



कार्यालय रजिस्ट्रार, फर्मस, सोसाइटीज एवं चिट्स, उ०प्र० लखनऊ

OFFICE OF REGISTRAR, FIRMS, SOCIETIES AND CHITS, U.P.

3<sup>RD</sup> FLOOR, VIKASDEEP, 22 STATION ROAD, LUCKNOW.

Office : 0522 2635416

Email: [registrarsocieties@gmail.com](mailto:registrarsocieties@gmail.com)

Website: <https://uprfsc.gov.in>

Tender No.

dated:

**GeM TENDER NOTICE**

E-tender (through GeM Portal) under two-bid system is invited from eligible Service providers for providing **Cleaning Service, including Cleaning Materials**, in the office of Registrar, Firms, Societies and Chits U.P. Lucknow. The tender document is available online at GeM portal ([gem.gov.in](http://gem.gov.in)) as well as on the departmental website <https://uprfsc.gov.in>. For clarifications, if any, bidders may contact on e-mail [registrarsocieties@gmail.com](mailto:registrarsocieties@gmail.com). Bidders are advised to read tender document carefully and check their eligibility before participating in the bid.

Registrar

## TENDER SCHEDULE

Name of the Work	E-Tender (GeM) for providing Office Cleaning Services, including cleaning materials, on outsourced basis in the Office of the Registrar, firms, societies and chits, 3 <sup>rd</sup> floor, Vikasdeep, 22 station road, U.P. Lucknow.
Estimated Cost of contract for one year	Rs. 3,60,000/-
Last Date & submission of E-Tender	As per Bid uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid uploaded on GeM portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand on or before the last date of submission of E Tender (Technical)	Not applicable as per GeM guidelines. Bid Security Declaration has to be submitted by the bidder along with his bid in Annexure I.
Performance Security Deposit / Security Deposit to be deposited by successful bidder	Not applicable as per GeM guidelines. Bid Security Declaration has to be submitted by the bidder along with his bid in Annexure I.

## **INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS**

1. The e-tenders are being invited from the eligible bidders for office Cleaning Service through GeM. All the instructions / terms and conditions of GeM bidding shall be applicable. Tender must be submitted through GeM portal only. The bid received in any other mode shall not be considered. Detailed information regarding the scope of work, specifications, terms and conditions can be downloaded from the website gem.gov.in and on the department website <https://uprfsc.gov.in>.
2. The interested bidders shall submit their tender (both Technical bid and Financial bid) through online mode on [www.gem.gov.in](http://www.gem.gov.in). The bidders shall upload all the documents as per eligibility criteria for Bidders.
3. Any corrigendum to this tender, if any, will be notified through the aforesaid websites only. The Registrar reserves the right to accept or reject any or all the bids without assigning any reason at any stage of the tender process.
4. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
5. **Office Cleaning Service: place of work & area:**
  - (i) **Place of work:** Office of the Registrar, Firms, Societies and Chits, U.P. 3<sup>RD</sup> Floor, Vikasdeep, 22, Station Road, Lucknow.
  - (ii) **Area:**

S.No.	Type of Area	Square meter
1.	Indoor Area Hall 1 and Officers room	145 sqm
2.	Indoor Area Hall 2 and Officers room	62 sqm
3.	Office Staff area	106 sqm
4.	Record room	115 sqm
5.	Outdoor Area (Stair area)	25 sqm
6.	Outdoor Area (Varanda area in front of lift)	36 sqm
7.	Gallery Area	28 sqm
8.	Stairs open area	19 sqm
	<b>Total Area</b>	<b>536sqm</b>

6. Bidders must submit Bid Security Declaration (Annexure I) along with their uploaded bids. Bids received without Bid Security Declaration will not be considered and will be summarily rejected.
7. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected.
8. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.

9. The bidder, at the bidder's own responsibility and risk, may visit at their own cost and examine the site of required services and its surroundings and obtain all necessary information for preparing the bid and entering into a contract for the services.
10. Clarification regarding any ambiguity in eligibility criteria may be sought through e-mail at [registrarsocieties@gmail.com](mailto:registrarsocieties@gmail.com)
11. Tenderer are requested that, before quoting their rates (Financial Bid-Annexure V) or filling tender, the tender form should be read out thoroughly, otherwise this office will not be held responsible for any error/oversight of his own. Service Agencies intending to participate in the tender should first ensure that they fulfill all the eligibility criteria as prescribed and the terms and conditions mentioned herein.

