

ICFAI University, Dehradun
Rajawala Road, Central Hope Town
Selaqui, Dehradun-248011

TENDER

**Requirement of House Keeping Services, Gardner Services, Security Services,
Office Boys, Office Assistant & Guard-cum-Driver – Dehradun**

Sealed tenders are invited on behalf of Registrar, ICFAI University, Dehradun from Security Service Agencies, House Keeping service Agencies and Driver Service Agencies for providing Housekeeping services, Gardening services, Security Services, Office Boys, Office Assistant and Guard-cum-Driver services at ICFAI University Dehradun. The agency applying needs to be registered with Labour Department of State/Central Govt. or other statutory authorities and should hold a valid registrations with ESI, EPF, Income Tax and GST authorities further, the service providers should be registered under the Contract Labour (Regulation and Abolition) Act 1970. The agency should have an annual *turnover of at least INR 1 crore turnover for the last 03 years and should have a minimum experience of 05 years in providing the services for which the application* is made by the service provider or Agencies. Separate tender applications shall submit by the service providers applying for different Services.

Tender form along with Financial and Technical Bid with terms and conditions, can be collected from **Registrar Office/Download at www.iudehradun.edu.in, ICFAI University, Dehradun between 09.00 A.M. and 4.00 P.M. on any working day till 31 May 2024** on payment of **Rs 1,000/-**(non-refundable) in the form of DD/pay order/ banker's cheque in favour of "The ICFAI University Dehradun". ***Completed tender form will accompany the DD/Pay order/Banker's cheque amounting Rs 1,000/-. Tender form will be accepted till 4.00 P.M. on 31 May 2024.***

The technical bid should be accompanied by (a) A detailed report on state of art of services to be provided, usage of modern equipment like **Vacuum Cleaner, Floor Scrubber, Steam Vapour Machine** to be used and list of cleaning concepts (house Keeping),art of Gardening to be implemented, modern list of modern equipment like **Oscillating Hoe, Golden Gark, Heavy Duty Hoe, Garden Secateurs, Garden Knife, Fork Hoe, Digging Spade, Dibber etc.** to be used gardening techniques to be applied (Gardner), and emergency evacuation procedures and act on matters of students on compliance(Security), Dedicated and having valid license and minimum experience in driving(driver). (b) A detailed report on monitoring of the cleaning, Gardening, Security service, Transport Service. (c) A detailed report on Qualifications, Age, Skills etc of House Keeping Services, Gardner Services, Security Services, Office Assistant, and Guard-cum-Driver.

The shortlisted firms would then give a detailed presentation lasting 10 minutes to the Committee. The presentation and site visit form part of the technical evaluation. After due technical evaluation, the financial bids of short-listed tenders will be opened at ICFAI University, Dehradun. The date for which will be informed to the eligible firms.

The ICFAI University, Dehradun reserves the right to reject any or all the tenders or accept them in part without assigning any reason thereof.

Note: Each page of the Tender document to be signed by authorized representative of the service provider with date and company's stamp.

Registrar

TENDER DOCUMENT FOR PROVIDING HOUSE KEEPINGSERVICES, GARDNER SERVICES, SECURITY SERVICES, OFFICE BOYS, DRIVER AT ICFAI UNIVERSITY, DEHRADUN

FINANCIAL BID

- 1 Name of the Firm/Agency
(Full address with Telephone Nos. Fax No. etc.) :
- 2 Registration No. of the Firm /Agency under
Shop & Establishment Act of State of Uttarakhand or any other Act. :
- 3 Charges per month per person for House Keeping, GARDNER, SECURITY, OFFICE BOYS, WARDEN AND DRIVER

(No. of workers to be deployed is ---including House Keeping, GARDNER, SECURITY, OFFICE ASSISTANT, OFFICE BOYS, AND DRIVER as representatives of the Agency.):

