



# उत्तर प्रदेश भूमि सुधार निगम

(उ०प्र० सरकार का उपक्रम)  
टी०सी० / १९वी, विभूति खण्ड,  
गोमती नगर, लखनऊ - २२६०१०  
फोन नं: २७२०४१०-१४ फैक्स नं: ०५२२-२७२०४१६-१७  
टोल फ्री न० १८०० १८०० ८१८ website: www.upbsn.org  
CIN:U72960UP1978SGC004587

**Letter No.: 1B/145/2014-15/157**

**Dated: 11 August, 2017**

## **E-5 INVITATION FOR QUOTATIONS FOR SUPPLY OF GOODS/SEVICES UNDER NATIONAL SHOPPING PROCEDURE**

To,

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dear Sir,

**Sub:** INVITATION FOR QUOTATIONS FOR Cleaning and Sanitation Agency for cleaning and sanitation work.

1. You are invited to submit your most competitive quotation for the following services on format of quotation alongwith proposal submission form:-

Sl. No.	Brief Description of the Works	Job (No.)	Work Period	Place of Delivery
1	Selection of Cleaning and Sanitation Agency for cleaning and sanitation work of the premises including building situated at TC/19V, Vibhuti Khand, Gomti Nagar, Lucknow i.e., Head Office of U.P. Bhumi Sudhar Nigam. <b>Area covered under Cleaning and Sanitation Work as mentioned here-in-after.</b>	01	<b>From contract commencement date to 29 December, 2018.</b>	<i>Uttar Pradesh Bhumi Sudhar Nigam, TC/19V, Bhumitra Bhawan, Vibhuti Khand, Gomti Nagar, Lucknow 2260010, Ph 0522-2720410, 2720040 Fax No: 0522-2720416 Toll Free No: 1800 1800 818</i>

2. Government of India has received a credit from the International Development Association (IDA) in various currencies equivalent to US\$ 197 towards the cost of the UPSLR III Project and intends to apply part of the proceeds of this credit to eligible payments under the contract for which this invitation for quotations is issued.

3. **Area Covered under Cleaning and Sanitation Work:**

- The total area of UPBSN HQ premises includes main building, lawn, cycle stand, car stand, backyard, generator room, etc.
- The building has 5 floors in which the basement area is 740.68 sq. mt., ground floor area is 3375 sq. mt., first floor area is 966.56 sq. mt., second floor area is 1042.31 sq. mt., and third floor area is 881.58 sq. mt.
- Total washrooms in the building: 22 Nos.

**Ground Floor:** 07 (01 washroom beside electric panel room , 03 washrooms in guest house and 03 washrooms including 01 ladies washroom along with the corridors)

**First Floor:** 06 (01 washroom attached with the chambers of Joint Managing Director & Finance Controller respectively, 02 pairs of ladies and gents washroom along with the corridors.)

**Second Floor:** 05 (01 ladies and 01 gents washroom along with the corridor, 01 each attached with Managing Director's chamber, Manager (Maintenance) chamber and the Mission room)

**Third Floor:** 04 (02 pairs of ladies and gents washroom along with the corridors)

**Daily/Weekly/Monthly cleaning and sanitation work to be performed:**

**(a) Daily cleaning and sanitation work**

- Sweeping and wiping of all the rooms on the floors.
- Cleaning of washrooms of all the floors using high quality cleansing agent/ phenyl etc. Ensuring naphthalene balls after cleaning of urinals.
- Sweeping of whole premises of the UPBSN HQ.
- Wiping of all the corridors of all the floors in the afternoon.
- The garbage must be collected at the place directed by the client.
- Ensuring availability of the manpower for cleaning and sanitation work in emergency or as and when required.

**(b) Weekly cleaning and sanitation work:**

- Removal of cobweb from all sides of wall including glasses, windows, etc. on all the floors.
- Use of insecticides as and when required subject to precaution towards health safety of all human beings in office including cleaning and sanitation personnel of your organization
- Cleaning of garbage place/ duct
- Cleaning off all weeds, grasses and shaded leaves of the compound.
- Cleaning of roof of the building.

**(c) Monthly cleaning and sanitation work:**

- Cleaning of all floors with scrubber machine using cleaning agents.
- Cleaning of sewage pit, choked sewage line for smooth flow of drainage system of the premises.

