

**BID DOCUMENT**  
**FOR**  
**Housekeeping Services**  
**at**  
**UIDAI Manesar Data Centre, Manesar**

**UNIQUE IDENTIFICATION AUTHORITY OF INDIA,  
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY (MEITY),  
GOVERNMENT OF INDIA,  
NEW DELHI**

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## 1. SECTION I – Invitation to Bid

### 1.1 Preamble

This invitation to bid is for “**Housekeeping Services**” in the Data Centers of Unique Identification Authority of India in Manesar Data Centre Complex, Manesar (Haryana).

- a) Bidders are advised to study the Bid document carefully. Online submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Offers prepared in accordance with the procedures enumerated in **Clause 1 of Section II** should be submitted online only CPPP website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down at the address given in the **Schedule for Invitation to Bid under Clause 1.2.1**. Tenderer/Contractor are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’. Bid documents may be scanned with **100 dpi with black and white option** which helps in reducing size of the scanned document.

**Manual bids shall not be accepted.**

- b) Bidder, who has downloaded the bid document from the UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with UIDAI.

- c) Intending bidders are advised to visit again UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in) and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum/addendum/amendment.
- d) The Bidder is not required to pay any Fee towards Bid Document/Tender Document Fee as per GFR Rule 161 (iv).
- e) Bank details for all transactions with UIDAI (if required) is as under :-
- |       |                        |   |  |
|-------|------------------------|---|--|
| (i)   | Name of account holder | - | UNIQUE IDENTIFICATION<br>AUTHORITY OF INDIA          |
| (ii)  | Account Number         | - | 1098214000043  |
| (iii) | Name of Bank           | - | Canara Bank  |
| (iv)  | Name of Branch         | - | Delhi Parliament Street, New<br>Delhi, Delhi -110002 |
| (v)   | Name of account        | - | Current  |
| (vi)  | IFSC Code              | - | CNRB0001098  |
- f) All Bidders must submit an EMD (Earnest Money Deposit) / Bid Security of **Rs. 2,00,000/- (Rupees Two Lakh Only)** as per proforma of EMD Bank Guarantee as mentioned in Appendix D of section VI, except those bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or with the Ministry of Electronics and Information Technology (MeitY). Failing in submission of Bank Guarantee before closure of Bids submission date by the Bidder shall summarily rejected their bids.
- g) The detailed Scope of Work has been included in the RFP for selection of Bidder for “Housekeeping Services at UIDAI Manesar Data Centre, Manesar”. The eligibility criteria for the bidders should be fulfilled for consideration of the bid.
- h) There is no Tender Fee. The RFP will be available on all working days during office hours till the last date & time of submission of bids.
- i) Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

- j) This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. UIDAI reserves the right to withdraw RFP at any stage without assigning any reason.

**Note: The Purchaser shall not be responsible for non-receipt / non-delivery of the Bid documents due to any reason whatsoever.**

## 1.2 Schedule for Invitation to Bid

a)	Name of the Purchaser	<b>Unique Identification Authority of India, MeitY, Govt. of India (Gol), HQ: UIDAI, Bangla Sahib Rd, Gole Market, New Delhi, Delhi 110001</b>
b)	Address at which EMD and cost of tender document is to be submitted	<b>Deputy Director (MDC), Unique Identification Authority of India (UIDAI), Data Centre Complex Plot No-1, Sector M2, IMT, Manesar, Gurgaon, Haryana-122050</b>  <b>Queries if any, should be submitted via E-mail and by paper copy through post</b>  <b>E-mail: <a href="mailto:sameer.srivastava@uidai.net.in">sameer.srivastava@uidai.net.in</a></b>
c)	Closing Time and Date for receipt of bids	<b>On or before 1500 hours of 26 Aug. 2020</b>
d)	Name of the Contact Person for any clarification	<b>Deputy Director (MDC), Unique Identification Authority of India (UIDAI), Data Centre Complex Plot No-1, Sector M2, IMT, Manesar, Gurgaon, Haryana-122050</b>  <b>Queries if any, should be submitted via E-mail and by paper copy through post</b>  <b>E-mail: <a href="mailto:sameer.srivastava@uidai.net.in">sameer.srivastava@uidai.net.in</a></b>
e)	Date till which the response to the bid should be valid	<b>180 days from the date of opening of Bids.</b>

### 1.2.1 Important Dates

The following table provides information regarding the important dates of the Bid process for this Bid:

Activity	Date
----------	------

Release / Issue of Bid Document	<b>T or 29 July 2020 at 1800 hrs</b>
Last date for submission of written queries for clarifications on Bid document	<b>T +5 days or 03 Aug, 2020 on or before 1600 hrs</b> All the queries should be received on or before the prescribed date & time, through email only with subject line as follows: "RFP for appointment of bidder_Pre Bid Queries on HKS -MDC_<Bidder's Name>". The queries should be submitted as per the format prescribed in section 2.4. The Pre-Bid queries to be sent to the following Email ID: <a href="mailto:sameer.srivastava@uidai.net.in">sameer.srivastava@uidai.net.in</a>
Pre-Bid Meeting ( <u>Venue:- Board Room, UIDAI Data Centre Complex, Plot No-1, Sector M2, IMT, Manesar, Gurgaon, Haryana-122050</u> )	<b>T +7 days or 05 Aug, 2020, 1500 hrs</b> Note: A maximum of <b>two</b> representatives per Bidder would be allowed to participate. Bidders will have to intimate the details of the attendees at least 2 days prior to the scheduled date of the Pre-bid conference at the email ID given above.
Clarification to be uploaded on the CPPP Portal	<b>T +14 days or 12 Aug, 2020</b> Note: Purchaser shall not be obligated to respond to any or all the queries. Purchaser may, at its sole discretion, choose to publish responses to the pre-bid queries and/or any corrigendum on Central Public Procurement Portal (URL: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ) or may send the same through e-mail or any other means.
Bid Submission Start Date	<b>T +20 days or 18 Aug, 2020 at 1000 hrs</b>
Last date & time of submission of Bids	<b>T +28 days or 26 Aug, 2020 at 1500 hrs</b> Proposals and supporting documents shall be signed, scanned and uploaded in the format and mode as provided for in the Central Public Procurement Portal (URL: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ) for this RFP. Documents should be signed by the authorized signatory of the Bidder.
Opening of Technical Bids	<b>T +33 days or 31 Aug, 2020 at 1500 hrs</b> Venue: UIDAI HQ, New Delhi Note: A maximum of two representatives per bidder would be allowed to participate
Opening of Commercial Bids	<b>Will be communicated later</b>



**Note: The Purchaser shall not be responsible for non-receipt / non-delivery or late receipt of the Bid documents due to any reason whatsoever.**

