



UTTARAKHAND STATE DISASTER MANAGEMENT AUTHORITY (USDMA)
36 IT PARK, SAHASTRADHARA ROAD, DEHRADUN- 248013 (U.K.)



UTTARAKHAND STATE DISASTER MANAGEMENT AUTHORITY

DEPARTMENT OF DISASTER MANAGEMENT

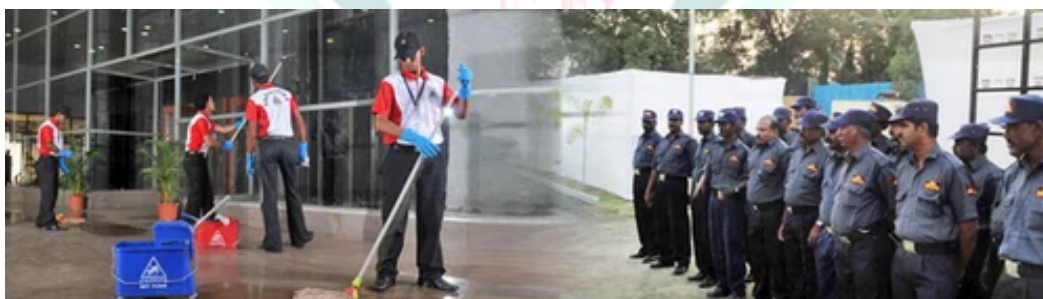
GOVERNMENT OF UTTARAKHAND

ADDRESS: USDMA BUILDING, 36, IT PARK, SAHASTRADHARA ROAD, DEHRADUN-248013, UTTARAKHAND

DETAILS OF TENDER

**ENGAGEMENT OF AGENCY / FIRM FOR PROVIDING HOUSEKEEPING,
HORTICULTURE MAINTENANCE AND SECURITY SERVICES ETC.
ON OUTSOURCE BASIS AT USDMA BUILDING, IT PARK, SAHASTRADHARA
ROAD, DEHRADUN-248013, UTTARAKHAND**

REF No.: 02-B/SERVICES/HOUSEKEEPING/USDMA/2024



TENDER INVITING AUTHORITY

NAME OF THE EMPLOYER : ACEO (ADMIN), USDMA
**ADDRESS : USDMA BUILDING, PLOT No. 36, IT PARK,
SAHASTRADHARA ROAD, DEHRADUN- 248013,
UTTARAKHAND (U.K.)**

DATE OF ISSUANCE OF TENDER:

DECEMBER 10, 2024

DISCLAIMER

The information contained in this Tender document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by Uttarakhand State Disaster Management Authority (USDMA) or any of their employees is provided to Bidder(s) on the terms and conditions set out in this Tender document and such other terms and conditions subject to which such information is provided.

This Tender document is not an agreement and is neither an offer nor invitation by USDMA to the Bidders or any other person. The purpose of this Tender document is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this Tender document (the "Bid"). This Tender document includes statements, which reflect various assumptions and assessments arrived at by the bidder in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. The assumptions, assessments, statements and information contained in this Tender document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations, studies and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender document and obtains independent advice from appropriate sources.

Information provided in this Tender document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. USDMA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

USDMA, makes no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender document or arising in any way in this Bid Stage. USDMA also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this Tender document.

USDMA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender document. The issue of this Tender document does not imply that it is bound to select a Bidder or to appoint the Preferred Bidder, as the case may be, for the Project and reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

USDMA reserves all the rights to cancel, terminate, change or modify this selection process and/or requirements of bidding stated in the Tender document, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

C O N T E N T S

SL. No	SECTION/ ANNEXURES	DESCRIPTION/ CLAUSE	PAGE No.
1	2	3	4
1	-	NOTICE INVITING TENDER	04 - 06
2	SECTION-I	INSTRUCTIONS TO BIDDERS	06 - 12
3	SECTION - II	DETAILED SCOPE OF WORK	13 - 25
4		APPENDIX – A: - FREQUENCY & NATURE OF SERVICES - MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA	26 – 33
5		APPENDIX – B: - LIST OF TOOLS/EQUIPMENT REQUIRED & - DETAILS OF USDMA PREMISES	34 - 35
6	SECTION-III	ELIGIBILITY CRITERIA	36 - 37
7	SECTION-IV	CONDITIONS OF CONTRACT	38 - 51
8	ANNEXURE- 1	TECHNICAL BID SUBMISSION FORM & FORMS/ FORMATS	52 – 58
9		FINANCIAL BID SUBMISSION FORM	59 - 61
10	ANNEXURE-2	ARTICLE OF AGREEMENT	62 - 64
11	ANNEXURE-3	PERFORMANCE SECURITY DEPOSIT FORMAT	65



NOTICE INVITING TENDER

Uttarakhand State Disaster Management Authority (USDMA) invite E-tenders from established Contractors for ***PROVIDING HOUSEKEEPING, HORTICULTURE MAINTENANCE AND SECURITY SERVICES ETC. ON OUTSOURCE BASIS AT USDMA BUILDING, IT PARK, DEHRADUN- 248013, UTTARAKHAND***

1.	Name of Work	<u>ENGAGEMENT OF AGENCY/FIRM FOR PROVIDING HOUSEKEEPING, HORTICULTURE MAINTENANCE AND SECURITY SERVICES ETC. ON OUTSOURCE BASIS AT USDMA BUILDING, IT PARK, DEHRADUN- 248013, UTTARAKHAND</u>
2	Cost of Tender Documents cum processing Fee (Non-refundable)	Rs. 5,000/- plus GST @18% Total 5900/- in DD form in the name of ACEO (Admin), USDMA payable at Dehradun
3	Earnest Money Deposit (EMD)	Rs. 2,00,000/- in the form of DD/Bankers Cheque/FDR/BG only issued by any Nationalized/ Scheduled Bank as per RBI Act, drawn in favor of “ ACEO (Admin), USDMA ” payable at Dehradun. EMD of unsuccessful contractors will be returned & EMD of the successful contractor will be returned on receiving Performance Security Deposit (PSD). The Bid Security/EMD shall be valid for forty-five (45) days beyond the original validity period of the Bid, or beyond any period of extension.
4	Performance Security Deposit (PSD)	The successful Contractor whose tender is accepted by the USDMA, shall be bound to deposit a sum equivalent to 5% of accepted “Annual Contract Value (Including GST)” as Performance Security Deposit (PSD) in the form of DD/Bankers Cheque/FDR/BG only issued by any Nationalized/ Scheduled Bank as per RBI Act, favoring “ ACEO (Admin), USDMA ” payable at Dehradun. The Performance Security Deposit shall be valid for forty-five (45) days after the date of completion of performance obligations or contract period i.e., three years. In case of further extension, PSD shall be extended accordingly by the firm.



5.	Date for commencement of downloading of the Tender Document (Technical and Price Bid)	10/12/2024 from 12:00 PM from Website: www.uktenders.gov.in
	Last date of submission of Bid/downloading of the Tender Document from the e-portal	23/12/2024 upto 05:00 PM
6	Last date and time for receipt of written queries for clarification from bidders in Pre-bid meeting.	12/12/2024 upto 05:00 PM via Email: usdmauttarakhand@gmail.com
7	Pre-Bid Meeting (Online/Offline)	13/12/2024 at 11:00 AM (Separate link shall be provided one day before)
8	Address for Pre-Bid Meeting	USDMA Building, 36 IT Park, Sahastradhara Road, Dehradun- 248013, (U.K.)
9	Last date & time for submission of bid (Technical & Financial) along with EMD, and other documents online on the e-portal, as specified in the tender.	Up to 05:00 PM on 23/12/2024 Note: 1. It is the sole responsibility of the bidder to ensure submission of the Original Documents referred in S. No. 40 of ITB of the Tender Documents along with the technical bid by the last stipulated date and time (23/12/2024 upto 05:00 PM) at the following address: Room No. 509, 5 th Floor, USDMA Building, 36 IT Park, Sahastradhara Road, Dehradun- 248013, Uttarakhand The USDMA shall not entertain bids received late due to any delay on account of delivery by the courier agency/speed post or any other mode for the reasons whatsoever. No grievance will be accepted in this regard. 2. Tenders received without EMD & Tender Fee shall be summarily rejected. Note: • MSME Exemption will be given as per the Uttarakhand State Government Norms. Relevant document/ Certificate needs to be submitted for claiming the exemption. • Except MSME Registered firm(s) within the territory of Uttarakhand State, other bidders need to pay the Tender Fee as stated above.



10	Address for submission the original documents/Bid and opening of Technical Bid	Room No. 509, 5 th Floor, USDMA Building, 36 IT Park, Sahastradhara Road, Dehradun- 248013, Uttarakhand
11	Date and Time of Opening of Technical Bid	24/12/2024; 11:00 AM at the above address
12	Date and Time of Opening of Online Price Bid	Will be notified later via Email/USDMA's official website or through the e-portal Website: www.uktenders.gov.in
13	Bid Validity	180 days from the last date of submission of bids on e-procurement portal i.e., www.uktenders.gov.in
14	Date of Commencement of Work	Within 10 days of issuance of Letter of Award (LoA)
15	Penalty/Liquidated damages	As per relevant clause in the tender document and/or as per the provisions stated in the Uttarakhand Procurement Rules 2017 (or as amended)
16	Periodicity of Payment	On Monthly basis
17	Period of Honoring Payment Certificate	Firm will submit bills within 7 days at the end of the month. Subsequently, USDMA will release the payment after taking the due approval from the competent authority, as soon as possible.

2. In case the date of opening of tender is declared as a holiday, the tender will be opened on the next working day at the same time.
3. USDMA reserves the right to accept any or to reject all the tender in part or whole without assigning any reason thereof and no correspondence shall be entertained in this regard.
4. Tenders can be downloaded from www.uktenders.gov.in.
5. Documents submitted by the vendor should be signed & uploaded, wherever required.
6. The intending bidders are categorically advised to submit the prequalification documents strictly in the attached formats only. The information required should be neatly filled/typed in **each and every column and row** of the Formats. *The applications received with "partly filled formats" not containing desired information in each and every columns/points/row of various annexures shall be treated as INCOMPLETE and such applications shall be **summarily rejected without any reference to the bidder and at the bidder's risk and responsibility.***

7. For any queries regarding e-tendering process, the bidders are requested to contact through the modes given below:

S. No.	Particulars	Contact Number/ Email
1.	USDMA Office Contact Number	0135-2710334/335
2.	USDMA Official Email	usdmauttarakhand@gmail.com

8. Conditional tenders shall be summarily rejected.

ACEO (Admin), USDMA
USDMA Building,
36 IT Park,
Sahastradhara Road,
Dehradun- 248013, Uttarakhand





SECTION-I

INSTRUCTIONS TO BIDDERS

1. Purpose:

Providing services such as Housekeeping, Horticulture Maintenance and Security Services as required in respective USDMA building.

2. Invitation:

The bidders desirous of taking up the project for supply of above Services for USDMA are invited to submit their technical and commercial proposal in response to this Tender. We seek proposal from Bidders who have the necessary experience, capability & expertise to provide Maintenance and Housekeeping services or mentioned against respective building complexes adhering to USDMA requirement outlined in this Tender.

This Tender document is not an offer by USDMA, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized official(s) of USDMA with the successful Bidder.

3. Eligibility Criteria:

Bid is open to all Bidders fulfill the eligibility criteria as per section III.

4. Disclaimer:

The bidding document provides overview of the requirements, bidding procedures and contact terms. It includes Introduction, Instructions to Bidder, Terms & Conditions of Contract, Eligibility Criteria, Technical Bid and Financial Bid.

The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. USDMA has made considerable effort to ensure that accurate information is contained in this Tender and is supplied solely as guidelines for Bidders. Furthermore, during the Tender process, USDMA is entitled to issue corrigendum to Tender (to be posted in website only) relevant to the Scope of Work. Nothing in this Tender or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the Tender or any addenda.

5. Clarifications & Amendments:

If deemed necessary the USDMA may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of

clarification of the bid.

6. Bid Integrity:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the USDMA may take. All the bids with accompanying documents will become property of USDMA.

7. Format and Signing of Bid

- i. The bidder should prepare submission as per eligibility criteria, Technical Bid, Price Bid and other requested information.
 - ii. All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document. A complete bid shall be scanned in readable format and will be uploaded on e-procurement portal i.e., www.uktenders.gov.in.
 - iii. In the event of the target date for the receipt of bids being declared as holiday for the USDMA, the bids will be received till the target time on the next working day. USDMA may at its discretion extend the bid submission date. The modified target date & time will be notified on e-procurement portal i.e., www.uktenders.gov.in
- 8.** The Bidders requiring any clarification on the bidding documents should submit written queries on or before the pre-bid meeting.
- 9.** At any time prior to the deadline for submission of bids, USDMA may modify or alter the bidding document by issuing an amendment on e-procurement portal i.e., www.uktenders.gov.in only.
- 10.** Any addendum/corrigendum as well as clarification thus issued shall be a part of the tender documents and it will be assumed that the information contained in the amendment would have been taken into account by the tenderer in its tender submission.
- 11.** Any clarification issued by USDMA will be in the form of an addendum / corrigendum and will be available on www.uktenders.gov.in. The amendment will be binding on all bidders. USDMA, at its discretion may extend the deadline for submission of bids which shall be informed to all through e-procurement portal i.e., www.uktenders.gov.in.
- 12.** The Contractor shall ensure that they are fully conversant with the premises/ building/ complex in question as well as with the business activities thereat and its related manpower requirements for the work specified.
- 13.** The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.