**4. Scope of Cleaning and Sanitation Work:**

- Cleaning and Sanitation Agency will have to ensure collection of waste materials, cleaning, sweeping and wiping of cubicles/chambers/rooms, corridors, stairs, generator room, guest house, meeting halls, training halls, aisle, patio, courtyard, parking, backyard, portico, lift, which also includes removal of cobweb, etc.
- Agency will also ensure sanitation of male and female washrooms which includes cleaning of wash basins, urinals and toilets so that washrooms can be kept odorless and dry.
- Agency will also ensure supervision of cleaning and sanitation work regularly through their supervisor.
- Every month agency will have to provide the minimum number and quantity of cleaning and sanitation material for cleaning and sanitation work of the premises to their workers as mentioned hereinafter:-

क्र०सं०	सामग्री का नाम	मात्रा	क्र०सं०	सामग्री का नाम	मात्रा
1	एसिड	25 ली०	11	पुरानी सूती धोती	10 पीस
2	नारियल झाड़ू	10 पीस	12	फिनायल	30 ली०
3	फूल झाड़ू	10 पीस	13	डिटरजेंट पाउडर	05 किग्रा०
4	कमोड ब्रश	10 पीस	14	सेन्टेड फिनायल	10 ली०
5	ब्लीचिंग पाउडर	25 किग्रा०	15	विम/निप पाउडर	30 किग्रा०
6	चोक रिमूवर	10 पीस	16	डेटॉल सोप छोटा	50 पीस
7	डस्टर/पोछा	15 पीस	17	रूम स्प्रे	4 पीस
8	ग्लास क्लीनिंग लिक्विड	10 ली०	18	सैनीफश	4 पीस
9	नैपथलीन बाल्स	05 किग्रा	19	लिक्विड सोप	20 ली०
10	ओडोनिल केक	50 पीस			

- Agency will also provide the name & number of materials which are not listed in the above mentioned list but necessary for cleaning and sanitation which agency will use in a month for keeping the rooms, corridors, cubicles/ chambers, stairs and washrooms, etc. in clean and hygienic condition.
- Agency will ensure to perform the cleaning and sanitation work in the office premises and finish the work by 09:30 AM in the Morning. The cleaning and sanitation work will includes collection of waste from dustbins placed in the cubicles/rooms and washrooms, cleaning, sweeping and wiping of cubicles/chambers/rooms, corridors, stairs, guest house, meeting halls, training halls, generator room, courtyard, parking, backyard, portico, aisle, patio, elevators, which includes removal of cobweb also, cleaning of male and female washrooms, etc.

- Apart from above the agency will have to perform the cleaning and sanitation work as directed by the competent authority from time to time and will also ensure prompt cleaning wherever and whenever required in the office premises.
- Agency will ensure cleaning of male and female washrooms, etc at least twice a day.
- Agency will also use modern equipments for ensuring dust free building including cleaning and shining of walls and floors.
- Agency will maintain a checklist regarding cleaning and sanitation work of washrooms, which will be verified, by the supervisor/service provider and mention the timing of cleaning and sanitation work of washrooms.
- Agency will also ensure necessary cleaning and sanitation work during holidays with sufficient number of workers on job.
- Agency will maintain a complaint register regarding performance of cleaning and sanitation work of the section/office. The complain register will be checked on daily basis by supervisor of the agency and accordingly redressal of the complaints will be done at the earliest.

**5. Qualification of Cleaning and Sanitation Agency**

1. Profile of the Agency.
2. Proof of Registration, Incorporation / Inception of the Agency.
3. Registration/ Incorporation must have been made at least five years before the date on which tender are invited.
4. Permanent Account Number.
5. GST Registration Number.
6. Details of the Government Organization to whom service provided in the context to cleaning and sanitation work with name of the organisation and supported with relevant documents.
7. Functioning for a period minimum of five years in the State and Central Govt. Offices, as evident by ongoing contract agreement.
8. Website / E-mail / Fax / Telephone / Mobile Number
9. Audited Balance Sheet of the Agency for Five Years (2012-13, 2013-14, 2014-15, 2015-16, 2016-17). (Minimum turnover of Rs. Ten Lakh per year).
10. Certificate is to be submitted in reference to the compliance of various labour laws prevalent and concerned with the services of contract.

**6. Bid Price**

- a) The contract shall be for the full area covered as described above. Corrections, if any, shall be made by crossing out, initialing, dating and re-writing.
- b) All duties, taxes shall be applicable as per prevalent laws of the land.
- c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- d) The Prices shall be quoted in Indian Rupees only.

e) Each bidder shall submit only one quotation.