### 1.2.2 Other details

Item	Description
Method of Selection	L 1
Availability of RFP Documents	Notice Inviting Tenders (NIT) would be available on Central Public Procurement Portal (URL: <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> ) and also on UIDAI.gov.in under Tender section
Tender Fee (Non-Refundable)	<b>NIL</b>
Bid Security/ Earnest Money Deposit (EMD)	<b>INR 2 Lakh</b> by Bank Guarantee (as per format attached in Appendix D)
Submission of EMD (Physical hard copy submission)	<p>Bidders shall submit EMD in a sealed envelope titled “EMD - RFP for “Housekeeping Services at UIDAI Manesar Data Centre, Manesar” to the address as mentioned in clause 1.2 (b) above, before the bid submission end date.</p> <p>Copy of EMD also needs to be uploaded on e-procure portal under the separate cover as provided above.</p> <p>If the EMD is not received by the prescribed date and time, the Proposal submitted by the Bidder will be liable to be forthwith and summarily rejected.</p>
Date and time for Opening of Commercial Bids.	To be intimated later
Language of Bid Submission	Proposals should be submitted in English only.
Currency	Currency in which the Bidders may quote the price and will receive payment is INR only.

### 1.3 Check list

- a) Please check whether following have been enclosed in the respective covers, namely, Technical Bid and Commercial Bid:
- b) Check list (as in Table-1 and Table-2 below) should be duly filled, signed and scanned and should be made part of Packet – 1 to be uploaded as part of Technical Bid. The relevant Annexure supporting the above list shall be placed in the Packet-1.
- c) Check-list (as in Table-3 below) should be duly filled, signed and scanned and should be made part of the Packet-2 to be uploaded as part of Commercial Bid. The relevant Annexure supporting the above list shall be placed in the Packet-2.

**Table - 1**

#### 1.3.1 Check List of Eligibility Criteria documents/supporting documents to be uploaded in the Technical Bid

S. No.	Eligibility Criteria	Whether Uploaded (Y/N)	Serial page# of the scanned documents uploaded (from.. to..)
(i)	Signed and scanned copy of (EMD) Bid Security (in original) to be enclosed along with the technical bid.		
(ii)	<p>The bidder should be a registered company in India under Companies Act 1956 or partnership firm registered under India Partnership Act 1932 with registered Office in India for last 5 years or sole proprietorship.</p> <p>In case of partnership firms/Sole proprietorship, a scanned copy of the partnership or sole proprietorship agreement, else general power of Attorney (GPA) duly attested by a Notary Public furnished on stamped paper duly signed or affirmed by all the partners admitting execution of the partnership</p>		

	<p>agreement or in case of proprietorship GPA duly affirmed by proprietor.</p> <p>In case of registered company, scanned self attested copy of the certificate of registration of firm should also be enclosed along with the technical bid.</p>		
(iii)	<p>The bidder should not have been blacklisted / under a declaration of ineligibility for corrupt and fraudulent practices with any of the departments of the Central, State Governments and PSUs. The scanned copy of the undertaking from bidder in this regard to be submitted.</p>		
(iv)	<p>The Bidder should have office in Delhi/NCR. Self attested copy of the proof to be enclosed along with the tender.</p>		
(v)	<p>Bidder should have a valid Sales Tax Number/ VAT Number, Service Tax Registration, PAN/TAN Number and PF code. Self attested copy to be enclosed along with the technical bid.</p>		
(vi)	<p>The bidding Company / Firm / Agency must have minimum annual average turnover of Rs. 1,50,00,000 (Rupees One Crore, Fifty lakh Only) during the last three financial year till year ended on 31.03.2019. Self attested copy of proof to be enclosed along with the technical bid.</p>		
(vii)	<p>Bidding Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO), Employees State Insurance Corporation (ESIC) under the respective Acts/laws and Labor Commissioner under Contract Labor Act, 1972. Self attested copy of proof to be enclosed along with the technical bid.</p>		
(viii)	<p><b>The bidder must have completed/executed at least Three (3) works of the value of at least Rs. 20,00,000/- (Rs. Twenty Lakh Only) from housekeeping services in the last 3 financial years as on 31.03.2019. Signed and scanned copy of following shall be uploaded</b></p>		

	<p>i. Copy of each such purchase order clearly indicating the value of the Order.</p> <p>ii. A certificate in original from the Statutory Auditor/ Chartered Accountant / Company Secretary/ Director of the bidder's company indicating and certifying the value of the components relating to housekeeping services work.</p> <p>iii. A copy of completion certificate from respective customers indicating satisfactory execution of such order/contract /payment milestones of customer.</p>		
(ix)	The bidding agency/firm should have a minimum of 50 <b>employees</b> on their roll. Supporting proof thereof should be attached with the Technical Bid		
(x)	Income Tax Payment Certificate for last three years as on 31.03.2019. Self-attested copy of proof to be enclosed along with the technical bid		
(xi)	Service Provider Company / Firm/ Agency should have at least five years" experience in providing Housekeeping services to reputed Private and/or Public sector companies/banks/Government Departments etc. Details need to be provided as per Annexe 4.1.4 of Section IV and to be uploaded with technical bid.		
(xii)	Compliance to clause 2.11 of section II and submission of requisite documents.		

**Table - 2**

**1.3.2 Check List of Annexe / Appendix to be uploaded in Technical Bid**

S. No.	Description	Whether uploaded(Y/N)	Serial page# of the scanned documents

			<b>uploaded</b>
(i)	<b>Signed and Scanned copy of Technical Bid under section 4.1</b>		
(ii)	Signed and Scanned Copy of Bid Particular under Technical Bid (Annexe 4.1.1)		
(iii)	Signed and Scanned Copy of Technical Bid Letter (Annexe 4.1.2)		
(iv)	Signed and Scanned Copy of Requirement for Housekeeping Service (Annexe 4.1.3)		
(v)	Signed and Scanned Copy of Details of the past contracts (Annexe 4.1.4)		
(vi)	Signed and Scanned Copy of Project and Manpower Details (Annexe 4.1.5)		

**Table – 3**

**1.3.3 Check List of Annexe / Appendix to be uploaded in the Commercial Bid**

<b>S. No.</b>	<b>Description</b>	<b>Whether Uploaded(Y/N)</b>	<b>Serial page# of the scanned documents uploaded</b>
(i)	Signed and Scanned Copy of Bid Particulars under commercial Bid (Annexe 4.2.1)		
(ii)	Signed and Scanned Copy of Details of consolidated Cost for providing Housekeeping Services (Annexe 4.2.2 ) and linked Annexe 4.2.3, Annexe 4.2.4, Annexe 4.2.5, Annexe 4.2.6 & Annexe 4.2.7		
(iii)	Signed and scanned copy of cost Of Housekeeping Services (to be downloaded online In The Form Of BoQ_ HOUSEKEEPING_MDC.Xls)		

**1.4 Procedure for Submission of Online Bids on CPP Portal**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in

accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

#### **1.4.1 Registration**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **1.4.2 Searching for tender documents**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **1.4.3 Preparation of bids**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### 1.4.4 Submission of bids

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). **No other cells should be changed.** Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **1.4.5 Assistance to bidders**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidders can get help at +91-7878007972, +91-7878007973



## 2 SECTION II- Instruction to Bidders

### 2.1 Procedure for Online Submission of Bids

The tender shall be submitted Online (complete in all respect) must be uploaded on <https://eprocure.gov.in/eprocure/app> in two packets i.e. Two Bid system (Technical Bid and Commercial Bid), and bidder must follow the procedure as detailed in the Clause 1.4 of Section I.