14. The Contractor shall issue identity cards/ identification documents to all its employees.

15. Tender is invited in two parts i.e.,

- (1) Technical bid and
- (2) Financial bid.

The copy of tender form for the Technical Bid and for the Financial Bid in pro-forma is prescribed in Annexure-1, completed in all respects submitted online through e-procurement portal i.e., www.uktenders.gov.in

16. The details of the machineries proposed to deploy and other technical details can be furnished in the Technical bid.

17. The Technical Bid and the Price Bid will be opened as per the schedule given in NIT.

18. Bidder received after the due date and time are liable for rejection. USDMA reserves its right to reject any / or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.

19. Bidder shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & stamp in each and every page of the tender document before submitting tender on e-procurement portal i.e., www.uktenders.gov.in.

20. The rate should be quoted in Indian Currency only.

21. The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement after getting willingness from the concerned contractor and subject to satisfactorily performance of the works.

22. The rate quoted by the bidders shall remain firm and shall cover and include cost of all materials required for upkeep of the premises, wages to the labourers, supervisors, supervisory staff and workmen, tools & equipment deployed, maintenance of the machineries, contractors profit, transportation charges and all statutory levies, applicable taxes, EPF, ESI, and any other statutory component as per the Central/State Government Minimum Wages Act but excluding Goods & Service Tax (GST).

23. The bidders are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.

24. The USDMA shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

25. The bidder shall deposit a sum of **Rs. 2,00,000/-** as Earnest Money Deposit. This EMD



(Earnest Money Deposit) shall be in the form of DD/Banker's Cheque/FDR/BG from any nationalized bank or from a scheduled bank drawn in favour of ACEO (Admin), USDMA, payable at Dehradun.

26. No interest shall be paid on the EMD. The tenders received without EMD and Cost of Tender Document shall be summarily rejected (Except MSME Registered firms).
27. If any bidder withdraws his bid before the said period or make any modifications in the original terms and conditions of the tender, the USDMA shall, without prejudice to any other right or remedy, be at liberty to cancel such bidder and forfeit full value of the EMD as aforesaid.
28. The contractor has to maintain an attendance register of the persons employed and the same will be inspected **daily by the USDMA.**
29. If any of the labour employed by the contractor is found to be under performing or any mobilization is found or found under the influence of alcohol or any abusive substance / indecent behavior reported while on duty, such person/persons shall not be allowed to work at site anymore and the USDMA reserves the rights to ask contractors for immediately removal such person(s) with suitable substitute immediately.
30. The contractor has to submit the Police verification details of all the people deployed by him at site before commencement of work. In case of any replacement during the pendency of the agreement, submission of police verification documents of such replaced staff is to be made available immediately.
31. The staff deployed at site should be physically fit to handle the works detailed in the scope. The full bio-data & ID proof of the staff deployed at site like their full address, educational qualification, age proof etc shall be made available before commencement of work. The staff has to be deployed in consultation with the USDMA officials after performing the interview of the staff.
32. No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the discretion of the USDMA.
33. Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected and EMD of such tenderer shall be forfeited.
34. All the parts of this tender documents i.e. Tender Notice, General rules and Instructions to tenderers, offer letter, General conditions of contract, Annexures etc. shall constitute part of the contract document.
35. The contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government labour laws that are in force and that may be framed from time to time for completion of work. USDMA shall not be responsible for any infringement of the various statutes in force by the contractor.
36. The contractor shall take, at his own cost the necessary license from statutory authorities in

respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor.

37. STATUTORY DEDUCTION towards INCOME TAX, Work Contract Tax and any other statutory deductions as per the law prevalent will be made as per Rules of the State or Central Government.

38. The contractor shall be responsible for making payment of “Prevailing Minimum Wages” as notified by Regional Labour Commissioner (Central/State) to their labourers/ employees directly in their Bank accounts and shall produce relevant documents to the USDMA for verification every month along with their monthly bills failing which appropriate actions including Termination of the contract, may be taken by the competent authority.

39. The contractor shall be bound to submit certified copies of challans and other documents with regard to payment of ESIC/EPF/any other statutory dues /compliances/pay slip along with monthly bill to the USDMA, **failing which bill will not be entertained.**

40. PROCEDURE OF TECHNICAL BID SUBMISSION:

- (i) The bidders are advised to submit following original documents in sealed Envelope marked as “Original Document for Providing Housekeeping Services” to the office of USDMA at the address mentioned hereinbefore by the stipulated date.
 - a) DD/Banker’s Cheque/FDR/BG of specified amount of EMD
 - b) Demand Draft of specified amount (non-refundable) towards cost of Tender documents cum Tender Processing Fee
 - c) Letter of Technical Bid.
 - d) Original Power of Attorney
 - e) Original Affidavit of Correctness of Information/Documents submitted in the Technical Bid
 - f) Original Affidavit of Non-Blacklisting of firm
- (ii) Contractors not submitting any one or more documents mentioned above and elsewhere in this document shall be declared as not eligible. The all above document shall also submitted online on **e-procurement portal i.e., www.uktenders.gov.in**.
- (iii) A complete scanned bid shall be uploaded on www.uktenders.gov.in
- (iv) The EMD of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall be returned to the bidder’s registered address by Speed Post/Courier/Registered Post.

41. The Contractor’s supervisor shall be first line of contact for USDMA, who shall report to the designated officers of USDMA for all requirements. Mobile numbers of supervisors to be provided on receiving the work order.

42. The estimated quantity for manpower and machines mentioned in this tender is minimum

indicative. It shall, however, be sole responsibility of the contractor to ensure deployment of additional manpower required, if any, for execution of work and services to the utmost satisfaction of client/employer/owner i.e. USDMA **as per the charges quoted in the BoQ.**

43. In case, any demand is raised by the USDMA for providing additional manpower for any extra work /activity other than those pertaining to the scope of work of the captioned project, the contractor shall make arrangements for the same and cost thereof shall be paid by the USDMA on the basis of rates quoted in the BoQ.

44. All the chemicals, consumables required for the purpose of providing services should be of standard brands as per the approval of the USDMA. No sub-standard material shall be used. The chemicals used for the purpose of cleaning shall be eco-friendly, bio-degradable and non-hazardous.

45. EVALUATION OF BID

1. Technical bids of the participated bidder shall be evaluated as the eligibility criteria mentioned in (SECTION -III) of this document.
2. The Bidders qualified in the Technical Bid evaluation shall only be allowed to open the price bid by the employer.
3. The award of contract will be made to the bidder whose bid has been determined to be the lowest, responsive and complying all the prequalification and statutory criteria stipulated in the Technical Bid, Price Bid as also the receipt of satisfactory confidential reports sought from the present/previous employer.
4. The USDMA reserve their rights to accept any or to reject all the bids without assigning any reasons therefor and no correspondence shall be entertained in this regard.

46. CHANGES IN LAWS AND REGULATIONS

Unless otherwise stipulated in the contract, if after the last deadline for the bid submission (Techno-commercial), any law, regulation, ordinance, order or bye-law having the force of law is enacted, promulgated, abrogated, or changed in India (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/ or the contract Price, then such Delivery Date and/ or Contract Price shall be correspondingly increased or decreased, to the extent that the contractor has thereby been affected in the performance of any of its obligations under the contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable.

47. Sub-Contracting is **NOT ALLOWED**, if at any stage, it is found that, the bidder has sub-contracted the contract, then USDMA will terminate the contract immediately without giving any Notice to the contractor in the public/ administrative/ or project interest.

SECTION-II

SCOPE OF WORK FOR PROVIDING HOUSEKEEPING, HORTICULTURE MAINTENANCE AND SECURITY SERVICES AT USDMA BUILDING, DEHRADUN

Uttarakhand State Disaster Management Authority (USDMA) is a part of Uttarakhand State Government and is a nodal agency for planning, co-ordination and monitoring activities related to disaster prevention, mitigation, preparedness and management. USDMA lays down policies on disaster management for the state. It approves disaster management plan in accordance to the guidelines laid down by National Authority and co-ordinates its implementation. It provides guidelines and reviews the measures being taken for mitigation, capacity building and preparedness by the Government and issue guidelines as necessary. USDMA recommends provision of funds for mitigation and preparedness measures. Uttarakhand State Disaster Management Authority (USDMA) was set up and notified as per sub-section (1) of section 14 of Disaster Management Act 2005.

USDMA hereby invited proposals/bids from the established vendors/contractors for providing Mechanized Housekeeping and Horticulture & Landscaping Maintenance services for all of the following services at USDMA Building Premises located at 36 IT Park, Sahastradhara Road, Dehradun- 248013 (U.K.)

- **MECHANIZED HOUSEKEEPING / CLEANING SERVICES**
- **HORTICULTURE / LANDSCAPING SERVICES**
- **PEST CONTROL SERVICES**
- **SECURITY SERVICES**

The details / scope of services is mentioned below:

OBJECTIVE AND AREA OF WORK

A. HORTICULTURE & LANDSCAPING WORKS IN USDMA BUILDING

The purpose of Horticulture works with development is that the whole USDMA premises must look rich with lush green lawn and beautiful flowers so as to provide an excellent ambience of work - environment and at the same time makes the USDMA premises environmentally friendly and makes a good impression on the all our Official, visitors and public who visit here for various purposes. The contractor has to undertake all such jobs / activities required to develop & maintain the USDMA premises in a presentable condition and in above mentioned spirit at all the times whether such activities are elaborated hereunder or not while undertaking this work, the contractor will develop the lawn at the open space of USDMA premises in consultation with the Employer.

The work to be executed for development of lawn at front yard of office premises. The contractor will also develop nursery for seasonal and perennial type of flowers and plants. The other normal job in this regard would be executed as per following terms and conditions.:

1. To be planted desired plant on the date of start of contract and plantation work to develop new lawn / plants to be developed thereafter the new landscaping as per direction of Employer.

2. To plant trees, shrubs etc. by excavation / digging as and when required in the interest of the beautiful maintenance of ambience / lawn of USDMA Building premises.
3. To prepare and maintain flower beds, seasonal and perennial both depending on our needs.
4. To prepare and maintain flowers and plant pots with flowers and plants both indoor and outdoor at designated places to be decided in consultation with the Employer.
5. Cutting of grass in lawn, pruning of plants at required intervals and removing the waste to the proper place.
6. Regular watering of grass, lawn, trees, plants, shrubs etc and hoeing and weeding in and around them.
7. Spraying of insecticides and fungicides application / spreading of chemicals and manure as and when required / advised during maintenance period.
8. Any other job which is required to make the USDMA campus from Horticulture point of view beautiful with lush green environment.
9. The gardener should demonstrate own initiative for Horticulture up gradation of USDMA premises. Seasonal plan(s) for the same should be prepared and submitted to the Employer.
10. The contractor will replace the dead / damaged / under growth plants & Plant material free of cost during the maintenance period.
11. The contractor will perform all Horticulture works with development in accordance with direction of Employer.
12. Water, Electricity will be provided by USDMA free of cost.
13. Contractor shall take care of the safety of his tools & tackles at the campus & Authority shall not be responsible for any loss.
14. Contractor shall arrange all tools & tackles for carrying out the work.
15. Tools and implements material will be provided by the contractor.
16. The day-to-day work will be monitored as per the instruction of Employer.
17. The lawns, beds & Shrubbery should be cleaned & watered properly. Kept free from weeds during maintenance period.
18. The annuals will be planted and maintained as per direction of Employer. Dressing/trimming of plants, shrubbery and hedges should be attended regularly.
19. Garbage/waste materials should be thrown outside the garden or as directed by the Employer.
20. The newly planted plants should be watered properly at regular interval

21. The contractor shall apply the fertilizer/manure/plant protection materials as and when required as per the direction of Employer and same will be bear by the contractor during development of horticulture as well as during maintenance period.
22. Contractors should engage experience pump attendant for operating pump set for watering.
23. Contractor has no right to make any plan amendment in the existing landscaping of the garden. Only department has the full power to make any amendment in the existing landscaping.
24. Error / omission if any will be rectified without any claim.
25. No claim whatsoever on account of fluctuation in prices will be entertained.
26. If any litigation arises through labour court or labour commissioner & other court etc. on account of litigation through labourers engaged by him, the contractor will be fully responsible. Moreover, if claim arises out of any litigation, the contractor will be responsible for payment of such claim.
27. The department will not be held responsible for any incident occurred with labourers engaged by the contractor for work and no compensation will be paid by the department for the same.
28. The contractor will be responsible for loss/deliberated damage of any equipment /installation at the premises. Cost of such damage, if any, will be assessed at the discretion of the Employer and same will be deducted from his bill.
29. **The Contractor should engage one gardener for regular watering of grass, lawn, trees, plants, shrubs etc. and hoeing and weeding in and around it, maintain flowers and plant pots with flowers and plants both indoor and outdoor at designated places.**
30. The earnest money / security deposit of successful contractor/firm will be forfeited if he fails to comply with any of the condition of the contract and work will be carried out at risk and cost of the contractor/firm.
31. Deduction of TDS and other govt. levies as applicable shall be deducted from contractor's bill as per the govt. rules and PF & ESI for engaged manpower if applicable shall be deposited by the contractor to the concerned authority.
32. Clearing landscape area including uprooting of rank vegetation, Grass, bushes, wood, removal of all rubbish, trees and saplings of girth up to ground level as per direction of Employer
33. The initial duration of the contract shall be three years starting from the contract signing. During this period, the performance of the contractor shall be assessed by USDMA yearly and based on satisfactory performance the contractor shall continue the service during the contract period. USDMA holds the right to cancel the contract at any time during the contract period based on unsatisfactory services.
34. The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further

years at same rates and Terms & Conditions of existing contract agreement, after getting willingness from the concerned contractor and subject to satisfactorily performance of the works.