Rate quoted per person per month

Cleaner Supervisor

- (a) Wages (Minimum)(including VDA)
 - (b) Statutory Charges
ESI
EPF
Uniform
 - (c) Total
 - (d) Service Charges _____ % on (c)
 - (e) Total (c+d) (**per person per month**)
 - (f) Any other charges (please specify like bonus etc.) (monthly basis)
 - (g) Total ((e+f)
 - (h) Service Tax on (g)
 - (i) Monthly Material Consumables Charges
 - (j) Total Charges (g+h)
4. ESI No. :
 5. EPF No. :
 6. PAN No. :
 7. GST / TIN No.:
 8. Agency registered No. under Contract Labour (Regulation and Abolition) Act 1970 / Labour License No. :
 9. Earnest Money of Rs 2,00,000/- will be deposited in favour of “ ICFAI University, Dehradun.
 10. Bank Draft No. _____ Dated _____ for Rs. _____

Other Terms and conditions of the tender for providing Cleaning Services enclosed at Annexure-II are acceptable to me.

Signature of Contractor with Seal

FINANCIAL BID (Continued)

Note:

1. It is mandatory to quote all item rates as asked for in the Tender form. Failure to adhere to the condition will lead to rejection of Tender. The bidders should quote unconditional rates neatly
2. Typed and duly signed and stamped on all pages.
3. Tender shall be valid for a period of 30 days from the date of opening Tender.
4. Contractor shall acquaint himself fully with site conditions and the working environment of ICFAI University Dehradun before quoting his rates. It is advised to do a complete survey at his own of the campus before offering rates. No compensation on account of any site difficulties will be entertained at a later date after award of works.
5. Tender once submitted will remain with ICFAI University, Dehradun and will not be returned to the bidders.

Signature of Contractor with Seal

TECHNICAL BID QUESTIONNAIRE TO BE FILLED UP BY THE AGENCY APPLYING FOR TENDER FOR HOUSEKEEPING CONTRACT, GARDNER CONTRACT, SECURITY CONTRACT, OFFICE ATTENDANT CONTRACT, WARDEN CONTRACT AND DRIVERCONTRACT AT ICFAI UNIVERSITY, DEHRADUN

1. Legal status of the agency/service provider including partners:
2. Complete Bio-data of top key officials (Please attach):
3. Details of any Tie-ups (please attach):
4. Shops& Establishment License from Labour Office (Please attach copy of the same):
5. Agency registration and License No. under Contract Labour (Regulation and Abolition) Act 1970:
6. IT clearance of last three assessment years (please attach):
7. Financial Status of Bidder and /or its/his Associates including details of turnover for the past-3 years.
8. List of clients with address and details of contact person, wherein HOUSE KEEPING, GARDNERS, SECURITY, OFFICE ATTENDANT, WARDEN AND DRIVER staff is provided currently. (The Committee may visit the sites where the contractor is currently working before award of contract). Give details of period of Contract with clients for the past 3 years.
9. Copy of work order at one similar annual contract executed successfully and client's completion certificate for an amount of not less than Rs.20 lakhs per annum in the past three financial years in the premises of Govt. Depts./Public Sector Undertakings, etc.(please attach):
10. Details of monitoring system in current Contracts & contract being proposed.
11. ESI No. :
12. EPF No. :
12. PAN/
13. GST/TIN No. :
14. Date of establishment of Firm/ Co and area/scope of operation of work undertaken.
15. Any other details which may justify the strength of bidder.

Signature of the contractor with seal

NOTE: The criteria for award would be based on the total charges as at (i) of the financial bid for ---- cleaners ,Security Guards ---- ,Office Attendants---,wardens--,Drivers---, Gardner's---+ monthly material charges listed in (j) of financial bid.