2.1.1 The bid shall be submitted online in –

**Packet-1** having viz.,

1. EMD + all documents as per check list in Table-1 and Table-2

**Packet-2** having viz.,

1. Financial Bid Submission (All the required supporting as well as Annexure as mentioned in Table – 3 in CHECK LIST section)
2. Schedule of price bid in the form of BOQ\_ HOUSEKEEPING\_MDC.xls

2.1.2 All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. All the files mentioned below should be in .PDF format except for the BoQ which should be .xls format.

2.1.3 The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

2.1.4 Original Instruments for EMD (as per Bank Guarantee Format in Appendix B) must be submitted on or before the last date of submission of Bids to the address, date and time as mentioned in the Clause 1.2 of Section I. These instruments can also be sent by registered post or can be dropped in the drop box on or before the last date of submission of Bids.

### 2.2 Cost of Bid Document

- 1 The Bidder is not required to pay any Fee towards Bid Document/Tender Document Fee as per GFR Rule 161 (iv).

2 The Bidder shall bear all costs associated with the preparation and submission of its bids, including cost of presentation for the purposes of clarification of the bids, if so desired by the UIDAI. The UIDAI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

3 The Financial Proposal/Commercial bid format as mentioned in **Annexe 4.2.2 of Section IV** is also provided as **BOQ\_ HOUSEKEEPING\_MDC.xls** along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ\_ HOUSEKEEPING\_MDC.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with UIDAI.

## 2.3 Contents of the Bid Document

1 The Schedule of Requirements of the Goods/Services required, Bid procedures and contract terms are prescribed in the Bid Document. The Bid Document includes:

- a) Section I – Invitation to Bid
- b) Section II – Instructions to Bidders;
- c) Section III- General Conditions of Contract;
- d) Section IV – Contents of the Bid
  - i. Technical Bid
  - ii. Commercial Bid
- e) Section V- Scope of Work and Schedule of Requirements
- f) Section VI- Appendices
  - i. Contract Form (Appendix A)
  - ii. Proforma of Bank Guarantee for Contract Performance Security (Appendix B)
  - iii. Locations of UIDAI (Appendix C)
  - iv. Proforma for Bid Security Form (EMD) (Appendix D)
  - v. Undertaking (Appendix E)

2 The Bidder is expected to examine complete bid document including all instructions, forms, general terms & conditions, and Schedule of requirements in the Bid Document. Failure to furnish all information required by the Bid Document or submission of a bid not substantially responsive to the Bid

Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

- 3 The RFP, all the corrigendum, Notification of Award/Letter of Intent, Acceptance of award by successful bidder and any other communication issued from publication of RFP and before signing of agreement will be deemed as part of contract agreement

## 2.4 Clarification of Bid Document

- 1 A prospective Bidder requiring any clarification of the Bid Document may notify the UIDAI in writing at the UIDAI's mail address indicated in Clause 1.2(d) of Section I. The queries must be submitted in Microsoft Excel (Hard copy and Soft copy) format as follows:

Name of Bidder:					
Sr. No	Section No.	Clause No.	Page number in Section	Existing Provision in the Clause	Clarification Sought

- 2 The UIDAI will respond, to request for clarifications of the Bid Document as per format specified in clause 2.4(1) only, received not later than the date prescribed by the UIDAI in Section I, Clause 1.2.1 of this Bid document.

## 2.5 Amendment to the Bid Document

- 1 At any time prior to the last time and date for receipt of bids, the UIDAI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.
- 2 The amendment will be notified by UIDAI and will be binding on all bidders.
- 3 In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the UIDAI may, at its discretion, extend the last date for the receipt of Bids.

## 2.6 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the UIDAI, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall prevail.

## 2.7 Documents Comprising the Bids

The Bids prepared by the Bidder shall comprise of the following components:

- a) The Technical Bid
- b) The Commercial Bid

## 2.8 Bid Prices

- 1 The Bidder shall indicate in the proforma prescribed at Annex 4.2.2 and Annex 4.2.3 – Annex 4.2.7 of Section IV, the unit prices and total Bid Prices of the Housekeeping services, it proposes to provide under the Contract.
- 2 The unit prices quoted in the above mentioned proforma will be used to calculate charges for 'change orders', if any.

## 2.9 Firm Prices

- 1 Prices quoted shall not be subject to any upward modifications, on any account whatsoever. The Bidder shall, therefore, indicate the prices in **Annex 4.2.2 and Annex 4.2.3 – Annex 4.2.7 of Section IV** enclosed with the Bid. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- 2 The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.

## 2.10 Discount

The Bidders are advised not to indicate any separate discount. Unconditional Discounts, if any, should be merged with the quoted prices. Discount of such type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, the UIDAI shall avail such discount at the time of award of contract.

## 2.11 Bidder Qualification

1. The "**Bidder**" as used in the Bid documents shall mean the one who has signed the Bids. The Bidder may be either registered company or partnership firm or sole proprietorship. Bidder can be a:-
  - (a) Constituted attorney of the registered company or partnership firm or sole proprietorship in which case he/she shall submit a certificate of authority in the form of constituted attorney.
  - (b) The principal officer of the registered company or one of the partners of the company in either case a duly notarized authorization certificate on stamp paper is required to be submitted.