35. The contractor shall be required to produce samples of all materials in advance to obtain approval of the Employer.
36. The contractor should maintain section grasses and rolling the same time to time if required and Authority will not pay any cost for that purpose.
37. During maintenance period the contractor will have to maintain-
 - (i) All the trees, plants, shrubs, and lawn as are exist and plantation work to develop in new lawn including supply of soil improvement nutrient, manure, Chemical/pesticides etc as and when required.
 - (ii) Regular watering of grass, lawn, trees, plants, shrubs etc and hoeing and weeding in and around them, maintain flowers and plant pots with flowers and plants both indoor and outdoor at designated places.
 - (iii) Spraying of insecticides and fungicides application/spreading of chemicals and manure as and when required/advice
 - (iv) Replacement of dead plant with new one as per direction of Employer.
 - (v) Seasonal plants/ flowers to be developed as and when required at the lawn as per direction of Employer.
 - (vi) Maintain, develop section-1 grasses and rolling the same time to time as and when required.
38. During maintenance period payment will be released to the contractor by furnishing the bill after a certification of Employer that the garden has been found in well maintained condition for the given period. The maintenance bill shall be paid on monthly basis.
39. The contractor shall be responsible to arrange at his own cost all necessary tools and plants required for execution of the work.
40. The initial duration of the contract shall be three years starting from the contract signing. During this period, the performance of the contractor shall be assessed by USDMA yearly and based on satisfactory performance the contractor shall continue the service during the contract period. USDMA holds the right to cancel the contract at any time during the contract period based on unsatisfactory services.
41. The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement, after getting willingness from the concerned contractor and subject to satisfactorily performance of the works.

42. The scope of works along with the Frequency of Cleaning to be under taken in the present contract for maintenance of horticulture and landscaping works have been broadly mentioned in the Table below annexed as Appendices A & B.

43. All the Sweeper should wear the uniform and name badge to be provided by the bidder. Identity card to be issued to each worker.

44. Any other related work as required on the USDMA premises, after approval of the competent authority.

B. HOUSEKEEPING WORKS AT USDMA BUILDING PREMISES

Scope of House Keeping works includes sweeping, mopping, and cleaning of all floors of USDMA Buildings comprises of 01 Basement + Ground Floor + 6 Upper Floors which included all the rooms/chambers/cabin of officers, Meeting Halls, Common Area, Common Toilets, Attached toilets, Pantries, Elevator lobby, Stairs, Passages and other rooms.

The normal job in this regard would be executed as per following terms and conditions.:

1. The firm shall follow the instructions given by the Employer.
2. The firm should use approved material for sweeping, mopping & cleaning with the best quality workmanship and materials shall be got approved by the Employer.
3. If USDMA or its authorized officers are not satisfied either the manner of performance of the services provided, the firm will take such remedial measures as may be called upon to do to the entire satisfaction of USDMA.
4. All the Sweeper should wear the uniform and name badge to be provided by the bidder. Identity card to be issued to each worker.
5. Sufficient material shall be supplied to the Sweeper by the contractor for sweeping, mopping and cleaning.
6. Space will be provided by Employer to the Sweeper for keeping their material within the premises.
7. The list of required equipment/materials is placed in the tender document at **Appendix-B**.
8. Any loss to Govt. property/theft committed by the worker/manpower of the firm shall be made good by the firm.
9. **The detailed scope of works to be under taken in the present contract for performing the housekeeping services at USDMA premises have been broadly mentioned in the Table below annexed as Appendix-A.**
10. The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement, after getting

willingness from the concerned contractor and subject to satisfactory performance of the works.

11. USDMA shall be entitled at all times to carry out any checks or inspections of your facilities, records and accounts of the firm to ensure that the provisions of the Labour laws and regulations are being observed and that the workmen are not denied the rights and benefits to which they are entitled under such provisions. Any violation shall without prejudice to any other rights or remedies available to the owner constitute a ground for termination of the contract any consequence arising of violation or any Act/law/regulation etc. will be sole responsibility of the firm.
12. Uniforms will be provided by the firm to the employees deployed without any extra charges from the Employer.
13. The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement, after getting willingness from the concerned contractor and subject to satisfactory performance of the works.
14. **It will be contractor's sole responsibility to execute the cleaning program in all the common as well as attached washrooms on routine basis as described in the scope of services, so that no odour/foul smell may arise in the washrooms of the USDMA Building. If at any time, such situation arises than, the contractor will make sure that the cleaning of such washrooms must start immediately. If found, that the contractor is lagging behind to perform the said duty(s) than, the contractor will be Penalized by the USDMA, accordingly.**

C. PEST CONTROL

The Service Provider is required to manage the Pest Control using permitted chemicals to ensure as a minimum, the following:

1. Routine inspection service daily
2. Atleast twice a month pest control activity by a specialized agency employed by bidder.
3. Atleast once in a week, fumigation of the cafeteria area
4. **Temephos granules in all unwanted water stagnant areas and fogging for control mosquito-vector borne disease control on weekly basis and all other measures as called for same for same in liaison with local authorities.**
5. **Anti-Termite treatment atleast once in a quarter on ground/floor/walls as directed**
6. **All steps to maintain hygienic conditions as periodic cleaning of public areas etc. to prevent spread of Covid 19 virus/its mutants. Sanitizers, Chemicals as Sodium Hypochlorite, sprays, etc as per WHO/Govt. Guidelines to be procured for maintenance.**

- The service shall be inclusive of all pests including wood destroying insects;
- Organic program shall maintain pheromone impregnated lure traps, (discreetly placed throughout common areas and food serving eating areas).
- These traps shall be monitored constantly for complete control of pest throughout the office; must record and track
- Non chemical insect baits shall be injected into wall voids and areas likely to harbour insects for maximum preventive protection, allowing for immediate occupation of treating areas, causing no problems to electronic office equipment;
- Rodent control measures including mechanical and adhesive monitoring traps shall be maintained in sub-floor areas and where appropriate required throughout building.
- Provide a list of non-toxic chemicals used to perform the service public areas should be sprayed with environmentally safe anti – bacterial compounds.
- Drainage chambers should be treated with pesticide and anti-bacterial compounds after 7 pm.
- Public areas of premises should be fogged with appropriate insect killer to eliminate mosquitoes during the mosquitoes breeding season.

D. SECURITY SERVICES

- i) Time for providing security services shall be 24 hours and 7 days (24×7)
- ii) At least 06 person (security guards) shall be deployed in 03 shifts (morning, evening & night of atleast 08 hrs. each) with two guards must be guarding both the Gates
- iii) The security guards will wear proper uniforms and name tag at all times on duty.
- iv) The guard must carry all equipment/accessories i.e whistle, security baton, flash light, belt & boots etc.
- v) For more information the service provider may visit the office and acquaint with actual site and work of the office.
- vi) The duration of the security services shall be as per the requirement of client.

The Service Provider is required to manage Security service at the USDMA Premises, to ensure as a minimum, the following:

1. The owner /Proprietor /Director of the security agency herein referred to as contractor will be responsible for supplying security guards to safeguard USDMA Building premises including surveillance and monitoring of premises, the security service shall be provided round the clock, on all days including weekends and gazetted holidays and in three shifts for a period as stated in the document from the date of commencement of contract subject.
2. The contractor will maintain 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. The attendance Register shall remain available round the clock for inspection by the authorized representative of the USDMA.
3. All liabilities arising out of accident, death or any mishap while in duty/off duty shall be the sole liability of the contractor.



4. The Security Guards engaged by the Contractor shall be active and should be trained in operating fire-fighting systems and should be able to speak and understand Hindi and to some extent English.
5. The Contractor shall provide the security personnel from who should be less than 40 years of age.
6. The contractor shall have his own Establishment set up / Mechanism to provide training of guards to ensure correct and satisfactory performance of his duties and responsibilities under the contract.
7. The contractor shall engage his staff with verification of antecedents through police at his own cost and shall provide a list of such staff along with their permanent address to the office. The police verification certificates should be furnished along with the appointment letters issued to the outsource staff.
8. The Contractor has to submit a Medical Fitness certificate of security personnel from a qualified Registered Medical practitioner at the time of deployment. The cost of such a medical examination will have to be borne by the contractor.
9. The USDMA shall have the right, without any reason 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 SECRETARY USDMA, followed by labour law.
10. The personnel engaged by the contractor shall be smartly dressed in neat and clean uniform and are required to display name plates & photo identity cards. The uniform must bear the logo of the security agency. The cost of the uniform has to be borne by the contractor.
11. Prolonged duty hours shall not to be allowed, no payment shall be made for overtime or prolonged duty hours, if any, alternative arrangements should be made in case of leave, sickness, unauthorized absence etc.
12. The payment would 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 designated authority of USDMA. No other claim whatsoever shall be entertained by USDMA.
13. **In case any complaint is received attributable to Misconduct/Misbehavior/consumption of alcohol while on duty/substance abuse of Laxity of any sort by contractor's personnel & is assessed as true by administration a penalty of Rs. 1000 for each such incident shall be levied and the same shall be deducted from contractor's bill. The security guard found involved in the incident shall also be removed from services at USDMA.**
14. In case the contractor fails to commence /execute the work as stipulated in the agreement or gives unsatisfactory performance of does not meet the statutory requirements of the contract, the Secretary USDMA reserves the right to impose the penalty, forfeit the bank guarantee, terminate the contract, withhold the agreement and get a suitable replacement.
15. **The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.**
16. It shall be the responsibility of the contractor to provide torch lights, uniforms, lathis etc. to the security guards posted at both the locations of USDMA. The guards shall be in proper full uniforms on duty. The guards shall also wear their Identity Cards properly hanged to the uniform.
17. Security guards shall also ensure that all electrical equipment's/ lights /computers etc. switched



off at time of closure of the department / office so as to ensure safety and security of building.

18. Senior most security guard shall maintain the list of security personnel on/off duty along with phone numbers & attendance register.

19. The Agency shall be responsible for overall security measures and arrangements to safeguard the movable and immovable property and prevention of theft within the premises.

20. Controlling the crowds / Firefighting / Protection of persons and property /Evacuation of occupants in case of the fire or natural calamities.

21. Prevention of unauthorized entry of personnel including all types of outside vendors in the entire premises.

22. The vehicles that enter into the premises must be identified, noted in the Register and parked at designated places.

23. The Agency staff shall work on duty and they will be deployed in three shifts i.e. 6 AM to 2 PM / 2 PM to 10 PM / 10 PM to 6 AM. The guard of the previous shift will submit the attendance of the incoming guard within 15 minutes of the commencement of the shift.

24. The Agency shall provide proper Uniform (2 sets), Cap, Baton, Whistle, 5 cell Torch light, Name badge, shoes and identity card for all security staff and 5 ft. long stick for staff on night duty.

25. The security personnel shall watch that there are no unidentified /unclaimed /suspicious objects /persons in the buildings/premises.

26. The security personnel shall also ensure that all the electrical equipment / instruments / lights and fans must be switched off at the time of closure of the office or part of the office.

27. The security personnel should not leave the point unless and until the reliever comes for shift duties.

28. The security supervisor will maintain all the registers, which are kept at the main gate and other points.

29. To check people on entry/exit base on production identity cards system, issue of passes, etc., and maintain visitor's record.

30. Thorough checking of incoming and outgoing material against proper Gate pass duly signed by the authorized signatory.