Terms & Conditions: House Keeping Services

The contractor shall be fully responsible for the Sanitation/Housekeeping services in the ICFAI University Dehradun (IUD), Guest House, Academic Block, All Class Rooms, Seminar Halls, Auditorium, Dining Hall, Stadium and all the roads of the Campus including parking areas Boys and Girls Hostels, Centre for Management studies, Library and, Residential blocks and admin block at IUD. Scope of housekeeping services includes:

- (i) Sweeping, mopping, dusting, cleaning and all other allied works have to be Completed before... AM on all working days, Saturdays & Sundays and Holidays. In case the work is not completed before ... AM on any day, then the same shall not be considered for payment for that particular day and pro-rata deduction will be made for that day and damages of Rs.1000/- per day for such delay shall also be imposed on the Contractor/service provider and will be recovered from the Contractor bills. (Some activities such as garbage removal, insecticide/pesticide application etc. shall be completed in the evening after office hours (i.e. 6:00 PM onwards), on day-to-day basis. No spillover of the above work for the next day shall be permitted under any circumstances)
- (ii) However, regular cleaning of toilets (including fixtures such as WC's, urinals, washbasins etc.) Lobby, Corridors and other areas shall be done continuously during office hours (at the regular interval as per requirement, usage and instructions of IUD from00 AM to ...00 PM i.e. during office hours.
- (iii) The contracting agency shall make arrangements of providing adequate number of dustbins as also refill the sanitary cubes, deodorizer and other consumables like Air Fresheners, Phenyl, toilet roll, tissue box and liquid soap for hand wash(in all the attached toilets of officers, in all toilets and the cost of consumables and cleaning materials will be borne by the contracting agency.
- (iv) All materials to be used for cleaning and other consumables as mentioned at Annexure-I, shall provide by the agency in conformity with the specifications/brand/make of government approved standards. The samples have to be got approved from the IUD authorized officer by the Contracting agency.
- (v) The work to be carried out under this tender shall also include arranging of vacuum- cleaners, scrubbing and polishing machines and equipment's which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the Site and in no way damage the surface/fixtures/fittings/furniture beyond normal wear and tear. In case the agency or its employee damages the surface/ fixtures/ fittings/furniture, the Department will be well within its right to recover the cost of restoring the damaged area and/or impose a penalty on the agency. The decision of the Registrar, ICFAI UNIVERSITY DEHRADUN will be final and binding on the agency.
- (vi) The periodicity with which the job is to be carried out at the site is broadly divided into four categories namely (A) Daily, (B) Weekly (C) Fortnightly and (D) Monthly.

1. DETAILS OF JOB TO BE CARRIED OUT DAILY ARE AS UNDER: -

- (i) General cleaning (sweeping, mopping, dusting and any other connected work) of the office rooms, open office halls, conference rooms (Halls), Auditorium, Library, Admin Building, Academic Building, Boys Hostel, Girls Hostel reception, corridors, stairs, Air Handling Unit area, space for water coolers & toilets, parking areas, service area, all roads inside the University and all unspecified areas/location within the University.
- (ii) Removal of garbage from dustbins in plastic bags. Replacing old plastic bags with new plastic bags. Carrying of garbage in trolley with high quality rubber wheels. No garbage will be left in the site overnight. The plastic bag for the dustbins and for carrying the garbage will have to be provided by the agency.

- (iii) Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises including the staircases, lift areas, open area etc.
- (iv) Cleaning of workstations, table tops, chairs, almirahs, frames, panels, railings, glasses and cabin partitions with approved cleaning material.
- (v) Stain removal treatment of entire premises including stairs, area of office cabins, conference halls, Auditorium, reception, toilets etc. and stain removing of the furniture and equipment's.
- (vi) Cleaning and dusting of Lab equipment's, machines, computers, keyboards, terminals, printers, Photostat machines, filing cabinets, telephones, fax, electric fans and any other equipment and machine lying on the Site.
- (vii) Restocking of toiletries in toilets after intensive daily checking in the morning and afternoon cleaning and scrubbing of toilets, WC's, urinals wash basins, floor area of toilets and cleaning and wet dusting/wiping of mirrors, frames etc. in toilet with approved material, re-filing liquid soap dispensers (on daily basis in toilets and requirement basis in officers toilets),re-filling of toilet rolls/tissue papers etc.
- (ix) Cleaning and dusting of planters, paintings, posters, notice-boards etc.
- (x) Removal of bird droppings and other dirt's on the inner walls or on the foot of doors, ventilators etc. as and when required.
- (xi) The biodegradable and non-biodegradable waste shall be segregated and disposed off by the contracting agency on day-to-day basis and required numbers of dustbins will have to be provided by the Agency. The agency should follow the government guidelines/Act in this regard.
- (xii) The above mentioned work from (i) to (xi) are to be carried out on all days and also on requirement basis as directed by the IUD officials, however, two sanitation workers to be kept on standby at Administrative Block on Public holidays for the upkeep of Administrative Block and to attend any emergency requirement.