2. It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as constituted attorney or as authorized representative of the company/partnership firm/sole proprietorship.
3. The Bidder shall sign its Bids with the exact name of the Company/partnership firm/sole proprietorship to whom the bid is to be issued.
4. The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.
5. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. UIDAI may out rightly reject any bid not supported by adequate proof of the signatory's authority

## 2.12 Earnest Money Deposit (EMD) / Bid Security

1. The Bidders shall submit an Earnest Money Deposit (EMD) of **Rs. 2,00,000/- (Rupees Two Lakh Only)** as bid security fee in a sealed envelope. EMD in any other form will not be accepted.
2. EMD must remain valid for at least **180 (One Hundred and Eighty) days** from the last date of submission of the Proposal and the validity of the EMD should be extended in the event the last date of submission of the Proposal is extended.
3. Copy of the EMD instrument should be uploaded onto the CPP Portal in the Bid Cover for EMD and the hardcopy of the same shall be submitted as per guidelines mentioned.
4. The EMD is required to protect the Purchaser against the risk of Bidder's conduct which may warrant EMD's forfeiture pursuant to the instances mentioned in clause below.
5. The Indian bidders registered with the Central purchase organization, National Small Industries Corporation (NSIC) or with the Ministry of Electronics and Information Technology (MeitY) are exempted from payment of EMD. In this case, the bidders must submit the copy of valid MSME/NSIC/MeitY registration certificate for the required items.
6. EMDs of all unsuccessful Bidders will be returned at the earliest after expiry of the final bid validity and latest on or before the 30th day after the awards of contract.
7. The EMD of the successful Bidder will be returned, without interest, upon submission of Performance Bank Guarantee (of the amount and in the format as specified in this RFP) by the successful Bidder.
8. In case the EMD is not received by the stipulated time then the Purchaser reserves the right to forthwith and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.
9. The EMD may be forfeited:

- (a) If a Bidder withdraws the proposal or increases the quoted prices after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
  - (b) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
  - (c) During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
10. The decision of the Purchaser regarding forfeiture of the EMD shall be final and binding on the Bidders & shall not be called upon in question under any circumstances.

### 2.13 Period of Validity of Bids

- 1 Bids shall remain valid for **180 days** after the last date of bid submission as prescribed by the UIDAI. A bid valid for a shorter period may be rejected by the UIDAI as non-responsive.
- 2 In exceptional circumstances, the UIDAI may ask the Bidder to extend the validity of the Bid. The validity of bid security provided under Clause 2.12 shall also be suitably extended. However, the Bidder will not be permitted to modify its bid.

### 2.14 Format and Signing of Bid

- 1 Tender bid must contain the name, office and after office hours addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures. A certificate from the bidder's HR/legal department must be enclosed with the bid certifying that the person(s) who signed the bid is an authorized person on behalf of the company.
- 2 Un-signed, un-stamped and without certificate for authorized person from bidder's HR/legal department bid shall not be accepted.
- 3 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
- 4 All pages of the bid being submitted must be legible, signed and sequentially numbered by the bidder irrespective of the nature of the content of the documents before uploading. Ambiguous bids shall be out rightly rejected.

### 2.15 Revelation of Prices

Prices in any form or by any reason before opening the Commercial Bid should not be revealed, failing which the offer shall be liable to be rejected.

## 2.16 Terms and Conditions of Bidders

- 1 Printed terms and conditions of the Bidders will not be considered as forming part of their Bids.
- 2 The Bidder should note that any deviation (s) or non-compliance will lead to rejection of bid.

## 2.17 Local Conditions

- 1 It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost.
- 2 It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. The UIDAI shall not entertain any request for clarification from the Bidder regarding such local conditions.
- 3 It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim what so ever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the UIDAI and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the UIDAI on account of failure of the Bidder to appraise themselves of local laws/condition.

## 2.18 Headings

Headings of conditions hereto shall not affect the construction thereof.

## 2.19 UIDAI's Right to Vary Scope of Contract

- 1 UIDAI reserves the right to vary the services up to 50% of the Contract value during the **Contract Period**. In case of any increase/ decrease in the house keeping services cost shall be correspondingly increased/ decreased on pro-rata basis.
- 2 The UIDAI shall reserve the right, **not to purchase all or partial Goods/Services** quoted by the bidder in this invitation to bid.

## 2.20 UIDAI's Right to Accept Any Bid or Reject

The UIDAI reserves the right to accept the bid, and to annul the Bid process and reject the bid at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for the UIDAI's action.

## 2.21 Conditions for Pre-Qualification of Bidders

The Bidder Company / Firm / Agency should fulfill the following pre-qualification specifications:

- 1 The eligibility criteria for the Bidders are specified in Checklist Table-I of Section 1.3.1.
- 2 The copy of bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the bid, including un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid.
- 3 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
- 4 The relevant sections shall be highlighted in the document attached.

## 2.22 Late Bids

Any bid received by the UIDAI after the last date and time for receipt of bids prescribed by the UIDAI, pursuant to **Clause 1.2.1 Section I**, will be rejected and/or returned unopened to the Bidder.

## 2.23 Modification and Withdrawal of Bids

- 1 The Bidder may modify or withdraw its bid after the Bids' submission (but not later than the last date of submission), provided that written notice of the modification or withdrawal is received by the UIDAI prior to the last date prescribed for receipt of bids.
- 2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and submitted in accordance with the provisions of **Clause 2.1**. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

## 2.24 Opening of Bids by UIDAI

- 1 On the basis of information furnished in the Eligibility Criteria, the Bidders will be pre-qualified. The bids of Bidders, who do not qualify at this stage, will not be taken up for further evaluation.
- 2 Bids of only pre-qualified Bidders will be taken up for further evaluation.
- 3 The UIDAI will open the Bids, in the presence of the representatives (not more than two representatives per bidder) of the Bidders who choose to attend, at the time, date and place, as mentioned in Section 1.2 of this Document.
- 4 The Bidders' names, modifications, bid withdrawals and the presence or absence of the requisite Bid Security and such other details as the UIDAI, at its discretion, may consider appropriate will be announced at the bid opening.



## **2.25 Clarification**

When deemed necessary, the UIDAI may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid submitted or price quoted.

## **2.26 Preliminary Examination**

- 1 The UIDAI will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
- 3 A bid determined as not substantially responsive will be rejected by the UIDAI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- 4 The UIDAI may waive any minor informality or nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

## **2.27 Contacting the UIDAI**

- 1 No Bidder shall contact the UIDAI on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded.
- 2 Any effort by a Bidder to influence the UIDAI's Bid evaluation, Bid comparison or Contract award decisions may result in the rejection of the Bidder's Bid.

## **2.28 Post Qualification**

- 1 The UIDAI will determine to its satisfaction whether the Bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the Contract.
- 2 This determination will take into account the Bidder's financial, technical, implementation and post-implementation capabilities. It will be based upon an examination of the documentary evidence submitted by the Bidder as well as such other information as the UIDAI deems necessary and appropriate.
- 3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the UIDAI will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

## 2.29 Criteria for Evaluation of Bids

### 1. Technical Bid Evaluation Criteria

- i. Evaluation of Technical Bid is subject to the Bidder meeting Eligibility Criteria as per Clause 1.3.1 of Section I.
- ii. The technical bid should be submitted in form given in Technical Bid at Clause 4.1 of section IV.
- iii. The Technical Bids/Commercial Bids will be opened by a committee authorized by the competent authority at **UIDAI**. Bidders/Authorised representatives who may wish to be present may attend the same at scheduled time.
- iv. A proposal shall be rejected at this stage if it does not respond to important aspects of the Technical bid clause 4.1 of section IV, and if it fails to achieve the minimum qualification criteria as mentioned in clause 2.11 and clause 2.16 of Section II and reiterated in Technical bid clause 4.1 of section IV.
- v. Commercial bids shall be taken up only for those bidders who qualify in technical evaluation criteria.