31. The security guards must take round of the buildings at fixed intervals.

32. Attendance and Bank Statement of the personnel employed by the agency will be verified by this office.

Note:

I. Penalty:

- Penalty @ INR 100/- per person per month will be charged for not giving timely Salary Slips to the employees i.e. on (or) before 05th of every month (or) within three days of credit of salaries, whichever is earlier.
- Penalty @ INR 100/- per person per month will be charged for not giving proper strong and durable ID cards mentioning all basic details like Name, Designation, Blood Group, Date of Birth, Place of Deployment etc to the employees within thirty days of commencement of contract.
- Penalty @ INR 1000/- per person per month will be charged from the contractor, if the uniforms & shoes are not given within thirty days of commencement of the contract. Penalty shall be levied from the day of completion of thirty days.
- Penalty @ INR 100/- per person per month will be charged for not submitting the police verification certificate of the employees within thirty days of the commencement of contract.
- The Contractor must mandatorily submit **Provident Fund and ESIC challan** along with successful payment receipts of the previous month along with the current bill raised. The reimbursement of the monthly bill of the respective head would be subject to the submission of the respective PF and ESIC challan by the Contractor. Failing to submit the challan as stated, penal deduction of Rs. 1000/- per day will be levied on contractor from the due date of deposit of PF & ESIC. Contractor shall obtain separate account head from PF authorities to be used exclusively for the employees deployed by the contractor at USDMA Building, Dehradun.
- Non-compliance of statutory norms and terms and conditions of the Tender Document & Agreement will lead to termination of contract and forfeiture of the Security Deposit submitted to the Client in the form of BG.

The Secretary USDMA's decision on imposing any penalty on the contractor shall be final and binding on both the parties. This decision shall not be subject to dispute or appeal, and the parties hereby agree to accept the Secretary's decision as final and refrain from seeking judicial review or pursuing any dispute resolution mechanism and challenging the Secretary's determination.

II. Staff Replacement and Response Time

The Contractor shall be responsible for ensuring that any replacement of staff provided by them shall be done promptly, and in any case, within 2 (two) hours from the time of notification of the need for replacement.

Responsibilities:

- The Contractor shall maintain a standby pool of qualified and trained personnel to facilitate timely replacements.
- The Contractor shall notify the Authority immediately upon becoming aware of the need for staff replacement.
- Replacement staff shall meet the same qualifications, skills, and experience requirements as the original staff.

- The Contractor shall ensure seamless continuity of services during staff transitions.

Non-Compliance:

Failure to replace staff within the stipulated 2-hour timeframe shall be considered a breach of contract, and the Authority reserves the right to:

- Impose penalties as specified in the contract.
- Terminate the contract, if repeated instances of non-compliance occur.

Response Time Exceptions:

The 2-hour response time may be extended only under exceptional circumstances, such as:

- Natural disasters or force majeure events.
- Unforeseen circumstances beyond the Contractor's control.

In such cases, the Contractor shall notify the Authority within 1 hour, providing justification for the delay and an estimated time for replacement.

Record Keeping:

The Contractor shall maintain accurate records of staff replacements, including:

- Date and time of notification.
- Reason for replacement.
- Time of replacement.
- Details of replacement staff.

These records shall be made available to the Authority upon request.

III. Display of Contractor's Contract Information:

The Contractor shall ensure that the following information is prominently displayed at each floor of the USDMA Building, nearby lift areas:

- Supervisor's name
 - Supervisor's contact details:
 - Phone number (mobile and landline)
 - Email ID

Display Requirements:

1. The information shall be displayed on a clear and readable signboard.
2. The signboard shall be placed in a conspicuous location, easily visible to occupants and visitors.
3. The information shall be updated immediately in case of any changes.

Responsibility:

The Contractor shall be responsible for:

1. Ensuring accuracy and completeness of the displayed information.
2. Updating the information as necessary.
3. Maintaining the display signboards in good condition.

Purpose:

This requirement aims to facilitate easy communication and prompt resolution of issues related to facility management services.

IV. Equipment Responsibility and Ownership

The Contractor shall be solely responsible for procuring, maintaining, and operating all machines/equipment necessary for comprehensively performing the tasks under this contract.

Equipment Acquisition:

The Contractor shall acquire the necessary equipment through rental, lease, or purchase, at their own expense. USDMA shall not provide any financial assistance or reimbursement for equipment acquisition.

Ownership

All equipment used by the Contractor shall be the property of the Contractor exclusively. USDMA shall not have any claim or interest in the equipment.

Responsibility for Maintenance and Repair

The Contractor shall be responsible for:

1. Regular maintenance of equipment.
2. Prompt repair or replacement of defective equipment.

Equipment Specifications

The Contractor shall ensure that all equipment meets the following requirements:

1. Meets industry standards and best practices.
2. Complies with relevant laws and regulations.
3. Is suitable for the tasks and services required.
4. Must be ISI Certified

No Liability for Equipment

USDMA shall not be liable for any damage, loss, or destruction of the Contractor's equipment.

Indemnification

The Contractor shall indemnify and hold harmless USDMA against any claims, damages, or losses arising from the use, maintenance, or operation of the Contractor's equipment.

APPENDICES

APPENDIX-A

A. NATURE OF SERVICE AND FREQUENCY OF PERFORMING THE SERVICES

S. No.	Nature of Services	Frequency
1	<u>Sweeping & Cleaning:</u> - Sweep and clean all floor areas, roads etc. - Damp moping of tiles, vitrified floors, staircases, sidewalls and entrance areas. - Floors shall be made free of stain, dirt, mud, sand, footprints, liquid spills, and other debris. - Chairs, computers, keyboards, trash, receptacles, and easily movable items shall be moved to clean underneath. - During inclement weather, the frequency of cleaning may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing. - After sweeping all vitrified floors, areas would be machinescrub cleaned. - Sweep clean of debris from walkways and driveways andhose clean them during appropriate climatic and water use conditions. - Daily cleaning of lift cabins, mirrors & doors in all the floors. - Removal of stagnant water. - Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.	Atleast once in a day
2	<u>Vacuuming:</u> - Vacuuming all carpets, runners and carpet protectors so that they are free of dirt, lint, mud, etc. - Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris. - Any chairs, trash receptacles and easily moveable items shallbe moved to vacuum underneath and then replaced in the original position. - All Sofa set/chairs, revolving/non-revolving cushioned chairs cushioned stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc.	Atleast once in a day
3	Common Washrooms & Toilets cleaning to be carried out on hourly basis (Minimum 05 times a day) : Thorough cleaningand sanitization of toilets, bathrooms, wash basins and spray facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.	
	- Cleaning of mirrors, glass doors, glass windows, etc. - Replenishment of paper towels, toilet paper, liquid soap,urinal cubes, naphthalene balls, odonil, etc. in all the toilets & wash rooms.	Atleast once in a day

4	<u>Trash Removal:</u> - Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located. - All waste from waste paper baskets will be collected and deposited in the building's waste containers. - Dry & wet garbage would be segregated and temporarily dumped into designated area within the premises. - Collection of old newspapers, bundling & shifting to specified place. - All the wastes, trash, debris, garden waste etc. has to be disposed from the campus on daily basis as per the guidelines of Nagar Nigam Dehradun. Any co-ordination in this regard with Nagar Nigam Dehradun has to be carried out by the Contractor. - Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by USDMA, the Contractor shall be penalized upto 5% of bill amount and its deduction from the monthly bills.	Atleast once in a day
5	<u>Court Yard Cleaning:</u> Cleaning of Court yard with the use of battery / electric operated scrubbing machine to kept 100% neat and clean. All floors should be maintained neat and clean as per scope of work.	Atleast once in a day
6	<u>Glass Surface Cleaning:</u> - All glasses at entrance doors and windows of the premises would be cleaned using damp and dry method. - Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned. - Removal of grease marks or fingerprints on glass counters and partitions. This cleaning is done using approved all- purpose cleaner and lint free cloth or paper towels.	Atleast once in a day
7	<u>Spot Carpet Cleaning:</u> Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals, etc.	Atleast once in a day
8	<u>Damp & Dry Cleaning:</u> - Wipe clean all white boards of meeting rooms, conference rooms, etc. Wipe clean all table tops of workstations, cubicles and other furniture and fixtures. - Conference Rooms - Cleaning includes cleaning of Glass windows, ceiling, marble cladding, carpets, chairs, Service Rooms/ bath/ toilets, etc.	Atleast once in a day

9	<u>Gardens & Horticulture:</u> The contractor has to perform following activities: • Watering of Plants / Trees • Weed removing • Trimming & pruning • Soil mulching • Lawn mowing • Hedges cutting etc. • Shrubs cutting • Cleaning garden areas • Applying fertilizer or compost manure / vermiculture manure alternate month or as and when required. • Applying pesticides like insecticide and fungicide alternate month or as and when required. • Disposal of dry/ fallen leaves etc. • Removing of unwanted plants on the surface, building/ boundary walls, etc. • Uprooting / removing of the grass, unwanted plants, shrubs, etc. around the buildings, inside the storm drainage lines, building /boundary walls, roof tops, on sewage pipelines of the buildings, pathways, building entrances, etc. *The necessary tools, manures, pesticides, other consumables, etc. required for the gardening work has to be provided by the Contractor at their own cost within the quoted rates. The cost of manpower, materials etc. should be covered in the price bid. No additional payment will be made by the USDMA. However, the cost of new plants, if required by the USDMA, shall be arranged by the contractor from the nursery and payment shall be reimbursed by the USDMA on actual basis on production of original bills/Invoice.	Atleast once in a day
10	<u>Deep Cleaning:</u> • Stairways, surrounding common areas, terraces, generator rooms, AHU Rooms, basements, car parking, etc. • Ceiling, walls, partitions, etc.	Atleast once in a week

	- Toilets and washrooms. - Interior & Exterior glasses will be cleaned on both sides, throughout the building. - Ceiling fans, pedestal fans, wall mounted fans, Indoor splitAC units, etc. - Up-keeping & removing choke-up in the storm water drains in the ground & basement level and other drains located inside the premise. The Contractor should co-ordinate with Nagar Nigam Dehradun and keep the inter-junctions clear from any obstruction. - During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation.	
11	<u>Window Glass Cleaning:</u> - The service provider shall undertake cleaning of the glasses and glass panes from the exterior/interior in all floors. - Dusting window sills and blinds.	Atleast once in a week
12	<u>Sanitizing:</u> - All items related to Computer (Monitor, CPU, Keyboard, Mouse etc.) are to be cleaned thoroughly and sanitized. - Office desk paper bins would be cleaned and sanitized. - All washroom dustbins would be thoroughly cleaned and sanitized. - All telephone instruments would be sanitized using disinfectants. - Waste bins from Pantry and Cafeteria areas would be thoroughly cleaned and sanitized with disinfectants. - Through washing of all walls and doors of all toilets with appropriate detergent and disinfectant. - All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant.	Atleast once in a week
13	<u>Dusting & Wiping:</u> - Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks. - Applying metal polishes to accessories or door handles, name plates, hand railings, lift walls, etc. where applicable.	Atleast once in two weeks
14	<u>Scrubbing:</u> All floor areas with scrubbing machines.	Atleast once in two weeks
5	<u>Deep Cleaning:</u> - Deep cleaning, dusting and wiping of sanitary fittings in the wash rooms, ladies' toilets etc. - Deep cleaning, dusting and wiping of handles, doors, door	Atleast once in two weeks

	closers, fittings, windows, curtains etc. • Cleaning, dusting and wiping of false ceilings. • After cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks. • Cleaning/sweeping of all the terraces on fortnightly basis. • Cleaning, dusting, cobwebs. • Dusting of fire extinguishers, fire hydrant heads located at various places. Note: The Contractor will ensure that no Acid or similar cleansing agent/material should be used in the process of cleaning of CP/Brass fittings. Any damages caused on account of violation shall be at the contractor's cost and risk. The contractor shall be responsible for replacement of such damaged fittings/fixtures with • same brand/model fixtures at their own cost.	
16	<u>External Drainage Cleaning:</u> • By using suitable drain cleaning equipment including Sewer Cleaning Pull out Tools, Drain Cleaning Machines, SuperSucker and high-pressure jet machine with washing complete.	Atleast once in a quarter or as and when required
17	<u>Polishing:</u> • All the Brass/SS door handles/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using approved quality polishing agents including buffing as and when directed.	Atleast once in two weeks
18	<u>Cleaning Work:</u> • Cleaning of vertical fabric blinds/ Roller Blinds and checking / rectification of the same using suitable material • Deep cleaning of all service ducts, chajjas in the floor, etc. Note: The contractor has to take necessary safety precautions for their laborer by wearing personal protective equipment like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas etc.	Atleast once in quarterly
19	<u>Chemical / Shampoo wash</u> – All sofa sets/chairs, revolving chairs, non-revolving chairs, cushioned stools, Curtains, venetian/vertical/Roller blinds etc. are to be dry cleaned/ chemical washed / Shampooing	Atleast once in a quarter or as and when required

Note:

- ii. All the above-mentioned scope of works is indicative and not exhaustive; USDMA reserves the right to add/delete/modify/substitute etc. any work under the scope of work. However, the Contractor has to properly maintain the campus/Building /Premises.
- iii. Also, all the expenses towards maintenance of the equipment will have to be borne by the Contractor.