2. DETAILS OF JOBS TO BE CARRIED OUT WEEKLY ARE AS UNDER:

- a. Machine and Hand scrubbing and thorough cleaning/washing of the entire floor area by using approved cleaning material and dry/wet mopping.
- b. Dusting of walls, roofs etc. from top downward and removal of cobweb.
- c. Polishing of brass/copper fixtures.
- d. Cleaning of windowpanes and partition door.
- e. Cleaning of drinking water coolers area, dust bins, buckets etc. with detergents.
- f. Weekly cleaning and dusting of Ventilator blinds and brushing of upholstered chairs and sofas.
- (xiii) Removal of poster, banners and hoardings inside and outside University covered in the tender.

3. DETAILS OF JOBS TO BE CARRIED OUT FORTNIGHTLY ARE AS UNDER:

- (i) Vacuum cleaning of upholstery of sofas and other upholstered chairs and A.C. grills.
- (ii) Cleaning of nameplates and paintings with glass top.

4. DETAILS OF JOBS TO BE CARRIED OUT MONTHLY ARE AS UNDER:

- a. Cleaning of floors by shifting and moving furniture such as sofa, almirahs, tables, roofs etc.
- b. General cleaning/dusting of panels, posters, paintings, etc.
- c. Polishing of covered floor area, cleaning of sanitary/water supply fixtures, wall tiles, etc.
- d. Removal of cobwebs in back/hidden areas in places like electrical substations, U.P.S. room, telephone exchange etc.
- e. Removal of weeds from edges of paths/roads, paved-laid area, corners, crevices in terraces, etc.

5. THE INDICATIVE LIST OF CONSUMABLE TO BE USED BY THE AGENCY IS AS UNDER: -

- a. Cleansing agents of standard company for WC's, urinal pots, etc.
- b. Detergents of standard company for cleaning wash basin, sinks & other items. (c) Liquid soap of standard company for scrubbing of floors & wall.
- c. Anti-bacterial disinfectants of standard company for cleaning toilets, lobby / floors. (e) Glass cleaning liquid of standard company.
- d. Deodorizer of a standard company.
- e. Air-fresheners/Aerosols (eco-friendly) of standard company. (h) Urinal cubes (standard company)

6. WORKING HOURS

- (i) The cleaning of toilets (including fixture such as WC's, urinals, wash basin, etc.) Lobby, Corridors and other area shall be done continuously and regularly during office hours as per required usage and instructions given by the IUD officials From time to time.

7. PERFORMANCE EVALUATION:

- (i) The performance evaluation of the Sanitation services shall be carried out by the Department/University regularly (daily, weekly, fortnightly or monthly basis depending upon the discretion of the department). The agency shall submit daily action plans/reports to the Department/Schools (for each floor including open areas).
- (ii) The University shall rate the quality/performance of Sanitation/housekeeping agency/tenderer and the tenderer/agency is obliged to perform to the satisfaction of the department.
- (iii) The floor wise (including open area) rating for the following activities/work (indicative list only) will be evaluated.
 - (a) General cleanliness of walls and ceilings.
 - (b) General cleanliness of Toilets
 - (c) General cleanliness of Window glasses
 - (d) General cleanliness of furniture/ sofa/curtains
 - (e) General cleanliness of WC/ Urinals
 - (f) General cleanliness of doors/windows
 - (g) General cleaning of workstations, tabletops, and office equipments.
 - (h) General cleaning of almirahs and racks.
 - (i) General cleaning of partition doors, paneling etc.
 - (j) Cleaning of Planters.
 - (k) Maintenance of corridors.
 - (l) Maintenance of open spaces.
 - (m) Control of Pests (cockroaches, rodents etc.).
 - (n) Any other activity/work identified specified by the department from time to time as per-requirement.