### 2. Commercial Bid Evaluation Criteria

- i. The Financial Bids of only those bidders will be opened whose Technical Bids found technically suitable and accepted by this Office. To ascertain the authenticity/correctness of the documents/statements submitted/made by bidders along with their technical bid, UIDAI may detail its representative/committee to visit their premises and verify/inspect these documents and establish the veracity of statements made in technical bid. The Financial Bids will be opened in the presence of bidders whose Technical Bids are accepted after scrutinizing technical feasibility criterion and who wish to be present.
- ii. The contract may be awarded to the bidder whose grand total of Annex '4.2.2' (Financial Bid) of section IV will be the lowest (L1) subject to fulfillment of all other conditions stipulated in the tender document.
- iii. Contract value shall be the value discovered under Annexe '4.2.2' (Financial Bid) of section IV.

## 2.30 Notification of Award

- 1 Prior to the expiration of the period of bid validity, UIDAI will notify (Notification of Award) to the successful Bidder in writing by registered letter or by fax/e-mail that its bid has been accepted. This NoA has to be acknowledged and accepted by bidder by registered letter within 7 days of receipt of Notification of Award.
- 2 The notification of award will constitute the formation of the Contract.

## 2.31 Signing of Contract & Start of Services

- 1 As soon as UIDAI notifies (Notification of Award) the successful Bidder that its bid has been accepted, the Bidder shall prepare the Contract Form (**Appendix A of Section VI** provided in the Bid Document, incorporating all agreements between the parties).

- 2 The successful Bidder shall sign and date the Contract within **15 days** from the date of acceptance of the Notification of Award (NoA) and submit it to the UIDAI.
- 3 The date of start of services will be same as the date of signing of the contract with UIDAI.
- 4 Under special circumstances, UIDAI may provide relaxation/extension in the date of signing of contract and the start of services either on the request of the successful bidder on justified reasons or due to administrative reasons at the sole discretion of UIDAI. Same will be intimated to the successful bidder in due course once a decision in this regard is taken by UIDAI.

## **2.32 Performance Bank Guarantee**

- 1 Within **21 days** from the date of acceptance of Notification of Award (NoA) issued by UIDAI, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Contract Performance Guarantee Bond prescribed at **Appendix B of Section VI**. Details are also mentioned in **Clause 3.24 of Section III**.
- 3 Failure of the successful Bidder to comply with the requirement of **Clause 2.30 or Clause 2.31** shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD held as bid security, in which event the UIDAI may award the Contract to the next lowest evaluated Bidder or call for new bids. While retendering RFP may not be issued to the vendor who had backed out.

## **2.33 Rejection Criteria**

- 1 **Technical Rejection Criteria**

The following vital technical conditions should be strictly complied with failing which the bid will be rejected:

  - i. Only the Bidders who quote for the complete Scope of Work and Supply of Goods/Services as indicated in this Bid Document, addendum thereof (if any) and any subsequent information given to the Bidder shall be considered. Incomplete bids will be rejected outright. Evaluation will be carried out for the total scope of work covered in the Bid document.
  - ii. The Bidder shall be deemed to have complied with all clauses in the Bid document under all the sections/chapters of the Bidding document, including Bid Evaluation Criteria (BEC), Schedule of Requirements, Technical specifications, Timelines and General Terms and Conditions of Contract. Evaluation will be carried out on the information available in the bid.
  - iii. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Bidding Process the bid will be rejected and EMD will be forfeited.

iv. EMD will be forfeited in case of any breach of Confidentiality clause.

## 2 **Commercial Rejection Criteria**

The following vital commercial conditions should be strictly complied with failing which the bid will be rejected.

i. Any commercial quote, if found in any part of the bid other than commercial bid, will lead to disqualification of bidder and his bid shall be rejected outright.

ii. Offers of following kinds will be rejected:

a) Offers made without Bid Security.

b) Offers which do not confirm unconditional validity of the bid for 180 days from the date of opening of bid.

c) Offers where prices are not firm during the entire duration of the contract and / or with any qualifications.

d) Offers which do not conform to UIDAI's price bid format.

e) Offers which do not confirm to the completion period indicated in the bid.

iii. Total lump sum price quoted by the Bidder must be inclusive of all taxes, levies, duties etc. including excise duty and sales tax etc.

iv. Bidder shall bear, within the quoted rates, all the taxes and duties as levied on them including the Personnel Tax as applicable. Bidder shall also bear, within the quoted rates, the Corporate Tax, as applicable, on the income arising out of this contract. However, tax rate to be mentioned separately.

## 3. **SECTION III - GENERAL CONDITIONS OF CONTRACT**

### 3.1 **Definitions**

In this Contract, the following terms shall be interpreted as indicated:

1. **"UIDAI"** means the Unique Identification Authority of India.

2. **"The Purchaser/Owner"** means the Chief Executing Officer (CEO), Unique Identification Authority of India or any other representative authorized by the CEO.

3. **"Bidder/tenderer"** means the Company/firm/proprietor participating in bid/RFP

4. **"Purchase Officer"** means the officer signing the acceptance of Bid and includes any officer who has authority to execute the relevant contract on behalf of the Purchaser.

5. The **"Contract"** means the agreement entered into between the Purchaser and the Vendor as recorded in the Contract Form signed by the Purchaser and the Vendor, including all attachments and annexes thereto and all documents incorporated by reference therein.

6. The **"Agency/Vendor/Contractor/Service provider"** means the person or the firm or the company with whom the contract of the Facility Management Service at Manesar is entered and shall be deemed to include the Vendor's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
7. **"The Contract Value"** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
8. **"The Goods"** mean all of the equipment, hardware, software, machinery, accessories and/or other material which the Vendor is required to supply to the Purchaser under the Contract;
9. **"Service"** means Facility Management Service at Manesaras mentioned in the RFP at different its sections;
10. **"Acceptance of Bid"** means the letter/telex/telegram/fax or any memorandum communicating to the selected Vendor the acceptance of his Bid.
11. **"Supply"** means once the purchaser issues a Purchase Order, the vendor has to provide the Facility Management Service at Manesar, within stipulated time.
12. **"Clause"** means a clause of this Contract and the term "Clauses" means more than one clause.
13. **"Calendar Day"** means any day of the calendar month.
14. **"Working Day"** means days of the calendar month excluding Sundays or designated government holidays i.e. gazette holidays.
15. **"Calendar Month"** means any of the twelve months of the Calendar Year.
16. **"Calendar Year"** means a period of twelve consecutive Months according to the Gregorian calendar, commencing with the first day of January and ending with the thirty-first day of December.
17. **"Contract Term"**: means a period of one calendar year counted from the Effective Date.
18. **"Dispute"** means any dispute/ differences/ controversy/ disagreements which arise "between the parties to this Contract/ Agreement in relation to/ in connection with/ the terms of/ ambit hereof.
19. **"Expiry date"** means the date on which the terms of the contract which is for a period of one calendar year comes to an end.