- iv. The Contractor has to provide Uniform (displaying contractor's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.
- v. Manager/Supervisors should visit different floors from time to time to ensure the smooth functioning of the works.
- vi. All the consumables should be of specified make or equivalent brand of ISI mark as approved by the USDMA.

vii. Garbage Disposal Responsibility

In the event of absence or unavailability of Dehradun Municipal Corporation (DMC) vehicles for garbage collection, the Contractor shall be responsible for disposing of the garbage at their own cost.

- 1. The Contractor shall ensure timely and proper disposal of garbage.
- 2. The Contractor shall comply with all applicable laws, regulations, and guidelines for waste management.
- 3. The Contractor shall obtain necessary permits and approvals for garbage disposal.



B. FREQUENCY OF CLEANING OF COMMON AREAS

Sr. No.	Area	Activity	Frequency
CLEANING OF PASSAGES & OUTER CORRIDORS			
1	Staircases & Railing cleaning	Damp & Dry Mopping Sweeping	Atleast once in a day or as required
		Spit/shoe stains removal	Atleast once in a day or as required
2	Main Gates & Porch Area	Damp & Dry Mopping, Sweeping	Atleast once in a day or as required
		Spit/shoe stains removal	Atleast once in a day or as required
3	Fans, Lights etc. cleaning	Dry Cleaning, stain removing	Atleast once in two weeks or as required
4	Walls and roof area	Dusting, Cob-Web Cleaning	Atleast once in two weeks or as required
5	Door frames & Window sills cleaning	Mopping cleaning stain removing	Atleast once in a week or as required
6	Man-height column	Side-walls cleaning	Dusting, dry cleaning
7	Outskirt area	Sweeping, Brooming	Atleast every second day
		Removing of stagnant water	As & When required.
8	Dust bins	Emptying and cleaning of bins	Atleast twice a day
9	Mechanized cleaning using Scrubber machine, Vacuum Cleaners, High Pressure jet Machines.		Atleast once in a week

आपदा सुरक्षित उत्तराखण्ड



Sr. No.	Area	Activity	Frequency
CLEANING OF TOILETS/URINALS			
1	Floor area	Damp Mopping, sweeping Manually	Atleast every hour
		Pressure cleaning, Stain removing, disinfestations	Atleast once in a week
2	Urinals, partitions, W.C. Pots, commodes etc. cleaning	Manually	Atleast every hour
		Pressure cleaning, Stain removing, disinfestations	Atleast twice in a week
3	Doors, Window channel etc. cleaning	Dry cleaning, stain Removing	Atleast once in a week
		Wet cleaning	Atleast once in a week
4	Switch Boards, & cleaning Instruments	Dry cleaning, stain Removing	Atleast once in a week
5	Electrical instruments like Exhaust Fans, Ceiling Lights etc. cleaning	Dry cleaning, stain removing	Atleast once in two weeks
6	Internal area	Manually	Atleast twice a day
7	Side - Walls Cleaning up to man height	Pressure cleaning, Stain removing, disinfestations	Atleast once in two weeks
8	Dust bins	Emptying and cleaning of bins	Atleast twice a day
9	Mirror/Wash Basin	Cleaning, stain removing	Atleast Once per day
10	Mechanized cleaning using Scrubber machine, Vacuum Cleaning of soft furniture, High Pressure jet Machine cleaning sewer lines, storm water lines.		Atleast once in a week



C. MANPOWER QUALIFICATION AND EXPERIENCE CRITERIA

Sr. No.	Particular	Number	Timings	Manpower Category Along with Qualification
1.	Supervisor	01	08:00 AM to 05:00 PM	Graduate Passed and/or above with Minimum 03 - year experience in Government, Projects/PSUs.
2.	House Keeping staff	08	08:00 AM to 05:00 PM	-
3.	Gardener	01	8:00 AM to 05:00 PM	-
4.	Security Guard	06 (Min. 02 guards in each shift)	Morning Shift (06:00 AM to 02:00 PM) Evening Shift (02:00 PM to 10:00 PM) Night Shift (10:00 PM to 06:00 AM)	12 th pass with Minimum 03 years of relevant experience

Note:

- Timings of the Staff can be varied as per the directions of the Secretary, USDMA/ ACEO (Admin) USDMA in the public/ administrative/ or project interest.

आपदा सुरक्षित उत्तराखण्ड

APPENDIX - B

**A. LIST OF CONSUMABLES, TOOLS & TACKLES AND MACHINES / EQUIPMENT
TO BE ARRANGED BY THE CONTRACTOR**

The above-mentioned works have to be carried in mechanized system for which the essential equipment is listed as under:

Sr. No.	Equipment	Remarks
1	Heavy duty Wet and Dry vacuum cleaner	The indicative equipment should be test used, as per the site requirement.
2	Carpet and Fabric Cleaner	
3	Bucket Trolley	
4	Ladder	
5	Scrubbing Machine 3 in 1	
6	Window Applicator	
7	Window Squeeze	
8	Ext. Pole	
9	Safety Belt	
10	Jet Spray	
11	Stain Remover	
12	Single dish floor machine	
13	Trolley	
14	Snapback Polish	
15	Hand Liquid Soap	
16	Toilet cleaner for flushing	
17	Window Washer	
18	Broom Soft	
19	Broom Hard	
20	Bamboo Brush with Handle	
21	Buffing Pad Red & White	
22	Broom Ring (Iron)	
23	Caddy for Washroom	
24	Dust Pan	
25	Floor Mops	
26	Microfiber Duster	
27	Rubber Hand Gloves	
28	Mask and sanitizer for workers	
29	Naphthalene Balls	
30	Phenyle White	
31	Spray Bottle	
32	Steel Scrubber	
33	W/C Brush (Hockey Style)	
34	Garbage Bag Big	
35	C- Fold Towel	
36	Toilet Roll	
37	Room Freshener Premium (Godrej)	
38	Spray Machine – Minimum 2 Nos	
39	Plastic Bucket & Mugs	
40	Other equipment as per the requirement	

B. DETAILS OF PREMISES OF USDMA

Sl No:	Name of the Premises	Total No. of Floors	Approximate floor area
1	USDMA Building, 36 IT Park, Sahastradhara Road, Dehradun	<u>Main Building:</u> (i) One Basement + Ground Floor + 6 Upper Floors	11,000 sq. mtr.

Note: There may be marginal variation in area on either side. No extra claim will be entertained for variation in area of any buildings.





SECTION- III

ELIGIBILITY CRITERIA

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Documents to be submitted	Pls. Mention page No.
1	The bidder must be a Firm / Proprietary / Partnership/ Company registered under Companies Act at least for the minimum 05 years in the field of Housekeeping, Maintenance, Gardening and Security Services.	In case of Proprietorship concerns copy of License/Registration and the GST Registration certificate. -In case of firms, Copy of the firm registration Certificate and GST Registration. -In case of company, copy of Certificate of incorporation issued by Registrar of Companies and full address of the registered office plus GST registration certificates.	
2	Two Similar Completed works Each one having "Annual Contract Value" not less than Rs 50.00 Lakh Or One Similar Completed work having "Annual Contract Value" not less than Rs. 1.00 Cr. In Central or State Government Departments or Organizations/ PSUs/ Universities / Banks only.in the last 3 F.Y. (2021-22,2022-23,2023-24)	Copy of the Work Orders/ Contract Agreements/ Completion or Ongoing Certificate(s) along with Performance Certificate(s) issued by the Principal Employer(s) relating to the works carried out during the last 3 Financial Years: • Work Orders only from principal Employers demonstrating similar nature of experience, will be considered. • Contract Agreements: Contract agreements will be evaluated for scope, duration, value and No. of staff deployed. • Completion Certificate: Completion Certificates will be considered as proof of successful completion/execution of the Assignment. • For Ongoing Services: Submission of paid amount equivalent to the amount stated, must be submitted by the bidder. • For PPP Contracts: PPP contracts with similar nature can be considered, if the firm submits a certificate from its Chartered Accountant along with the pre-detailed statement indicating the details of housekeeping services being provided under the PPP Contract.	



		Note: • Please note that all the documents referring to the experience should be from Central or State Government Departments or Organizations/ PSUs/ Universities/Banks/ Reputed Private Institution only. • Similar Experience means providing House Keeping Services, Horticulture & Landscaping Services, Security Services etc.	
3	Annual turnover of minimum of Rs 1.00 Cr. achieved, during any one of the last three F.Y. year (2021-22,2022-23,2023-24) duly attested by CA, should be enclosed with technical bid.	- Copies of returns submitted to the Tax authorities such as ITR etc. - Turn-Over Certificate issued by CA on the CA Firm's Letter head.	
4	Rs. 50 Lakh Solvency certificate of bidder issued from any Nationalized Bank as per RBI Act/District Magistrate/Revenue Department which shall not be older than 6 months from the last date of submission of bids	- The Solvency Certificate shall be issued within the last 6 months from the date of submission of bids. - The solvency Certificate must be addressed to ACEO (Admin), USDMA only. - The Solvency Certificate must be unconditional.	
5	Bidder have to upload GST Challan of Month August, September & October 2024 in the technical bid.	- Certified copies of supporting documents to be attached.	
6	Bidder has to upload EPF & ESI challan for the Month of August, September & October 2024 and also EPF, ESI ECR of August, September & October 2024 in the technical bid.	- Certified copies of supporting documents to be attached.	
7	Bidder must have ISO 9001-2015 Certificate. Bidders have to upload certificate in technical bid.	- Certified copies of supporting documents to be attached.	
8	Bidder must have an established office at Dehradun Or Bidder must submit an undertaking on Company's Letter Head, confirming establishment of bidder's office in Dehradun within 15 days of issuance of LoA, before the signing of the contract.	- For Address proof, the bidder must submit the copy of Rent Agreement or Proof of Ownership - Signed Undertaking on Company's Letter Head by the Authorized Representative of the firm	-



9	The bidder shall have the following Registrations and details of the same be provided in the Technical Bid: (a) PF Registration: (b) ESI Registration: (c) GST Registration: (d) Valid License issued by Regional Labor Commissioner (e) Registration Certificate under the shop establishment act.	- All copies must be attested by the authorized signatory of the firm need to be attached	
10	There should be no case pending with the police against the Proprietor/Firm/Partner of the company (Agency). & Bidder should not have been disqualified / debarred / blacklisted from any Governments, Semi-governments, PSUs, in India.	- The declaration must be submitted in writing on Rs. 100 Non judicial stamp paper and hard copy of original Stamp paper should be deposited alongwith other original documents in the office of USDMA before the last date of tender opening.	
11	The bidder must have the positive Net Worth at the time of submission of bid	- A certificate from Chartered Accountant, confirming the Positive Net Worth calculation.	-
12	The bidder shall provide a Character Certificate issued by the District Magistrate only	- The Character Certificate shall be issued within the last 6 months from the date of submission of bids.	-
13	Bidders have to provide a written statement regarding acceptance of all the terms & condition mentioned in tender doc on firm Letter Head.	To be submitted on Company's Letter Head.	

Copies of the Documentary evidences must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

We have read and understood the abovementioned prequalification criteria and shall abide by the same.

Signature of the Contractor
with Seal

CONDITIONS OF THE CONTRACT

1. DEFINITIONS:

In the contract, the following expressions shall, unless the context otherwise requires, have the meaning hereby respectively assigned to them.

‘The Contract’ means the documents forming the tender and acceptance thereof and the formal agreement executed between USDMA and the contractor, together with the documents referred to therein including these conditions and other instructions issued by the Employer from time to time and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.

‘Employer’ means USDMA having its Office at USDMA Building, 36 IT Park, Sahastradhara Road, Dehradun.

‘Competent Authority’ means authority nominated to exercise power of approval, sanction and acceptance concerning administrative, financial and technical aspects of transactions done on behalf of the USDMA.

‘The Contractor or Contractors’ means the firm, company or person engaged by the USDMA to carry out the work. It shall also include their legal representative(s), successors or assigns.

‘Site’ means USDMA Building, where the works are to be carried out.

‘Contract value’ means the value of the entire work as stipulated in the work order conveying acceptance of the tender subject to such additions thereto or deductions there from as may be made under the provision herein after contained.

‘The schedule of quantity’ means the schedule of quantity as specified and forming part of this contract.

‘Works’ or ‘work’ means the work(s) described in the “Scope of Work” and/or to be executed in accordance with the contract and includes labour, materials, apparatus, equipment of all kind to be provided, the obligations of the contractor hereunder and work to be done by the contractor under the contract.

‘Month’ means calendar month.

‘Week’ means seven consecutive days.

‘Day’ means a calendar day beginning and ending at 00 hrs. and 24 hrs. respectively.

“Uttarakhand State Disaster Management Authority (USDMA) Building, 36 IT Park, Sahastradhara Road, Dehradun”

‘EMD’ means Earnest Money Deposit as security of the tender.