8. The University reserves the right to satisfy itself about the quality of the Housekeeping services provided by the tenderer. In the event the agency does not achieve the level of satisfactory performance, the tenderer/agency is liable to be penalized by deduction from its payment between 5% and 50% depending upon the level and duration of the continued dissatisfaction. The decision of the IUD officials will be final in this regard.

Annexure – I

LIST OF CLEANING AGENTS & CONSUMABLES

S.No.	Work	Name of the Brand
1.	Cleaning agents of standard company for WC's, urinalspots etc.	Phenyle Gaivd, Trishul, etc.
2.	Detergents of Standard company for cleaning, wash basin,inks, refrigerator and other items.	Nirma, Surf
3.	Liquid Soap of Standard company for scrubbing of floors& wall	Fem, Homocol, Dettol, Savlon
4.	Anti-baterial disinfectants of standard company forcleaning toilets, bathroom, kitchen and pantries.	Cleaning, Lyzol
5.	Glass cleaning liquid of standard company	Colin
6.	Deodorizer of a standard company	Odonil
7.	Air-fresheners / Aerosols (Eco-friendly) of standardCompany	Premium, Fresco
8.	Urinal cubes (Standard Company)	Odonil
9.	Polythene Bag	Standard Quality / ISI Mark

TERMS AND CONDITIONS FOR SECURITY SERVICES

1. The services are required for 24 hours round the clock in three eight hourly shifts. The category-wise and shift-wise requirements will be informed to the successive bidders while awarding contract.
2. The shift-wise and category-wise deployment locations of security guards shall be decided by the Client considering the security requirements of the University from time to time. The location-wise requirement would be intimated to the contractor well in advance.
3. All security guards should be literate with a minimum qualification of Intermediate/10+2 standards and be able to write and maintain the records in English and Hindi. They should be able to speak in English and Hindi.
4. The deployed security guards should be equipped with torch, whistle and baton with holder.
5. The security personnel to be deployed by the contractor should be in the age group of 25 to 45.
6. The security personnel should be adequately trained in handling in safety and firefighting.
7. The security personnel deployed by the contractor shall be required to restrict the entries of unauthorized persons in the University campus;
 - (a) ensure that all the Sections/ Units/ Departments/ Buildings are properly locked after the office hours and on holidays;
 - (b) carefully check the Vehicles Passes, Students Identity Cards, Vendors' Passes etc;
 - (c) maintain registers such as In & Out Registers, Vehicle Movement Register, Visitor's Register, Material Register, Gate Pass Register and to hand over these registers to Proctor Office on monthly basis;
 - (d) undertake constant patrolling of premises to ensure that no trespasser / suspicious person is roaming around and nothing untoward happens in the University campus;
 - (e) perform duties at the premises with due diligence and to take all precautions to avoid any loss or damage to the Client's property / person;
 - (f) Maintain cordial relations with the University community but neither should develop undue familiarity with them nor join any union of the employees of the University.
8. The Contractor has to maintain adequate number of category-wise security personnel as per the contract and also arrange a pool of standby personnel of requisite qualifications and experience.

Other Terms and Conditions

1. The personnel of the contractor shall be subject to detailed direction and control of the Client in relation to manner and model of performance of duties, as agreed to, vide contract.
2. The contractor shall ensure that all personnel deployed by him are fully conversant with the Client's premises and with its security related activities such as barricading, chain partitioning etc. to ensure proper security, discipline and control.
3. The contractor shall exercise adequate supervision to ensure proper performance of security services in accordance with the requirements of the client.