20. **“Government Authorities”** means the Government of India (GOI) and provincial, state or local government in India and any political subdivision thereof

21. **“Business Day”** means any day that is not a Sunday or a public holiday (as per the official holidays observed by UIDAI).

22. **“Notice”** means:

a. an information, announcement, message, notification, warning etc. which is in writing; or

b. a consent, approval or other communication required to be in writing under this Contract.

### 3.2 Interpretation

In this Contract unless the context otherwise requires:

i. the headings of the Sections, Clause, Appendices, Schedules, Attachments and Annexure in the Contract are inserted for convenient reference only and shall not affect the meaning and/ or interpretation of this Contract;

ii. unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;

iii. a reference to the singular includes the plural and vice-versa;

iv. a reference to a gender shall include any other gender;

v. the word “include” or “including” shall be deemed to be followed by “without limitation” or “but not limited to” whether or not they are followed by such phrases;

vi. unless categorically specified, reference to a Section, Clause, sub-clause, Appendix, Schedule, Attachment or Annexure shall be to a Section, Clause, Sub-clause, Appendix, Schedule, Attachment or Annexure of this Contract, including any amendments or modifications to the same from time to time;

vii. all Appendices, Schedules, Annexure and Attachments form an integral part of this Contract/ Agreement. In an event of conflict between any provision of the Clause and any provision of the Appendix, Schedule, Attachment or Annexure, the provision of the Clause shall prevail;

viii. a reference to a person includes a partnership and a body corporate;

ix. a reference to any legislation/ regulation having force of law includes legislation/ regulation time to time repealing, replacing, modifying, supplementing or amending that legislation;

- x. where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- xi. In the event of an inconsistency between the terms of this Contract and the Tender and the Bid, the terms hereof shall prevail.
- xii. Any reference to time shall, except where the context otherwise requires and specifies, be construed as a reference to the time in India. Any reference to the Calendar shall be construed as reference to the Gregorian calendar.
- xiii. Unless the context otherwise requires, any period of time referred to shall be deemed to expire at the end of the last day of such period;
- xiv. All references to agreements, documents or other instruments include (subject to all relevant approvals) a reference to that agreement, document or instrument as amended, supplemented, modified, substituted, assigned or renovated from time to time.
- xv. If the Contract / Service Specification include more than one document then unless the Purchaser specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.

### 3.3 Application

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

### 3.4 Period of Contract

This contract for **“Housekeeping Services”** at **Manesar Data Centre, Manesar, Haryana, India** shall be valid for a total period of **1 (One) Year and will commence from date of signing of the contract**. UIDAI, however, reserves the right to terminate/curtail the contract at any time before expiry of contract period after giving one month notice to the agency without assigning any reason. **The contract may be extended further for a period of 2 (two) year on year on year basis** depending on the performance of the bidder and the requirement of UIDAI with same conditions of contract at the sole discretion of UIDAI.

### 3.5 Payment

1. **Payment** for providing House Keeping Services will be released (after deduction of TDS) on satisfactory performance upon completion of a calendar month. It will be mandatory for the Successful Bidder to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. The

payment will be made as per the following terms, on production of the requisite documents:

- a. Given the fact that the successful bidder is under legal obligation to pay due wages as the requirements of law, the successful bidder shall be expected to make payment to the Housekeeping Staff under Electronic Fund Transfer System. The successful bidder shall pay for all legal charges/contributions to statutory authorities. Besides that the successful bidder shall be obliged to satisfy empowered officer about continued labour laws compliance as and when required by empowered officer.
- b. The successful bidder shall raise bill for the services provided for a calendar month within 7 working days of succeeding month of such services. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, balance amount shall be released.
- c. Bill should be submitted to the Administration Division, UIDAI Manesar Data Centre, Manesar, Gurgaon.
- d. Payment from UIDAI shall be made by electronic fund transfer to the Agency's account by NEFT or RTGS for which purpose Agency is required to submit their complete bank details.
- e. It is noteworthy that while considering the attendance and availability of the housekeeping staff, their working hours will also be considered for evaluation and non-compliance with the mentioned hours of work would be penalized.
- f. Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in month's payment.
- g. Successful Bidder to whom Housekeeping Contract is awarded shall ensure compliance to all statutory requirements such as **minimum wages** of Central Government Area 'C', ESI, PF, Bonus etc. in respect of the resources deployed at UIDAI, Manesar. Payment to all the Housekeeping Resources should be made accordingly by successful bidder. UIDAI will reimburse the Invoices claimed in this regard as per the prevailing statutory orders on submission of necessary artifacts.
- h. The endeavor shall be made to make the payment to successful bidder within 30 days after submission of the bills by bidder, however it shall not



have contractual binding on UIDAI. The bidder should ensure that bills for payment must be submitted with following documents for processing of the bill:

- (i) ECS Statement duly verified by the bank official for monthly wages payment in the bank account of Housekeeping Staff deputed to UIDAI on or before 07th of every month by the agency/contractor *(as a proof of compliance to ensure that monthly salary paid is not less than the statutory provision of minimum wages act as applicable in Manesar, Gurgaon for the respective category of worker)*.
- (ii) The payment to the Successful Bidder shall be released only after verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the UIDAI to assess the performance of the successful bidder, both in terms of quantity and quality.
- (iii) Amount of LD / Risk Expense etc., if any, will be deducted from the billing amount.
- (iv) All logs/register for duty performed by its staff
- (v) All records register for the housekeeping consumables items used within the period of month.

2. **Advance Payments:** No advance payment(s) will be made in any case whatsoever.

### 3.6 Currency of Payment

Payment shall be made in Indian Rupees only.

### 3.7 OPTION CLAUSE

**UIDAI reserves the right to vary the services up to 50% of the Contract value during the Contract Period. In case of any increase/ decrease in the House keeping services cost shall be correspondingly increased/ decreased on pro-rata basis.**

### 3.8 Contract Amendments

Subject to Clause 3.7, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

### 3.9 Assignment

The Vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent. The permission, if any,

of the purchaser has to be taken within 15 days of award of the contract.