‘BG’ means Bank Guarantee issued by the bank for performance guarantee & EMD

2. LANGUAGE:

The language in which the contract documents shall be drawn shall be English.

3. INSPECTION OF SITE:

The bidders are advised to inspect the building and examine finishes (glass, aluminum composite panel, crystalline glass, Italian marble, granite, tiles, carpets, stainless steel cladding, veneers, laminates, building fixtures/ fittings, etc.) before quoting their rates. It is expected that the tenderers will provide high quality services without damaging the existing finishes provided in the various areas of the premises.

4. CONTRACTOR TO INFORM HIMSELF FULLY:

The service contractor shall be deemed to have carefully examined the work, site conditions including labour availability, various conditions, job requirements, schedules of equipment and shall be deemed to have visited the site of work, to have fully informed himself regarding the local conditions and carry out their own investigations to arrive at the rate(s) to be quoted in the tender. In this regard, they will be given necessary information available with the Employer. If the contractor shall have any doubt as to meaning of any portion of the conditions, or the scope of work or any other matter concerning the contract, he shall in good time, before submitting his tender, ascertain the particulars thereof by contacting the concerned officials before tendering. Once the tender is submitted, the matter will be decided according to contract conditions. For clarifications / Doubts, the contractors may make full use of the pre-bid meeting which would be conducted at site office at USDMA building as detailed in the NIT. Written enquires to be submitted one day prior to pre-bid meeting.

5. WORKS TO BE CARRIED OUT:

The works to be carried out under the contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, plants and equipment which may be required for carrying out the works satisfactorily.

6. SUFFICIENCY OF TENDER:

The Contractor shall have deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for the works and of the rate(s) and price(s) quoted in the Schedule of Quantity, which rate(s) and price(s) shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for carrying out the work.

7. AWARD OF CONTRACT:

- (i) The USDMA will award the contract to the successful lowest bidder whose tender has been determined to be substantially responsive and has been determined as a successful evaluated tender, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.
- (ii) The USDMA reserves the right to increase or decrease the quantum of service to be provided and also reserves the right to cancel or revise any or all the tenders or part of

tenders without giving any reasons thereto with no cost to the USDMA.

- (iii) The USDMA reserve their rights to split the scope of work to different agencies within its sole discretion.

8. SIGNING OF CONTRACT DOCUMENTS

The successful bidder shall be bound to implement the contract by signing an agreement and conditions of contract with the respective establishment of USDMA within 15 days from the receipt of intimation of acceptance of the bid by USDMA. However, the written acceptance of the bidder by the USDMA will constitute a binding agreement between the USDMA and successful bidder whether such formal agreement is subsequently entered into or not.

9. WORK ORDER:

Within the validity period of the bid, the Employer shall issue a work order by registered post / courier or otherwise handover personally to the contractor to enter into an agreement for carrying out the work as per the terms of the tender. The work order shall constitute a binding contract between the Employer and the Contractor.

10. CONTRACT DOCUMENT:

On receipt of work order from the Employer, the successful bidder shall be bound to implement the contract and within 14 days thereof, he shall sign an agreement on a non-judicial stamp paper of appropriate value.

11. EARNEST MONEY DEPOSIT (EMD)

The bidder shall furnish EMD of **Rs. 2,00,000/-** in the form of DD/Banker's Cheque/FDR/BG in favor of ACEO (Admin), USDMA payable at Dehradun. No tender shall be considered unless the EMD is so deposited in the required form along with the tender.

No interest shall be paid on EMD.

The EMD of the unsuccessful tenderer shall be returned within 30 days without interest after the decision to award the work is taken.

The Bid Security/ EMD shall be valid for forty-five (45) days beyond the original validity period of the Bid, or beyond any period of extension.

12. FORFEITURE OF EMD:

USDMA reserves the rights to cancel the order and forfeit the EMD if,

- b. Security Deposit is not submitted within the stipulated time;
- c. Agreement is not entered within stipulated time;
- d. If the bidder revokes his tender during the period he is required to keep his tender open for acceptance by the Employer or
- e. The tender is accepted by the Employer but the contractor fails to enter into a formal agreement or
- f. Fails to commence the work within the stipulated time.

- g. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract

13. PERFORMANCE SECURITY DEPOSIT (PSD):

- i. The successful bidder should submit a Security Deposit for **5% of accepted "Annual Contract Value (Including GST)"** value in the form of DD/Banker's Cheque/FDR/TDR/BG issued by any Nationalized Bank in favor of "ACEO (Admin), USDMA". A/c M/s (Name of the Contractor firm)" payable at Dehradun within fourteen days from the date of acceptance of the tender for due performance of the Contract.
- ii. The Performance Security Deposit (PSD) must be:
- Unconditional,
 - Irrevocable &
 - Non-Transferrable
- iii. The Performance Security Deposit shall be valid for forty-five (45) days after the date of completion of performance obligations or contract period.

14. The contractor's authorized representative shall be in attendance in the premises during all working hours for supervising the work. For any negligence of the service employed by the contractor or for any loss or damage caused or occasioned by himself, his agents or workmen in respect of the property of USDMA, the contractor shall be personally responsible and shall make good the loss forthwith.

15. All activities of work done under this contract shall be entered in a register on a daily basis so that complete record of all the works performed is maintained and signed with date by both parties viz., persons authorized for and on behalf of USDMA and the contractor each day on completion of work.

16. Without prejudice to any rights or remedies under this agreement if the contractor dies, the USDMA authorities shall have the right to terminate this agreement without any liability whatsoever as regards execution of the work for the balance contract period after the death of the contractor.

17. INSURANCE OF WORKS:

- Before taking up the work, the Contractor shall, obtain and submit to the Employer USDMA, a third-party insurance policy in original, issued by any Public-Sector Insurance Company.
- The Policy should be issued in the joint names of Employer and contractor with Employer's name appearing first. Minimum 5 employee/worker/persons should be covered under the insurance at a time for insured sum of of Rs 10 lac each, for any type of accident / incidence.
- The contractor shall, from time to time, provide documentary evidence as regards payments of premia for all insurance Policies for keeping them valid till the completion of the work.
- Without prejudice to any of its obligations and responsibilities specified above, the Contractor shall, within 10 days from the date of work order, submit documentary evidence

as required by the Employer in support of having obtain requisite insurance cover.

- No work shall be taken up by the Contractor at site unless the Insurance Policies as mentioned above are obtained.
- Also, no payment shall be made to the Contractor on expiry of insurance policies unless renewed by them and renewed policy is submitted with the USDMA. Nothing extra shall be payable on this account.

18. ASSIGNMENT, SUBLETTING AND CONTRACTOR'S SUPERINTENDENCE:

No subletting is allowed.

19. DAMAGE TO PROPERTY:

The contractor shall continuously protect the Employer's properties from damage or loss arising in connection with contract. He shall make good any such damage, injury, loss resulting due to his fault or negligence except due to causes beyond his control. In case the contractor fails to make good the losses caused to USDMA due to his fault or due to negligence of his staff, USDMA reserves the right to invoke the security deposit as stated above to cover such losses.

The contractor shall take all precautions for safety and protection of his employees on the works and shall comply with all applicable provisions of government and local bodies safety laws and building codes to prevent accidents, or injuries to persons or property in or adjacent to his place of work. The contractor shall take insurance covers as specified elsewhere in the contract at his own cost. The policy shall be taken in joint names of the Employer and the contractor.

The Contractor should ensure that sufficient and appropriate type of cleaning material for cleaning of tiles, floors surface etc. are used for cleaning. Any damage caused to the property of the USDMA due to the negligence and or use of substandard material on the part of the contractor's men will be liable to be compensated by Contractor.

In case of flooding of site on account of rain or any other cause and any consequent damage, whatsoever, no claim financially or otherwise shall be entertained notwithstanding any other provisions elsewhere in the contract.

20. CONTRACTOR TO SUPPLY TOOLS & PLANTS ETC.:

- Schedule of major equipment to be kept at site should be attached:
- The list of major equipment to be deployed by the contractor should be enclosed.
- The equipment to be kept on site should be absolutely new and the contractor should submit the copies of the purchase bills to USDMA.
- The contractor should ensure that the equipment provided on site are functioning at all times.

21. WAGES TO BE PAID:



The USDMA will pay the Contractor the said contract amount, (hereinafter referred to 'the Contract Sum') or such other sum as shall become payable hereunder at the times and in the Price Bid and the said conditions.

The payment will be made as per the House keeping works and on satisfactory completion of the work and on submission of the bill on monthly basis.

All payments by USDMA under this contract will be made only at Dehradun in Indian Rupees and shall be within 2 to 3 weeks from the submission of bills including period of checking subject to bills being complete in all respects as mentioned in the tender and, in the format, to be mutually agreed.

All taxes prevailing during the currency of contract shall be payable by the House Keeping Service Contractor within the accepted tender amount only and the Bank will not entertain any claim whatsoever in this respect except GST.

That the terms of this contract have been read by the FM Service Contractor and fully understood by him/ them. The FM Service Contractor shall not be entitled for the payments for the quantities beyond the tendered quantities unless ordered for, by specific instructions with prior approval from the USDMA.

The rate quoted shall be inclusive of bonus, house rent allowance, Employees provident fund, overtime, conveyance, food expenses etc. and the Employer shall not be responsible for any payment towards the above components.

Please note that all the above components should be necessarily present in the pay structures to be adopted /paid to all the categories of staff viz. Supervisors, attendants (both male and female). The contractor may like to add any other component as they may desire to the above list to have better staff.

The contractor shall compulsorily submit the detailed pay structures he proposes to give to each of his category (along with components as instructed above and also adding any other component he desires to give over and above, to any or all of the categories along with the price bid. The tenders quoted without complying payment of Minimum wages along with EPF/ESI/DA, etc. shall be summarily rejected/disqualified.

22. PROCUREMENT OF CLEANING AND OTHER MATERIALS:

All the cleaning materials and consumables required for the work shall be supplied by the Contractor within their quoted rates only. All the cleaning materials shall be of reputed make approved by the USDMA.

23. UNIFORM:

The contractor shall provide New Uniform (with Company's name badge) including Safety Shoes, Helmet, Safety Belt, Hand Gloves etc. to all its employees deployed in the premises within the quoted rate(s) and no extra payment shall be made to contractor on this account.

24. PAYMENT OF BILLS BY THE USDMA:



The payment of monthly bills in respect of the captioned Contract shall be paid by the USDMA on the recommendations of floor offices only after all documents as indicated below are submitted along with the bill:

- i. PF challan for the previous month.
- ii. A separate sheet mentioning the names of the staff deputed at USDMA,
- iii. **Wages/Salary amount credited in the Bank's account details of individual. Please note that, the contractor must credit the salary/wages to the Bank Account of all the individuals directly by online Transactions preferably. No cash transaction of Salary/Wages will be entertained by the USDMA.**
- iv. Amount of PF & ESI Deposited in their respective account. The statement should have the PF number of the staff and the agency shall fix its official seal and signature on the statement.
- v. A separate covering letter undertaking that the PF amounts have been credited rightly as per the statement enclosed should also be submitted.
- vi. ESIC challan for the previous month along with separate sheet mentioning the names of the staff deputed at USDMA Building (name of site to be mentioned) and the amount credited against their account with the ESIC office.
- vii. The statement should have the ESIC number of the staff and the agency shall fix its office seal and signature on the statement. A separate covering letter undertaking that the ESIC amounts have been credited rightly as per the statement enclosed should also be submitted. For staff who are out of the ESIC ambit, clear details of number of people covered under ESIC and Workmen compensation policy shall be indicated.
- viii. The original wages register, signed by your employees deputed to USDMA Building, in token of receipt of payment for the previous month, should be submitted for certification of USDMA representative, as the principal Employer, every month.

25. WORK ON SUNDAY AND HOLIDAYS:

The contractor has to arrange for engaging his workers on Sunday and holidays, for thorough deep cleaning of the internal and external areas as required by the employer. No Extra payment on this account will be made by the Employer. However, there will be one weekly holiday for each employee on rotation basis. Also, in case of any VIP movement, workers may be called on for duty.

26. ADDITIONAL WORK:

Should any new areas of work transpire, which the Employer considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be as per the rates quoted by the bidder. All the statutory requirements as per the State/Central norms, needs to be complied by the selected bidder.

27. COMPLIANCE WITH ALL STATUTORY REQUIREMENTS:

The Contractor shall comply with all statutory requirements prescribed by the local as well as state / central government authorities from time to time and submit required proof of compliance to the Employer as and when required by the Employer. The contractor shall produce all the relevant statutory documents for inspection by the Employer and the government authorities.

The contractor shall give all notices required under the said Act, Rules, Regulations and Bye- laws

etc. and pay all fees payable to such authority/authorities for carrying out the work towards the cost, if any, shall be deemed to have been included in his quoted rates, taking into account all liabilities for licenses, fees etc. and shall indemnify and protect the Employer and its Employees against such liabilities and / or claim arising out of violation of any such laws, ordinances, orders, decrees and shall defend all actions arising from such claims or liabilities.