4. In the event of the personnel having been provided by the Contractor not performing duties as per expected standards in whatsoever manner or in case the personnel behave in an unacceptable manner, the Contractor shall, on request of the Client, remove the said personnel the same day and provide a suitable substitute in his/ her place of equivalent qualifications and experience within three days failing which the Client may get the services performed by other means at the risk and cost of the Contractor.
5. Contractor must employ adult and skilled personnel only. Employment of child labour or persons below the age of 18 years shall lead to the termination of the contract at the risk and cost of the contractor. Contractor shall deploy/engage reliable persons at Client's site after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities.
6. Contractor shall intimate the details like name, age, parentage, address (residential as well as permanent), photograph of all deployed security personnel to the Client and shall also intimate changes in addresses of the personnel as and when they take place.
7. Contractor's security personnel shall always be disciplined, properly dressed in uniform and be presentable all the time during duty. The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out the security related tasks assigned at Client's office.
8. The authorized representative of the company shall visit the Security Office/ Proctor's Office / concerned officials of the University twice a week for review of the security system at the Client's site.
9. The Client may also assign such security related duties as and when required to the security personnel deployed by the contractors which are otherwise not mentioned herein above or elsewhere in this contract.
10. The Contractor shall strictly observe that its personnel:
 - (i) are always smartly turned out and Vigilant. are punctual and arrive at work places before start of their duty time and do not leave their place of duty before close of their duty hours,
 - (ii) whenever required in the exigencies of work, work beyond duty hours and won't refuse to work extra hours,
 - (iii) take charges of their duties properly and thoroughly,
 - (iv) perform their duties with honesty and sincerity,
 - (v) extend respect to all academic staff, officers and non-teaching staff of the office of the Client,
 - (vi) are not alcoholic or drug addict, do not drink on duty and smoke in University premises or come drunk and report to duty,
 - (vii) do not gossip or chit chat and sleep while on duty,
 - (viii) do not indulge in any activity prejudicial to the interest of the University,
 - (ix) Immediately report to their Supervisor / Proctor's Office if any untoward incident / misconduct or misbehavior occurs.
 - (x) Do not misuse official telephones installed in Client's premises.

11. Contractor's personnel deployed at Client's site shall
- (i) at all times maintain strict confidentiality about the official information gathered during their working in the University,
 - (ii) not furnish any document, data, information etc. pertaining to University/ UGC/ Ministry of Human Resource Development in any form to any person, directly or indirectly, not authorized by the Client.
 - (iii) not give phone numbers of office and officers of Client to any unauthorized person,
 - (iv) not divulge schedules of meetings and conference to any unauthorized person,
 - (v) not pass on site plan of the Client's premises to any unauthorized person,
 - (vi) not divulge official local journey/ outstation travel details of any of the officer of the Client to any unauthorized person, and
 - (vii) not disclose assets of the University to any unauthorized person.

TERMS AND CONDITIONS FOR GARDENING SERVICES

- (i) Worker (Semi- skilled) for maintenance of all the trees, plants, shrubs, hedges, lawns and flower bed preparation by uprooting the old plants for sowing planting of new seedlings (seasonal and perennial both) and different types of cutting including earth work, spreading and mixing of cow dung manure and fertilizers and levelling and bund making etc.
- (ii) 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 designated officer.
- (iii) This job also includes regular watering of grass, lawns, trees, shrubs, plants etc.
- (iv) Transportation and placing of decorative plants to various seminars/functions of the Institute and back, spraying of insecticides, pesticides, weedicides on the plants as and when required, removing the waste to the proper place.
- (v) Intercultural operation and maintenance of the plants both in flower beds and pots including preparation of soil mixture (cow dung manure, soil, fertilizers), weeding, liming, manuring, filling of pots with soil mixture, cutting of hedges, grass cutting in lawn and lifting the grass to the compost pit.
- (vi) Any other job which is required to make the campus from Horticulture point of view beautiful with lush green environment. The gardener (Mali) should demonstrate own initiative for horticulture up gradation
- (vii) All consumables, gardening tools and tackles required for the above work should be provided by the Contractor / agency at no extra cost to the IUD.