### **3.10 Sub-contracts**

Sub contracting done by the vendor under this contract with the approval of UIDAI, shall not relieve the Vendor from any liability or obligation under the Contract.

### **3.11 Delays in the Vendor's Performance**

- 1 Delivery of the Housekeeping services and performance of service shall be made by the Vendor in accordance with the Timelines specified by the Purchaser in the Clause 2.31 (Signing of Contract & Start of Services) of this tender document.
- 2 An un-excused delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to any or all of the following sanctions: forfeiture of its performance security, imposition of liquidated damages, and/or termination of the Contract for default.
- 3 If at any time during performance of the Contract, the Vendor or its sub-contractor(s) should encounter conditions impeding timely supply of services, the Vendor shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract. If the vendor request to delay the delivery of services and performance of services is not found acceptable to the purchaser, Clause 3.12 would be invoked.

### **3.12 Liquidated Damages (LD)**

1. In the event of the Agency (successful bidder)'s failure to submit the Bonds, Guarantees and Documents, supply the services etc as specified in this contract, the Purchaser (UIDAI) may, at his discretion, withhold any payment until the completion of the contract. The PURCHASER (UIDAI) may also deduct from the AGENCY (SUCCESSFUL BIDDER) as agreed, liquidated damages to the sum of 0.5% of the contract value of the delayed/undelivered services mentioned in the Section - IV of the RFP for every week of delay or part of a week or pro rata basis, subject to the maximum value of the Liquidated Damages being not higher than 10% of the contract value of relevant year.
2. If any staff is found absent from the duties without prior permission, an additional penalty @Rs 1000/day may be imposed over and above the LD as mentioned in clause 3.12.1 above which can be deducted from the monthly payment to the bidder.

3. Whenever and wherever it is found that the Poor housekeeping services, improper upkeep or cleaning is brought to the notice and if no action is taken within one hour, Penalty @ Rs 2000/day may be imposed over and above the LD as mentioned in Clause 3.12.1 above which can be deducted from the monthly payment to the bidder.

### **3.13 Termination for Default**

- 1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or in part by giving 1(One) month notice:
  - a) If the Vendor fails to provide Housekeeping services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser pursuant to Clause 3.4; OR
  - b) The Purchaser has noticed that the Bidder has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.; OR
  - c) The bidder is delayed due to causes of Force Majeure by more than 1(One) month; OR
  - d) If the Vendor fails to perform any other obligation(s) under the contract; OR
  - e) The Agency (successful bidder) is declared bankrupt or becomes insolvent; OR
  - f) The purchaser is not satisfied with the performance of the bidder or violation of the any of the terms and conditions of the contract
- 2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 3.13.1 the Purchaser may pay, upon such terms and in such manner as it deems appropriate. However, the Vendor shall continue performance of the Contract to the extent not terminated.
- 3 In case the Bidder withdraws or the UIDAI Data Centre, Manesar terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till (the time of appointing a regular contract through a tender process or till the tenure of the contract); whichever is earlier, will be adjusted against payments to be made.

### **3.14 Force Majeure**

- 1 Notwithstanding the provisions of Clauses 3.11, 3.12, 3.13 the Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 2 For Purposes of this Clause, "Force Majeure" means an event beyond the control

of the Vendor and not involving the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3. If a force Majeure situation rises, the Vendor shall promptly, not more than 10 days from its beginning, notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **3.15 Termination for Convenience**

The Purchaser may by written notice sent to the Vendor, terminate the Contract, in whole or in part at any time of its convenience by giving a prior written notice of Thirty Days (30) days. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

### **3.16 Dispute Resolution**

1. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days' notice to refer the dispute to arbitration to the other Party in writing.
2. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
3. The Arbitration proceedings shall be held in New Delhi, India.
4. The Arbitration proceeding shall be governed by the substantive laws of India.
5. The proceedings of Arbitration shall be in English language.
6. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting

of three Arbitrators. Each party shall appoint one Arbitrator and the Arbitrators so appointed shall appoint the third Arbitrator who will act as Presiding Arbitrator.

7. In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, the Chief Justice of India or any person or institution designated by him (in case of International commercial Arbitration) shall appoint the Arbitrators/Presiding Arbitrator. In case of domestic contracts, the Chief Justice of the High Court or any person or institution designated by him within whose jurisdiction the subject purchase order/contract has been placed / made, shall appoint the arbitrator/Presiding Arbitrator upon request of one of the parties.
8. If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/ arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall precede de novo.
9. It is a Scope of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
10. It is also a Scope of the contract that neither party to the contract shall be entitled for any interest on the amount of the award.
11. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.
12. The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.
13. Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.
14. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.

### **3.17 Applicable Law**

The Contract shall be governed by and construed in accordance with the laws of India.

### 3.18 Notices

1. Any notice by one party to the other pursuant to the Contract shall be sent in writing or by email and confirmed in writing to the address specified for that purpose in the contract.
2. A notice shall be effective when delivered or on the notice's effective date and time, whichever is later.

### 3.19 Prices

Prices to be firm: The prices quoted for the Services shall be firm throughout the currency of contract and shall not be subject to any variation.

### 3.20 Deductions

Payments, as envisaged in Clause 3.5, shall be subject to deductions of any amount, for which the Vendor is liable under the agreement against this Bid.

### 3.21 Taxes and Duties

The Vendor shall be entirely responsible for all taxes, duties, license fees, cess, statutory payments viz ESIC, PF, Bonus, etc., incurred until performance of the contracted services to the Purchaser. **If there is any reduction/increase in statutory payments viz Min Wages, ESIC, EPF, duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/Vendor.**

### 3.22 Relationship between the parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between UIDAI and the bidder and/or its personnel. The bidder, subject to this Contract, has complete charge of the personnel and sub-contractors, if any, performing the Services and shall be fully responsible for the Service performed by them or on their behalf hereunder.

### 3.23 Governing Language

The Contract shall be written in the English language. Subject to Clause 14, that language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in that same language.

### 3.24 Services and other conditions

1. The Bidder shall ensure that his employees shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible for any person to identify the individual representing the contractor.
2. The Bidder should abide by and conform to the various provisions in so far as

they relate to him as specified in the Contract Labour (R&A) Act, 1970.