If the contractor performs any act which is against the law, rules and regulations, he shall meet all the costs and consequences arising there from and shall indemnify the Employer against any legal actions arising there from.

28. OTHER COMPLIANCES:

The Contractor should ensure compliance of the following for smooth execution of work:

- Identity card should be issued by the contractors to the contract staff deputed on USDMA.
- All contract staff deputed by the contractor at USDMA Building site should have in possession Identity card issued by the contractors.
- The Payment slips should be issued by the contractors to the staff deputed on USDMA Building.
- All Contract staff should bear specified uniform bearing badges of Company's name and other safety accessories, viz Helmet, Safety belt, etc.

29. LOCAL LAWS, ACTS, REGULATIONS

The contractor shall strictly adhere to all prevailing labour laws including of contract labour (Regulation and Abolition Act, 1970) and other safety regulations. The contractors shall comply with the provision of all labour legislation including the latest requirements of all the laws, directions and guidelines that are applicable for carrying out the work, including without limitation, the following:

- Minimum Wages Act, 1948
- Payment of Wages Act 1936
- Workmen's Compensation Act 1923 (Amended), as applicable
- Contract Labour Regulation and Abolition Act 1970 and Central Rules 1971
- Apprentice Act 1961
- Industrial Employment (Standing Order) Act 1946
- Personal Injuries (Compensation Insurance) Act 1963 and any other modifications
- Employees' Provident Fund and Miscellaneous Provisions Act 1952 and amendment thereof
- Employees State Insurance Corporation Act
- Shop and Establishment Act, as applicable
- Any other Acts Central or States, that may be applicable or by law or enactment relating thereto and rules framed there under from time to time.

30. CONTRACT PERIOD:

- The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason

thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement after getting willingness from the concerned contractor and subject to satisfactory performance of the works.

- The extension of contract is to the entire discretion of USDMA and cannot be claimed as right of the Contractor.
- If the contractor fails to perform any of its duties under this agreement and if the Employer is dissatisfied with the services of the contractor during the contract period or extended period of service, the Employer may terminate the services of the contractor, by issuing one month's notice in writing or immediately without assigning any reason thereof in the public/ administrative/ or public interest and it shall be legally acceptable & binding to the selected bidder

31. DISMISSAL/REPLACEMENT OF WORKMEN:

The contractor shall on the request of the Employer immediately dismiss from works any person employed thereon by him, who may in the opinion of the Employer be unsuitable or incompetent or who may misconduct himself. Such discharges shall not be the basis of any claim for compensation or damages against the Employer or any of their officer or employee. The contractor shall take necessary steps as per law in such situations. However, a period maximum of two days will be allowed to the contractor to make the replacement

32. RECORDS OF DAILY OPERATION:

The Contractor shall maintain and provide comprehensive logbook of cleaning procedure adopted, record of chemicals used, details of daily record of cleaning activity carried out in all units of the buildings.

33. INSPECTION BY EMPLOYER:

- General
- The Employer shall have the right to inspect at all times any tools, instruments, materials / chemicals, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections.
- Rejection of work and Equipment
- The Employer shall have the right to condemn any or all tools, instruments, materials / chemicals, equipment or work which does not confirm to the specifications.
- The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, USDMA shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences.

34. REPORTING AND RECORD KEEPING:

Management reporting and process reviews

The Employer shall approve the format for the monthly report to be submitted by the contractor along with every monthly bill.

Operating Meetings

During the early stages of the agreement, it is expected that the frequent operation meetings will be required between the service contractor's manager and employer's representative/s to discuss priorities to establish satisfactory reporting procedures. The contractor shall make the appropriate personnel available for attending all these meetings.

Performance Review Meeting

Performance review meetings shall be held quarterly to review the overall performance of the contractor. The Senior Management of the contractor and Employer shall attend these meetings.

Quality Assurance

The contractor shall implement a quality system in accordance with employer satisfaction. The contractor shall develop, in conjunction with the Employer's representatives, the standards of service to be provided and how performance to be measured and monitored.

35. FORCE MAJEURE:

"Force Majeure" shall mean any event beyond the control of USDMA or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war;
- b. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- c. Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
- d. Earthquake, fire, flood or cyclone, or other natural/ manmade disaster;

As soon as reasonably practicable but not more than 07 days following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- i. The date of commencement of the event of Force Majeure;
- ii. The nature and extent of the event of Force Majeure;
- iii. The estimated Force Majeure Period,

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.

The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.

Any other relevant information concerning the Force Majeure and /or the rights and obligations of



the Parties under the Contract.

36. ACCIDENTS:

The contractor shall immediately on occurrence of any accident during carrying out the work report such accident to the Employer. The contractor shall also report such accident immediately to the concerned authorities whenever such report is required to be lodged by law and take appropriate actions thereof.

The contractor shall submit report of all accidents, fires and property damage, dangerous occurrence to the authorized USDMA officials immediately after such occurrence, but in any case, not later than twelve hours of the occurrence. Such reports shall be furnished in the manner prescribed by the USDMA. In addition, the contractor to the authorized USDMA, official shall also submit periodic reports on safety from time to time as prescribed.

- i. The contractor shall disburse the wages through credit to their accounts and account statement should be enclosed along with the monthly bill.
- ii. The duration of duty is at least eight hours per day per person. To keep the efficiency and alertness the overtime will be kept to the barest minimum.
- iii. The staff/workers employed by the contractor shall not find under the influence of alcohol or any abusive substance at any point of time. Further, the mobilization of the workers engaged shall be such that they maintain the dignity of the office at all time and any incident of mobilization or indecency is noticed at the work place USDMA shall have the right for asking replacement of such workers employed by the contractor.
- iv. USDMA shall not be liable for any harm/damage to the contractor's staff, in case of any mishap/accident etc. due to man-made or natural reasons. Accordingly, Contractor's staff will not be entitled for any compensation thereof.

37. TERMINATION:

- (a) USDMA shall be at liberty to terminate the contract by issuing one month's notice to the contractor or immediately without assigning any reason thereof in the public/ administrative/ or project interest. USDMA shall not pay any claim/ compensation to the Contractor for such termination of Contract.
- (b) As regards unsatisfactory performance or non-compliance with any of the terms and conditions of the contract by the contractor or abandoning the work, the USDMA shall have the right to terminate the contract forthwith with one month's notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest and rearrange the work through other agencies at Contractor's risk, cost and consequences and under such circumstances, the security deposit paid by the contractor shall stand forfeited, besides any other action deemed fit including de-paneling the contractor or debarring them in future tendering process.

38. SETTLEMENT OF DISPUTES AND ARBITRATION:

- **Resolution of dispute:** In the event of any question, dispute or differences in respect of contract or terms and conditions of the contract or interpretation of the terms and conditions

or part of the terms and conditions of the contract arises, the parties may mutually settle the dispute amicably.

- **Arbitration:** Any dispute and/or difference arising out of or relating to this contract including interpretation of its terms will be resolved through joint discussion of the authorized representatives of the parties. If the disputes are not resolved by discussions then the matter will be referred for adjudication to the arbitration of a single arbitrator to be appointed by mutual consent of the parties. The arbitration proceedings shall be conducted in Dehradun and in English language only and in accordance with the provisions of Arbitration & Conciliation Act 1996 or any statutory re-enactment thereof. The decision of the arbitrator shall be final and binding on the parties.
- **Applicable Laws:** The contract shall be governed in accordance with the law prevailing in Uttarakhand/India, Act, Rules, Amendments and orders made thereon from time to time.
- **Jurisdiction:** All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Dehradun only and not elsewhere.

39. FORECLOSURE OF CONTRACT IN FULL OR IN PART:

If at any time after acceptance of the tender, the Employer decides to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, they shall inform the Contractor in writing to that effect and the Contractor shall have no claim to any payment or compensation or otherwise whatsoever, on account of any loss of profit or advantage which he might have derived from the execution of the works in full, but which he did not derive in consequence of such foreclosure of the whole or part of the works. The Contractor shall be paid at the contract rates for works executed at site.

40. PROPOSED WORK METHODS, SUPPLIES AND PLAN:

USDMA at its sole discretion shall ask at any time for changes in the anticipated work sequence due to operational requirements. Such change in work sequence shall not entitle the contractor to any additional payment.

The contractor will schedule the cleaning operations in such a way that the premises remains neat and clean all the time. The contractor may deploy his labourers in shifts accordingly in keeping with the prevailing labour law of the state.

41. PRICES:

The amount quoted and accepted shall be exclusive of all statutory taxes (of State/Central Govt.), GST etc.

42. CONFIDENTIALITY:

- Information relating to the examination, clarification, evaluation, and comparison of tenders, and recommendations for the award of a contract shall not be disclosed to bidder or any other persons, not officially concerned with such process, until the notification of contract award is made.

- Any effort by the bidder to influence the USDMA bid evaluation, bid comparison, or contract award decisions may result in the rejection of the bidders bid.

43. CORRUPT OR FRAUDULENT PRACTICES:

- USDMA as well as bidder shall observe the highest standard of ethics during the procurement and execution of such contracts.
- “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and.
- “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract to the detriment of USDMA and includes collusive practice among bidder (prior to or after tender submission) designed to establish tender prices at artificial non- competitive levels and to deprive USDMA of the benefits of free and open competition.
- “Collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of USDMA, designed to establish tender prices at artificial, non-competitive level; and.
- “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.
- USDMA will reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- USDMA will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

44. PENALTIES /LIQUIDATED DAMAGES:

- The Contractor shall disburse salary to its deployed manpower as per Uttarakhand state Govt. minimum wages Act latest by 15th of every month.
- The Contractor has to maintain adequate number of manpower as per this contract and also arrange a pool of standby manpower/supervisor, as per the site requirement. If the required number of manpower/supervisors are less than specified number as mentioned in the contract, a **penalty of a certain amount will be deducted as per the approval of the competent authority based on the recommendation of the committee.**

- Under any circumstances the collected wastes should not be burnt or dumped inside the campus. In case of any such observation by USDMA, a **penalty of a certain amount will be deducted as per the approval of the competent authority based on the recommendation of the committee.**

49. PRICE VARIATION CLAUSE:

Price variation for Labour component: Please note that all rates (Manpower, Material etc.) quoted by the vendor shall remain fixed and valid for a period of atleast 03 years from the date of commencement of work and in case of escalation of wages by the Uttarakhand State Govt. the salary including Basic + D.A/V.D.A. shall only be increased on Pro-rata basis.

Price Variation on material component, housekeeping, horticulture and Security: No escalation of Material component will be allowed during the contract period.

45. VALIDITY OF CONTRACT:

The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement after getting willingness from the concerned contractor and subject to satisfactorily performance of the works.

In case of breach of contract or in the event of not fulfilling the minimum requirements/statuary requirement/satisfactory services etc., the USDMA shall have the right to terminate the contract forth with at any time in addition to forfeiting the performance security amount deposited by the contractor and initiating necessary action as deemed fit including de-paneling your firm etc. solely at the discretion of USDMA.

आपदा सुरक्षित उत्तराखण्ड

Annexure-I



LETTER OF BID – TECHNICAL PART

(To be submitted duly typed, signed with stamped by the Authorised Signatory on the Letter Head of the Bidder in Original along with Technical Bid document shall be uploaded on e-procurement portal i.e., www.uktenders.gov.in and submitted in original.)

ACEO (ADMIN), USDMA
USDMA Building, 36 IT Park,
Sahastradhara Road, Dehradun.

ENGAGEMENT OF AGENCY/FIRM PROVIDING HOUSEKEEPING, HORTICULTURE MAINTENANCE AND SECURITY SERVICES ETC. ON OUTSOURCE BASIS AT USDMA BUILDING, IT PARK, DEHRADUN

Dear Sir,

Having examined the terms & conditions, schedule of requirements, scope of work etc. of the tender for the captioned work and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto and affecting the tender. I/We hereby offer to provide specified services in the said memorandum on the minimum manpower including consumable etc. basis mentioned in the attached schedule and in accordance in all respect with the schedule of instructions, scope of work and instruction in writing referred to in conditions of Tender, the articles of agreement, conditions of contract and with such conditions so far as they may be applicable.

a	Description of work	<u>ENGAGEMENT OF AGENCY/FIRM PROVIDING HOUSEKEEPING, HORTICULTURE MAINTENANCE AND SECURITY SERVICES ETC. ON OUTSOURCE BASIS AT USDMA BUILDING, IT PARK, DEHRADUN</u>
b	Earnest Money Deposit (EMD)	Rs. 2,00,000/-
c	Validity of Contract	The period of contract is initially for 3 years, during this period, if it is found that the performance of the firm is not satisfactory, USDMA will have the right to terminate the contract by giving one-month notice or immediately without assigning any reason thereof in the public/ administrative/ or project interest. The contract is extendable on mutual consent for further years at same rates and Terms & Conditions of existing contract agreement after getting willingness from the concerned contractor and subject to satisfactorily performance of the works.

