM to 04:00 PM**. The deployment of manpower may be flexible and could be changed depending upon the work.
3. You will provide substitutes in case of absentees. Penalty will be imposed in case of absences as given in the special terms and conditions of the contract. Contractor may take all necessary measures so that the work does not suffer on account of the absence of its staff and to avoid penalty.
4. All Gardening staff must be suitably trained with experience in a similar building to perform duties entrusted to them, and must always be in proper uniform. The staff must be polite and may be trained for the behavior in the office.
5. UKPCB shall have the right to inspect the stock of materials supplied to you by UKPCB as and when it may be fit and proper and you shall be liable to furnish proper accounts for the same.

6. UKPCB shall not be responsible to your workers in any manner whatsoever. The behavior of the workers will be polite and no complaint in this regard shall be entertained. Contractor shall be responsible for any complaints in this regard.

D. MTS Services

The Schedule of Work Multi-tasking works in office or any other work to be assigned by the officers, which would broadly include:

1. Carrying of files and other papers within the building office.
2. Delivering/Receiving of Dak (outside/inside the building).
3. Physical maintenance of records of the sections.
4. Stitching and binding of records/files/registers of the section.
5. Photocopying, sending of fax, emails etc.
6. Other non-clerical work in the sections.
7. Assisting in routine office work like diary, dispatch etc. including working on computer.
8. Basic typing knowledge of Hindi/English.
9. Should have knowledge of DEO
10. Any other Misc. work assigned by the department officials.

Award of Contract

- a. The MS, UKPCB, 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, UKPCB, 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, UKPCB.
- 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 "UKPCB. 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.
3. 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.

Signature of authorized person

Date:
Place:

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.

ANNEXURE 'C'

STAFF REQUIREMENT

S.No.	Manpower	Requirement	May Be Extended to
1	MTS	2	2
2	Supervisor	1	-
3	Security Guard	4	6
4	Gardner	1	2
5	Sweeper	6	-

CHECK LIST

S.No.	Document	Page No.
1	Tender Fee	
2	E.M.D	
3	GST, PAN, ESI, EPF	
4	Self-attested Bank account statement of last 06 months	
5	Profit Loss statement (2021-22, 2022-23 and 2023-24)	
6	ITR return copy (2021-22, 2022-23 and 2023-24)	
7	<p>Copies of Average annual turnover not be less than <u>Rs. 50,00,000 (Rupees Fifty lakh) during the last three financial years.</u></p> <p>A. Three similar completed services costing not less than the amount equal to 40% of the estimated cost; or</p> <p>B. Two similar completed services costing not less than the amount equal to 50% of the estimated cost; or</p> <p>C. One similar completed service costing not less than the amount equal to 80% of the estimated cost.</p>	
8	License copy (Labour License, Security License)	
9	Copy of Company /Proprietorship /Partnership Registration certificate	
10	Certificate of never been blacklisted by any Government Office	