7. **Bid Security**

All bids must be accompanied by a bid security. The Bidder shall provide Bid Security in the form of Banker's Cheque/Demand Draft which shall be Rs. 5,000.00 in Indian Rupees in favour of Managing Director, Uttar Pradesh Bhumi Sudhar Nigam, Lucknow.

8. **Validity of Quotation**

Quotation shall remain valid for a period not less than 120 days after the deadline date specified for submission.

9. **Evaluation of Quotations**

The Client will evaluate and compare the quotations determined to be substantially responsive i.e. which

(a) are properly signed ; and

(b) conform to the terms and conditions, and specifications.

10. **Award of contract**

1. The Client will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

2. Notwithstanding the above, the Client reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

3. The bidder whose bid is accepted will be notified the award of contract by the Client prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.

11. **Performance Security**

The successful bidder shall submit the Performance Security acceptable to the client, which will be equivalent to the amount of 5% of the total contract value in the form of Bank Guarantee.

12. **Liability of cleaning & sanitation agency for losses etc., suffered by client:**

(a) The agency shall be liable for all costs, damages, demurrages, expenses suffered or incurred by the client due to the agency's negligence and unworkman like performance of any services under this contract or breach of any terms thereof or their failure to carry out the work with a view to avoid insufficient cleaning and sanitation etc., and for all difficulties occasioned to the client or in particular to any health hazards, property belonging to the client due to any act whether negligent or otherwise of the agency themselves or their employees.

(b) In the event of default on the part of the agency in providing personnel and or their failure to perform any of the services mentioned in this

agreement efficiently and to the entire satisfaction of the client or any officer acting on his behalf, the client shall without prejudice to other rights and remedies under this agreement will have the right to recover by way of compensation/liquidated damages from the agency a sum of 1% of monthly charges per day or part of a day of the defaults as the client in his absolute discretion may determine and the decision of the client on the questions whether the agency have committed such default or have failed to perform any of such services efficiently and are liable to pay compensation/liquidated damages and as to the quantum of such compensation/ liquidated damages shall be final and binding on the agency.

- (c) The agency shall be responsible for the safety of office equipment and records of the office during cleaning and sanitation works performed by the agency workmen in the office premises. The client will be the sole judge for determining after taking into consideration all the relevant circumstances, the quantum and value of loss, and also as regards the liability of the service provider for such loss, and the amount to be recovered from them. The decision of the client in this regard shall be final and binding on the agency.
- (d) In case personnel deployed by the agency, causes any damage, loss to the office equipment by commission, omission or any other act of negligence, the amount of the loss will be borne by the agency as per current/ prevailing price.
- (e) All disputes shall be under jurisdiction of Courts of Lucknow only.

**13. Role and Responsibilities of Cleaning and Sanitation Agency**

- 1. The agency would assist the client by ensuring availability of the person as per the needs of the office / project.
- 2. The agency should ad-here the timely availability of the person as per the requirements of the client.
- 3. The agency shall provide a uniform to all workers on its own cost having nameplate of worker. The color and design of uniform will be decided by mutual consensus of client and agency. The agency will ensure that all workers deputed on job must wear uniform during working hours.
- 4. The agency will maintain attendance of workers on job before entering into building at security desk of the building. The attendance register of the agency workers will be produced before the competent authority for information/ monitoring purposes, if asked to produce.
- 5. The hazardous/dangerous cleaning and sanitation work such as tempered glass fitted at the elevation of building etc. is to be performed by the workers having life insurance and the cost for life insurance shall be borne by the agency. The documents of life insurance of agency worker will be produced by the agency before the competent authority for information/ monitoring, if asked.