2. Should this tender be accepted, I/we hereby agree to abide by and fulfil the terms and provisions of the said conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to USDMA IT Park, Dehradun, the amount mentioned in the said conditions.



3. I/we have deposited DD/Banker's Cheque/FDR/BG for a sum of **Rs. 2,00,000/-** as Earnest Money Deposit (EMD) with USDMA, Dehradun. Should I/We do fail to execute the contract when called upon to do so, I/We hereby agree that this sum shall be forfeited by me/us to USDMA, Dehradun.

4. We understand that as per terms of this tender, the USDMA may consider accepting our tender in part or whole or may entrust the work of housekeeping for proposed building. We, therefore, undertake that we shall not raise any claim / compensation in the eventuality of USDMA deciding to drop any of the scope of work of this tender at any stage during the contract period. Further, we also undertake to execute the work entrusted to us on our approved rates and within the stipulated time limit without any extra claim for price escalation as provided in Terms & Conditions of this tender.

5. We, hereby, also undertake that, we will not raise any claim for any escalation in the prices of any of the material and manpower during the currency of contract/execution/completion period.

6. Further, we confirm that we are eligible to quote this tender. In case any information is found incorrect at any subsequent point of time, our tender may be annulled / rejected by USDMA, including taking any action against us as deemed fit.

We have read and understood all the terms & conditions, schedule of requirement and scope of work of the tender and accept the same.

Signature of the Tenderer With Seal

आपदा सुरक्षित उत्तराखण्ड



APPLICATION FORM

- 1 Name of the organization :
- 2 Address with Pin Code :
- 3 Name, Telephone Nos. including Mobile and e-mail id of contact person :
- 4 Fax No. :
- 5 Constitution of the Firm (whether Public or private company / firm / Proprietary) :
- 6 Year of Establishment (Supporting document to be submitted) :
- 7 Whether registered with the Registrar of Companies / Registrar of firms (if so, mention number and date and supporting documents to be submitted) :
- 8 Registration with Govt. Authorities
 - a. Income-tax (PAN) No. :
 - b. Goods & Service tax no. (GST) :
 - c. EPF Registration No. :
 - d. ESI Registration No. :
 - e. Contract Labour :
 - f. Labour License :
- 9 Names of Directors / Proprietor / Partners / Associates :
- 10 Details of Similar works completed during the last 05 years :
(Details may be given in the enclosed format - Form 'B')



11 Details of under execution / awarded :
(Details may be given in the enclosed format
- Form 'C')

12 Annual turnover for the last 03 financial
years(year-wise) ending 31.03.2024

Financial Year	Annual Turnover in INR
FY 2023 - 2024	
FY 2022-2023	
FY 2021-2022	

13 Name and address of the persons who will be
in a position to certify about the quality :
as well as performance of your firm

Note: Please enclose separate sheets for additional information, photographs, and documents

Signature of the applicant with seal

Date:

Place:

आपदा सुरक्षित उत्तराखण्ड



(Enclose supporting documents i.e. Work order and Satisfactory Completion Certificate Obtained from the Clients)

[illegible]

(Add separate sheet if required)

Signature of Applicant with Seal



(Enclose Copies of Work Orders Issued by Clients)

[illegible]

(Add separate sheet if required) आपदा सुरक्षित उत्तराखण्ड

1. Information has to be filled up specifically in this format.
2. The projects mentioned in the above format shall be sorted in the order of cost of the project (Descending order).

Signature of Applicant with Sea



**PERFORMANCE REPORT FOR 'SIMILAR' MAJOR COMPLETED WORKS
(REFERRED TO IN FORM 'B')**

- Name of the Work / Project & Location :
- Scope of Work :
1. Agreement No. & Date :
2. Estimated Cost / Tendered Cost :
3. Actual Value of Work done :
4. Date of Commencement
a. Stipulated date of Commencement :
b. Actual date of Commencement :
5. Date of Completion
a. Stipulated date of Completion :
b. Actual date of Completion :
6. Amount of compensation levied for delayed completion if any. \ :
USDMA
7. Performance report based on
Quality of Work, : Excellent / Very Good / Good / Poor
Time Management, : Excellent / Very Good / Good / Poor
Resourcefulness, : Excellent / Very Good / Good / Poor
Financial Soundness, : Excellent / Very Good / Good / Poor
Technical Proficiency, : Excellent / Very Good / Good / Poor
आपदा सुरक्षित उत्तराखण्ड

Signature

Head of the Organization
Name of Organization

Note :

1. The performance report is to be submitted separately for all major works mentioned in Form 'B'.
2. The performance report preferably be submitted in the above Performa. In case, different Performa is used, the applicant shall ensure that the report / certificate shall contain all the above information / details.



Letter of Bid - Financial Part

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Bidder must prepare the Letter of Bid - Financial Part with its letterhead clearly showing the Bidder's complete name and business address.

Note: All italicized text is to help Bidders in preparing this form.

Date of this Bid submission: [insert date (as day, month and year) of Bid submission]

Tender ID No.:

**To: ACEO (Admin),
Uttarakhand State Disaster Management Authority (USDMA)**

We, the undersigned Bidder, hereby submit the second part of our Bid, the Financial Part

In submitting our Financial Part, we make the following additional declarations:

- (a) **Bid Validity Period:** Our Bid shall be valid for 180 days (as amended, if applicable) from the date fixed for the bid submission deadline specified in bid document (as amended, if applicable), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (b) **Bid Price:** The total price of our Bid, excluding any discounts offered in item (c) below is:

S. No.	Price Schedule	Number	Basic Monthly Salary/Amount (Excl. GST & Incl. all other taxes/levy/ESIC/EPF/CSC etc.) [In INR]	Total Monthly Salary/Amount (Excl. GST & Incl. all other taxes/levy/ESIC/EPF/CSC etc.) [In INR]
1	2	3	4	5=(3x4)
1	Providing Housekeeping, Horticulture Maintenance and Security Services etc. on Outsource Basis at USDMA Building premises, 36 IT Park, Sahastradhara Road, Dehradun			
1.01	Supervisor	01		
1.02	Housekeeping staff	08		
1.03	Gardener	01		
1.04	Security Guards	06		



UTTARAKHAND STATE DISASTER MANAGEMENT AUTHORITY (USDMA)
36 IT PARK, SAHASTRADHARA ROAD, DEHRADUN- 248013 (U.K.)

2	Material, Consumables & Maintenance Cost (Pest Control, Cleaning material, equipment, machines etc.)	As per the site requirement		
	Total Amount [A]			
	Service Charge on A [B] (Should not be less than 3.85%)			
	Total Amount Excluding GST (A+B) [C]			
	Amount of GST on C [D]			
	Total Amount Including GST (C+D)			

Binding Contract: We understand that this Bid, together with your written acceptance thereof included in your Notification of Award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

Name of the Bidder: *[insert complete name of the Bidder]

Name of the person duly authorized to sign the Bid on behalf of the Bidder: ** [insert complete name of person duly authorized to sign the Bid]

Title of the person signing the Bid: [insert complete title of the person signing the Bid]

Signature of the person named above: [insert signature of person whose name and capacity are shown above]

Date signed [insert date of signing] **day of** [insert month], [insert year]

Important: To be completed and submitted/uploaded on the www.uktenders.gov.in in PDF form in the Financial Envelope along with the BOQ. **This Form shall be the part of Commercial Bid only and if the bidder fails to submit this Form, or submit the Form in the Technical Bid, the bid shall be deemed Non-Responsive.**

NOTE:

- **Service Charge should not be less than 3.85% of A i.e., Total Amount Excl. GST**
- **Minimum Wages to the staff shall be as per the Minimum Wages Act of the Uttarakhand State Government.**

** : Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.



Annexure-2

DRAFT ARTICLES OF AGREEMENT

This AGREEMENT is made at Dehradun on this _____ day of _____ between USDMA, having its Office at represented by its authorized officer (hereinafter called “the Employer”) on the one part and M/s _____ (proprietorship/partnership firm/Company), incorporated under the provisions of the Companies Act and having its registered office at _____ (hereinafter called “the Contractor”) represented by Shri who is authorized to enter this agreement by its Board of Directors on the other part.

AND WHEREAS the Employer has intention of engaging a contractor to provide House Keeping Services at situated at

AND WHEREAS the Employer had called for Tenders from eligible contractors to provide House Keeping Services at situated at as indicated in the scope of work and other documents attached to the Tender.

AND WHEREAS the Contractor and others submitted the Tenders and the Employer has awarded the contract relating to provide House Keeping Services at situated at, as stated in the scope of work attached to the Tender Document to the Contractor.

AND WHEREAS both the parties to this agreement are desirous of recording the terms and conditions upon which the said services are to be rendered by the Contractor.

A. NOW IT IS HEREBY AGREED AS FOLLOWS:

This agreement will come into effect from _____ and will remain in force up to _____ or unless it is terminated as per the terms hereinafter contained.

- a) In consideration of the Contract Amount (as per attached price schedule accepted and approved USDMA) to be paid at the times and in the manner set forth in the said Conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work shown upon and described in the said Specifications and the priced Schedule of Quantities.
- b) The Employer shall pay to the Contractor the said Contract Amount, or such other sum as shall become payable, at the times and in the manner specified in the said Conditions as per accepted Tender, covering the cost of manpower, materials/consumables etc. for efficient rendering of the maintenance services. Such sums/dues shall be payable on monthly basis subject to submission of bill / invoice. The specified materials / fittings/ fixtures not covered within the scope of work, shall be arranged by the contractor and actual cost thereof shall be reimbursed by USDMA at prevailing market Rates or any approved rates of USDMA subject to production of GST paid Invoice/Bills duly



authenticated by the Officer of USDMA. The contractor has to take necessary approval of rates, make and model of various maintenance material / items from USDMA prior to its use in the work and Official payment thereon will be made after the same is duly certified by USDMA officials to the effect that the maintenance services have been provided satisfactorily, including use of material, if any, subject to statutory deductions.

- c) The contractor shall be responsible for providing services on regular basis as per the scope of work and terms and conditions of the contract.

B. All the term & Conditions and Annexures thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained. The agreement and documents mentioned herein shall form the basis of this Contract.

C. Any other instruction or scope can be included at the time of signing of the contract by the Authorized Signatory, USDMA as per the directions of the Secretary, USDMA in public/ administrative/ or project interest.

IN WITNESS WHEREOF the Employer (through its duly authorized official) and the Contractor (with common seal to be affixed hereunto in case of Company) have set their respective hands to these presents and two duplicates hereof, the day and year first hereinabove written.

Signed and delivered by USDMA, Dehradun.
(Name and Designation)

In the presence of:

Witnesses:

1. _____

Address:

2. _____

Address:

SIGNED AND DELIVERED BY
The Contractor by the hand of
Shri _____
And duly constituted attorney.

Note: If the party is a Partnership firm or individual, should be signed by all or on behalf of all the partners:

(Name and Designation)

In the presence of:

Witnesses:

1. _____

Address:

2. _____

Address:

Witnesses

Annexure-3

DRAFT FORMAT OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT
(Site specific format shall be approved by the USDMA prior to its execution)

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

B.G. No. _____

Value Rs._____

Date:

To

The

State Bank of India.

.....Dear Sir,

BANK GUARANTEE OF RS TOWARDS SECURITY DEPOSIT FOR THE WORK OF PROVIDING HOUSE KEEPING, HORTICULTURE MAINTENANCE AND SECURITY SERVICES AT USDMA BUILDING, 36 IT PARK, SAHASTRADHARA ROAD, DEHRADUN- 248013, UTTARAKHAND

WHEREAS (Name and address of contractor/ vendor) (hereinafter called the Contractor) have entered into contract (for Providing Housekeeping, Cleaning & Maintenance Services for Uttarakhand State Disaster Management Authority, situated at Dehradun) with USDMA as mentioned vide letter no..... dated and the correspondence and tender relating thereto which is hereinafter referred to as “the said contract” the Contractor has now agreed to produce a Bank Guarantee amounting to 5% of the annual contract value less earnest money deposit of Rs..... (Rupees only), to USDMA for performing their part of the contract obligations.

AND WHEREAS in terms of said contract, the contractor is required to furnish to USDMA a Guarantee of a Scheduled Bank for a value of Rs..... to be valid upto (date).

AND WHEREAS (Name of USDMA) having their office at (address) the Guarantor, at the request of the contractor hereby furnishes a Performance Bank guarantee in favour of ACEO (Admin), USDMA and Guarantees in the manner hereinafter appearing. In consideration of the premise, we (name of USDMA) having our office at (address) here after called the "Guarantor" (which expression shall include its successors and assigns) hereby expressly, irrevocably & unreservedly undertaken and guarantee under that if the Contractor fails to execute the work according to his obligations under the said contract, then notwithstanding any dispute between USDMA and the contractor, the Guarantor shall, on demand without demur and without reference to the contractor pay to USDMA immediately any sum claimed by USDMA under the said contract up to a maximum amount of Rs. (Rupees only)