### **Eligibility Criteria**

- 1- The bidder must be registered with the statutory Central and State authority viz., ESI, EPF, Income Tax, GST Registration etc. PAN/GST and other relevant registration certificates issued by competent authority should be enclosed with the bid.
- 2- (i) The service provider should have minimum 3 years of experience in executing similar contracts.  
(ii) the service provider must have successfully completed at least one work order of 80% of the estimated bid value or two work orders of each 50% of the estimated bid value in last three years in any Central/ State government organization/PSU/Public Listed Company.  
(iii) The bidder should have at least 2 similar contracts on going at present.  
Copies of the contracts/ work orders and documentary evidence of successful execution/ completion in support of past experience and ongoing contract of similar services along with names, address and contact details of clients shall be uploaded with the bid for verification.(Annexure IV)
- 3- The minimum average annual turnover of the bidder during the last three years, ending 31<sup>st</sup> March of the previous year should be of 12 lakh or more. Documentary evidence in the form of Audited balance sheets of relevant periods or a Certificate from the Chartered Accountant/ Cost Accountant indicating the turnover details should be uploaded with the bid.
- 4- The service provider must have its local office/branch located in Lucknow.

### **Bid Evaluation:**

1. Bids, in respect of which Bid Security Declaration has to be submitted by the bidder along with his technical bid in Annexure I on GeM Portal, will only be considered for technical evaluation.
2. Financial bids of only technically qualified bidders will be considered for financial evaluation.
3. The Service provider should quote their rates in percentage(%) above or below the estimated bid value i.e. 3,60,000/- (per year) in Financial Bid (Annexure V)
4. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest prices shall be awarded the contract. If more than one bidder quotes the lowest rate, placement of contract shall be made by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system.

## **Payment Schedule and Billing**

- 1- The service provider shall present the bills monthly in this office in the first week of the next billing month. GST shall be paid extra as applicable.
- 2- Payment shall be made after due verification of satisfactory service for the period from the office on presentation of the bill.
- 3- Deduction up to 10 percent shall be made from the bill submitted by the service provider for the month, if the cleanliness of the office/services is not found satisfactory. Decision of Registrar shall be final and binding in this regard.
- 4- Payment to the service provider will be made by NEFT/RTGS/ECS only. Income Tax, GST and other taxes, if any shall be deducted at source as per the rates notified by the respective authorities from time to time.

## **Scope of work and Terms and Conditions for Office Cleaning Services**

### **1- Daily services:**

- Sweeping and wet mopping of prescribed area, adjoining lobby, terrace and stairways.
- Cleaning activity shall start in the morning at 7:30 am and end before 9:00 am, half hour before the office working time.
- Dusting and wiping of all furniture like tables, chairs, sofas, almirahs, computer table/chair and electronic gadgets like computers, telephones, fax machines, photo copier machines etc. All the doors, windows, partitions including the particle board, glass and aluminum channels in the entire Office should also be cleaned daily.
- Thorough cleaning of all toilets, including WCs and Urinals along with attached water tanks and wash basins, using strong disinfectants like phenyl, harpic, etc., three times a day and whenever required. Cleaning of all ceramic sanitary fittings, tiles and mirrors on the toilet walls and providing disinfectant materials and air freshner for toilets.
- Only women sweepers will be deployed in women toilets by the service provider.
- Vacuum cleaning the Computer Section, all computers in the Office and sofa sets.
- Cleaning of all telephones and intercoms.
- Care should be taken that the gadgets are not tampered with during the cleaning operation.
- Shifting of furniture, files and other office equipment, whenever required.
- Dusting and cleaning of record room once a day.
- Cleaning of all waste paper baskets.
- Only high quality (ISI/ISO) standard material related to cleaning etc. will be used by the service provider.

## 2- Weekly services

- Cleaning of window panels, glasses, doors, stairways etc.
  - Cleaning of electrical fittings like tube lights, fans etc.
  - Cleaning of cobwebs and wall corners, roof ceilings etc.
  - Cleaning of washbasin with diluted acid.
  - Brushing of all floors by using scrubber machine.
  - Cleaning of dust in all areas by using vacuum cleaner.
  - Cleaning and brushing of toilet walls and make it free from stains.
- 3- Every three months, it is compulsorily for the service provider to clean up the outer area.
- 4- All expenditures for cleaning materials including purchase of cleaning items shall be that of the service provider.
- 5- Plants in the premises should be watered regularly using available water.
- 6- Water pumped should not be allowed to over flow.
- 7- Common area of the building like staircase, terrace and periphery of the office should be swept and kept clean.
- 8- The service provider has to supply all the necessary consumable items, equipments, tools, tackles and vacuum cleaners and other cleaning machines including supplying labour and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the concerned designated official of this office, the cost of which will borne by the service provider/ contractor only.
- 9- The service provider shall solely be responsible for the collection of all sweepings, garbage and waste material and their effective and safe transportation and disposal as per the rules, guidelines and instructions issued by the Lucknow Nagar Nigam from time to time. This office shall not in any way be responsible for the same.