6. The agency shall ensure that the behaviour/working of the persons deputed by the agency should be polite, cordial, efficient, and obedient while performing their duties of cleaning & sanitation of office and their actions shall enhance the image of this office.
7. The agency shall ensure deployment of suitable persons from proper background after investigation, collecting proofs of identity i.e. AADHAR, Driving License, Bank Account Details, PAN Card, previous work experience, proof of residence and recent photograph, etc.
8. The character & antecedents of each person should be verified by the agency effectively by all available means of verifications at their own level and certification in this context should be submitted individually i.e. of each identified person to the client before deployment.
9. The agency shall also ensure proper conduct of his personnel in office premises & pre-enforce prohibition of consumption of alcoholic drinks, Pan, Masala, Smoking, and loitering without work. If any worker of agency is found consuming alcoholic drink, pan masala, smoking in office premises a penalty of Rs. 500.00 will be imposed which will be deducted from the payment bill of the agency.
10. The agency shall engage the necessary persons as required from time to time. The said persons engaged by the agency shall be the sole employees of the agency & it shall be the duty of the agency to pay their wages every month as per prevalent laws. There is no Master and Servant relationship between the employees of the agency and the client.
11. Agency will ensure the presence of minimum required persons. In case of absenteeism of deputed person at assigned work, the agency will have to depute another person on the job with immediate effect.
12. The agency shall replace immediately any of its workers if unacceptable to the client because of security risk, incompetence, conflict of interest & breach of confidentiality or improper conduct.
13. The agency's person shall not divulge or disclose to any person, any details of office, operational process technical expertise, security arrangement & administrative/organizational matters as all are of confidential/secret nature.
14. The transportation, food, medical & other statutory requirement in respect of each person of the agency will be the sole responsibility of the agency.
15. The agency shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.
16. Client shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicle of the employee of agency.
17. The agency shall provide substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons.
18. The agency shall be easily contactable at all times. If the contact number of agency is changed from the number provided in the tender information

then the agency shall immediately inform the concerned officer of the same in writing.

19. The agency will also nominate a person of its agency to look after day-to-day activities and presence of deployed persons. This nominated person will work as supervisor to deployed persons.
20. Client will not entertain any dispute between the workers deputed for cleaning and sanitation work and the agency.

14. **Payment**

1. The agency will submit the bill of the preceding months in triplicate in the 1<sup>st</sup> three days of the succeeding month.
  2. The payment would be released by the client after deducting the prevalent tax at source.
  3. The payment will be made only through NEFT for which the selected firm/company will have to provide Bank details as here-in-after mentioned:-
    - Name of Bank
    - Branch name of Bank
    - Nature of Account
    - Account Number
    - IFS Code
15. You are requested to provide your offer latest by 15:00 hours on 28-08-2017
16. The quotation will be opened on 28-08-2017 at 15:30 hours.
17. We look forward to receiving your quotations and thank you for your interest in this project.

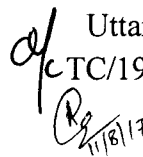
  
(Dr. Satyendra Kumar Singh)

Jt. Managing Director

Uttar Pradesh Bhumi Sudhar Nigam

TC/19 V, Vibhuti Khand, Gomti Nagar

Lucknow – 226010





Letter No.: 1B/145/2014-15/ 157

Dated: 11 August, 2017

**FORMAT OF QUOTATION \***

Sl. No	Brief Description of the Works	Job (No.)	Work Period	Quoted Charges per month in Rs	Total amount in Rs	
					In figure	In words
1	Selection of Cleaning and Sanitation Agency for cleaning and sanitation work of the premises including building situated at TC/19V, Vibhuti Khand, Gomti Nagar, Lucknow i.e., Head Office of U.P. Bhumi Sudhar Nigam.	01	From contract commencement date to 29 December, 2018.			

**Proposal Submission Form**

1	The Client is Uttar Pradesh Bhumi Sudhar Nigam, TC/19V, Vibhuti Khand, Gomti Nagar, Lucknow – 226010 (U.P.)	
2	The Intended Completion Date for contract is UTTAR PRADESH SODIC LAND RECLAMATION THIRD PROJECT PERIOD i.e. up to December 29, 2018 from date of commencement of contract and can be extended by the competent authority further for the period of one year on the basis of satisfactory performance and mutual consent of both the parties.	
3	The Project is “U.P. Sodic Land Reclamation III Project” Financial Assistance – International Development Association, the World Bank The Borrower is Govt. of India. The credit number is Cr. 4640-IN.	
4	<b>The Qualification Information forms to be submitted are as follows:</b>	
S.No.	Descriptions	Status
I	Constitution or legal status/ Profile of the Agency Website E-mail Fax Telephone Number Mobile Number	Give details and annex the self-attested copies of the related documents.
II a b	Registration of the Agency If yes, give place of registration and submit copy of registration 1. PAN 2. GST Registration Number.	Yes or No, Annex the self-attested copies of the related documents.