TERMS AND CONDITIONS FOR OFFICE ASSISTANT

- (i) The person shall assist the Officers in University in arranging files in their cabins and perform functions as assigned by them.
- (ii) The person shall have to attend to telephone calls, guide the visitors meant for the Officer to whom he/she is attached.
- (iii) The Person may also be deputed to dispatch/receipt of letters/parcels in the office; to deliver the official dak; to deliver the files among the dealing hands and to the officers; cleaning of office furniture etc; any other duties assigned by the officer
- (iv) The person shall also have to undertake outdoor works as assigned by the Controlling Officer;
- (v) Normally the person shall follow the working hours/holidays of University, but he/she should ensure to complete the assigned task disregard of the timings and during closed holidays also.

Qualifications:

1. The Firm/Contractor should ensure that the persons employed should be a good and reliable person with robust health and clean record. Minimum experience of at least one year is preferred. The age of the person shall be between 18 to 40 years.
2. The persons employed should possess a minimum education qualification of pass in Intermediate/12th Standard. Working knowledge of Computer is an added advantage. The person must be able to write/read English.

TERMS AND CONDITIONS FOR DRIVERS

- (a). The Manpower Agency /Service agency shall ensure that driver engaged by him drives the vehicle smoothly and as per the instructions issued by University from time to time. The vehicles should be utilized only for the official purposes as instructed by University and shall not be misused.
- (b) The drivers should possess valid driving license to drive the heavy vehicles. The driver must possess valid driving license to drive Heavy Vehicles and with at least *3 years' experience in driving Light/Heavy Vehicles and shall always carry all the necessary* documents with him.
- (c) The driver should wear full uniform with cap/ shoes etc., and behave well with pleasing manners and should have fair knowledge of Hindi/English and knowledge of Hindi will be an advantage.
- (d) He should be able to attend to any minor technical problems that may arise while driving the car.
- (e) He should always carry a mobile phone with him, as it will enable the Officer to contact him at any time.
- (f) Driver should be familiar with all important places in Dehradun and outstations.
- (g) The driver must have passed 10th standard (SSC or equivalent). The driver must be able to read English Numerals and figures. The driver must have thorough knowledge of traffic regulations.
- (h) The driver must have good knowledge of the working of petrol and diesel engines and be able to locate faults and rectify minor defects in motor cars.
- (i) The driver must be able to clean/clear carburetor, plug etc.
- (j) The agency/firm/contractor shall not employ persons whose antecedents have been doubtful by the public authorities at any point of time.

- (k) The driver should take utmost care of the vehicle, and shall maintain the vehicles in proper condition by cleaning, checking of tire pressure, fuel level, engine oil level, radiator coolant, brake fluid, head lights, indicators, horn, reverse horn, battery, AC etc., on regular basis.
- (l) The Service agency shall ensure that the driver engaged by him shall handle the vehicles including the accessories installed in it like stereo, spare wheel etc., responsibly throughout the contract period.
- (m) The Manpower Agency /Service agency shall ensure that chauffeur engaged by him in conversant with and follow, all the traffic rules and regulations and comply with the statutory law in force with regards to Motor vehicle. Any penalty imposed for traffic violation etc by the traffic police Transport Dept Officer/agency will be charged to the firm's account and NBA will not reimburse the same under any circumstances.
- (n) The driver of the car provided must strictly follow traffic rules and other regulations prescribed by the Govt. from time to time. He should be instructed to follow all safety norms like wearing seat belt/ observing Traffic Cautions, etc., while on duty.
- (o) Drivers, service may be required on holidays and Sundays, and in that case, prior information would be given to the Contractor or to the Driver engaged by him and on receiving such information it shall be ensured that chauffeur service is provided on such days for which additional charges would be paid. The additional charges per day on holidays and Sundays shall be payable on hourly basis calculated on a day's salary.