## **GENERAL TERMS AND CONDITIONS**

1. The service provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this Office shall not be liable for any damages or compensation to any personnel or third party.
2. All damages caused by the personnel, to the property of the Department shall be recovered from the service provider.
3. There is no Master and Servant relationship between the employees engaged by the service provider and this office and further that the said personal of the service provider shall not have any claim in this office.
4. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, and administrative/organizational matters.
5. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office.
6. The service staff engaged by the service provider shall not be below the age of 21 years or above the age of 50 years and they shall not interfere with the duties of the employees of this office.
7. The service provider shall not assign, transfer, pledge or sub contract the performance of such services without the prior written consent of this office.
8. The character of antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect will be submitted to the Office.
9. The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently.
10. The personnel will report to the Designated Officer/Assigned officer and follow his/her instructions.
11. The service provider shall not allow any unauthorized person be it even his own staff to use any or all facilities available to the officers without prior permission from the office.
12. All existing statutory regulations of the State Government, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by this Office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
13. The contract will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the contract further for a period of one year, subject to satisfactory performance of the contractor, by mutual consent on same terms and conditions.
14. This office reserves the right to terminate the contract at any time without giving any notice or reasons whatsoever.
15. Any dispute arising out of any of the clauses of the contract or any dispute arising out of the agreement, which may arise in future, shall be decided by the Registrar and his decision shall be final and binding on both the parties.

Registrar  
Firms, Societies and Chits  
Lucknow U.P.

**BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD/PERFORMANCE SECURITY**

(On Bidders Letter head)

Bid Security Declaration Form

Date: \_\_\_\_\_ Tender No. \_\_\_\_\_

To,

Registrar, Firms, Society and Chits, U.P. Lucknow.

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, of I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to comply or execute the contract as per the Scope of work & Terms and conditions, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signature of authorized person

Date:

Full Name:

Place:

Seal



DECLARATION

1. I, \_\_\_\_\_ Son/ Daughter /wife  
of Shri \_\_\_\_\_ Proprietor/ Director, authorized signatory of the  
Agency/Firm, mentioned above, is competent to sign this declaration and execute this  
tender document;
2. I have carefully read and understood all the terms and conditions of the tender and  
undertake to abide to them;
3. The information/ documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact  
that furnishing of any false information/ fabricated document would lead to rejection of  
my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

**PROFILE OF THE CONTRACTOR / TENDERER**

Sl.No	Particulars	To be filled in by the Tenderer
1.	Name of the Agency	
2.	Date of incorporation of the agency.	
3.	Detailed office address of the Agency with office telephone number, Fax number and Mobile number and the name of the contactperson(s) and email ID	
4.	Whether registered with all concerned Government authorities (PF/ESI etc.) (Copies of all certificate of registration to be enclosed.)	
5.	PAN (Copy to be enclosed)	
6.	GST Number (Copy to be enclosed)	
7.	Whether the firm is blacklisted by any Govt. Department or any criminal case is registered against the firm or its owner / partner anywhere in India. Please attached an Affidavit stating that the agency is / has not been black listed by Centre/ StateGovernment/ PSU etc.	
8.	Length of experience in the field	

Signature of the Tenderer or Authorized signatory  
Of the Tenderer with seal of the Firm/Agency.

ANNEXURE – IV  
(To be submitted with technical bid)

**Details of the previous/on going contracts of similar works**

S.no.	Year of the contract	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	In Government / Private Sector	Details regarding the contract	Value of Contract (Rs.)	Duration of the Contract	
						From	To
1.							
2.							
3.							

Signature of the Tenderer or Authorized signatory  
Of the Tenderer with seal of the Firm/Agency.

Date:

Full Name:

Place:

Seal:

No.....

Dated.....

To

The Registrar,  
firms, societies and chits  
Uttar Pradesh, Lucknow.

Subject: Quotations for award of contract for outsourced Cleaning Services - Reg.

Sir,

With reference to your letter No. dated..... on the subject mentioned above, I/we quote the rate (%) exclusive of GST as given below:-

Service charges to be quoted in percentage above/below the estimated bid value (in figures and words)

Signature of the Tenderer or Authorized signatory  
Of the Tenderer with seal of the Firm/Agency.

## TECHNICAL BID CHECK LIST

S.No.	Documents	Remarks Yes/NO
1.	Bid Security Declaration (Annexure I)	
2.	Declaration (Annexure II)	
3.	Contractor Profile (Annexure III)	
4.	Previous/ongoing contracts details (Annexure IV)	
5.	Financial Bid (Annexure V)	
6.	Copy of executed/ongoing contracts as proof of experience	
7.	Satisfactory work completion certificate	
8.	Copy of last 03 years annual income tax returns/turnover certificate	
9.	Copy of PAN, GST, EPF, ESI Registration Certificate	
10.	Copy of Registration/Incorporation of the company/Firm/Agency	
11.	Copy of valid Labour license/registration certificate	
12.	Affidavit regarding not being blacklisted	
13.	Proof regarding local office address	
14.	Any other statutory Registration/documents.	