	3. Details of Registration with the Labour Commissioner.																			
III	Principal place of business of the Agency & Branch office.																			
IV	Power of attorney of the Agency's authorized person in case of incorporation or signatory is other than Proprietor of the agency.	Annex the relevant documents.																		
V	Total monetary value of Services performed for the last five years. (Minimum turnover of Rs. Ten Lakh per year)	<table border="1"> <thead> <tr> <th>Year</th> <th>Value (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> <td></td> </tr> <tr> <td>2013-14</td> <td></td> </tr> <tr> <td>2014-15</td> <td></td> </tr> <tr> <td>2015-16</td> <td></td> </tr> <tr> <td>2016-17</td> <td></td> </tr> </tbody> </table> <p>Please attach the certificate supporting documents.</p>	Year	Value (in Rs.)	2012-13		2013-14		2014-15		2015-16		2016-17							
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VI	Experience of similar nature of Services (Cleaning and sanitation work) and value for the last five years (2012-13 to 2016-17). (Minimum value of Rs. Five Lakh per year)	<table border="1"> <thead> <tr> <th>Year</th> <th>Nature of Services</th> <th>Value (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> <td></td> <td></td> </tr> <tr> <td>2013-14</td> <td></td> <td></td> </tr> <tr> <td>2014-15</td> <td></td> <td></td> </tr> <tr> <td>2015-16</td> <td></td> <td></td> </tr> <tr> <td>2016-17</td> <td></td> <td></td> </tr> </tbody> </table> <p>Please attach the supporting documents regarding the Services underway or contractually committed; names and address of clients who may be contacted for further information on those contacts.</p>	Year	Nature of Services	Value (in Rs.)	2012-13			2013-14			2014-15			2015-16			2016-17		
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VIII	Is the Agency well equipped for cleaning and sanitation work	Yes /No																		
IX	Locations of Offices	1. 2. 3. 4.																		
X	Details of total Personnel working in the Agency	<table border="1"> <thead> <tr> <th>Designation</th> <th>Qualification</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> </tr> <tr> <td>2.</td> <td></td> </tr> </tbody> </table>	Designation	Qualification	1.		2.													
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		3. 4.																								
XI	Details of financial status of the Agency	Please enclose the copies of balance sheet statements and auditor's reports for the past five years; (2011-12 to 2015-16).																								
XII	Details of adequacy of working capital of the Agency for this Contract (access to line(s) of credit and availability of other financial resources);	Submit the relevant documents.																								
XIII	Whether, the Agency has involved in any litigation during the last five years.	<p>Yes/No If yes, give the details:</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Nature of Dispute</th> <th>Name of the Employer</th> <th>Value (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>2012-13</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2013-14</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2014-15</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2015-16</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2016-17</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>If no, submit an affidavit on the non-judicial stamp.</p>	Year	Nature of Dispute	Name of the Employer	Value (in Rs.)	2012-13				2013-14				2014-15				2015-16				2016-17			
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XIV	Whether, the Agency has been blacklisted by any Client during the last five years	<p>Yes/No If yes, give the details. If no, submit a Notary affidavit on the non-judicial stamp of Rupees Ten.</p>																								
XV	Experience of the Agency in handling similar nature of work in Government Project /PSU of State and Central Government offices, as evident by ongoing contract agreement.	<p>1. 2. 3. Submit the relevant documents.</p>																								
XVI	Details of infrastructure of the Agency.	<table border="1"> <thead> <tr> <th>Details of Infrastructure</th> </tr> </thead> <tbody> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> </tbody> </table>	Details of Infrastructure																							
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XVII	Whether prevalent labour laws are complied and agency is performing necessary formalities/ Obligations/ Documentation?	<p>Yes/No If yes, Declaration is to be submitted in reference to the compliance of various prevalent labour laws and performing necessary formalities/ Obligations/ Documentation concerned with the services of contract.</p>																								
XVIII	Details of Bid Security	Annex Bid Security in the form of Banker's Cheque/ Demand Draft which shall be Rs. 5,000.00 in Indian Rupees in favour of Managing Director, Uttar Pradesh Bhumi Sudhar Nigam, Lucknow.																								

**Gross Total Cost : Rs. .... In Words:**  
**Rs.....**

We agree to supply the above goods in accordance with the technical specifications for a total contract price of Rs. ....(amount in figures ) (Rs. .... amount in words) within the period specified in the Invitation for Quotations.

We also confirm that the normal commercial warrantee/guarantee of ..... months shall apply to the offered goods.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

**Signature of Supplier**