3. The Bidder shall indemnify and shall keep the purchaser indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the purchaser shall not be liable to pay for any damages or compensation to such person or to third party.
4. The Bidder shall, at all times, indemnify the purchaser against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the bidder. The bidder shall insure all the employees engaged for this job and such policy shall be produced to the purchaser on demand.
5. In the event of any exigencies, the purchaser shall have discretion to call upon the bidder to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.
6. The bidder shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
7. That it shall be clearly agreed and understood by the bidder that all the persons provided shall be the employees of the bidder and all disputes between the bidder and its employees shall have no bearing on the Purchaser. The Purchaser shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the bidder. The bidder is fully responsible for disciplined behavior of its workmen. The bidder shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises.
8. All damages caused by the bidder or that of the bidder's employees or arising out of its employee's instruction shall be charged to the bidder and recovered from his dues/bills or adjusted against the performance guarantee.
9. If the performance of any worker/employees is not found satisfactory by the Purchaser, the Bidder will be asked to replace him.
10. The Purchaser or the bidder in case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance beyond its reasonable control and it was not due to negligence or default on its part.

### 3.25 Performance Security

1. Within 30 days of Signing of the Contract with the Purchaser, the successful Vendor shall furnish performance security to the Purchaser, which shall be equal to 10 percent (Ten Percent) of the value of the contract (as per the Clause 2.29 (2), Section 2 under Commercial Bid Evaluation Criteria) in the form of a bank guarantee bond from a scheduled bank.
2. The Performance Security Bank Guarantee shall be released on completion of the Contractual Obligations.
3. The performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of Vendor

## 4. SECTION IV – CONTENTS OF BID

### 4.1 TECHNICAL BID

S.No	Particulars	To Be filled by Bidder	Serial Page No of the scanned documents uploaded From -- to
1	Name of the Bidder/Agency:		
2	Address (with Tel. & Mob.No.e- mail ID):		
3	Nature of the concern : (i.e. Sole Proprietor / Partnership firm or a Limited Company or a Government Department or a Public Sector Organisation)		
4	Registration Number of Bidder/ Concern :		
5	PAN Number of Bidder/ Concern :		
6	Demand Draft / BG No. dated From bank name amounting to Rs. 2,00,000/-as Earnest Money Deposit (EMD) (Please attach attested scanned copy)		
7	Income Tax Payment Certificate of last three years as on 31.03.2019.	YES / NO	
8	Whether firm has provision of uniforms, identity cards	YES/NO	
9	Registration Number of ESIC:		
10	Registration Number of EPFO:		



11	Whether the Company owns manpower a minimum of 50?	YES/NO	
12	Whether the company has office in Delhi/NCR?	YES/ NO	
13	Financial Statement in support Annual Turnover, duly certified by Chartered Accountant for last three FY ending 31.03.2019	YES/ NO	
14	Registration number with service tax department	YES/NO	
15	The Agency/firm should have Registration and Licence under Contract Labour Act, 1972.	YES/NO	
16	Weather firm has completed/executed housekeeping works of Three (3) works of the value of at least Rs. 20,00,000/- (Rs Twenty Lakh only) from <b>housekeeping services in the last 3 financial years as on 31.03.2019</b>		
17	The bidding Company / Firm / Agency must have a annual average turnover of 1,50,00,000 (Rupees One Crore, Fifty Lakh Only) per year during the last three financial year till year ended on 31.03.2019.		
18	The bidder should not have been blacklisted / under a declaration of ineligibility for corrupt and fraudulent practices with any of the departments of the Central, State Governments and PSUs. Undertaking from bidder in this regard to be submitted. The Bidder should have office in Delhi/NCR.	Not blacklisted/Black listed	
19	Bidder should have at least five years experience in providing Housekeeping services to reputed Private and/or Public sector companies/banks/Government be provided as per Annexe 4.1.5 of Section IV		

Note: Supporting documents in r/o above mentioned technical requirement should be self attested, scanned, serially numbered and attached with the technical bid, being mandatory.

17. Any other information important in the opinion of the bidder.

**Dated :**

**At :**

**(Signature of Bidder with stamps of the firm)**

**4.1.1 BID PARTICULARS**

**Annexe 4.1.1**

**BID PARTICULARS FOR Bid No. \_\_\_\_\_**

1. Name of the Bidder \_\_\_\_\_
2. Address of the Bidder \_\_\_\_\_
3. Name of the housekeeping service provider \_\_\_\_\_
4. Address of the housekeeping service provider \_\_\_\_\_
5. Place of housekeeping service provider \_\_\_\_\_
6. Bidders Proposal Number and date \_\_\_\_\_
7. Name and address of the officer to whom  
all references shall be made regarding  
this bid \_\_\_\_\_  
Tel. No. \_\_\_\_\_  
Cell No. \_\_\_\_\_  
Fax No. \_\_\_\_\_  
Email ID. \_\_\_\_\_

**Witness :**

Signature -----

Name -----

Address -----

Date -----

**Bidder :**

Signature -----

Name -----

Address -----

Date -----

**Company Seal**

**4.1.2 TECHNICAL BID LETTER**

**(Annexe 4.1.2)**

**To**

**The Deputy Director General (MDC)  
Unique Identification Authority of India (UIDAI)  
Headquarters,  
Bangla Sahib Rd,  
Gole Market, New Delhi,  
Delhi – 110001.**

**Ref : Bid No. \_\_\_\_\_**

**Sir,**

We declare:

- (i) That we are provider of Housekeeping Services.
- (ii) That we/our principals are equipped with adequate manpower required for Housekeeping and that our establishment is open for inspection by the representatives of the Unique Identification Authority of India.

- 2. We hereby offer to supply the Housekeeping Services for 1 year at the prices and rates mentioned in the **Annexe 4.2.2** of the Commercial Bid.

**3. PERIOD OF DELIVERY**

We do hereby undertake that, in the event of acceptance of our bid, the housekeeping & Operations services shall be made as stipulated in the schedule to the Bid Document and that we shall perform all the incidental services.

**4. TERMS OF DELIVERY**

The prices quoted are inclusive of all charges in the UIDAI at the location as mentioned in **Appendix C**.

- 5. We agree to abide by our offer for a period of **180 days** from the last date of submission of bid and that we shall remain bound by a communication of acceptance within that time.

- 1. We have carefully read and understood the terms & conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to supply of services as per these terms and conditions.

- 2. Certified that the bidder is :

- a) The Constituted attorney of the company and the person signing the bids is the constituted attorney of the Company.

**OR**

- b) The Principal Officer or his duly Authorized Representative of the Company, and he has the authority to refer to arbitration disputes concerning the business of the Company by virtue of the general power of attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the tender document.)

9. Self attested scanned copy of Bid Security (**Earnest Money Deposit**) for an amount equal to **Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)** is attached in the Cover containing **Technical Bid** in the form of specified in **Clause 1.1(f) of Section I. Original has been dispatched/delivered to the address mentioned in clause 1.2 of Section I.**
10. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of awarding the Contract, shall constitute a binding contract between us.

Dated this      day of      2020

**Signature of the bidder**

**Name :**  
**Full Address :**  
**Telephone No :**  
**Fax No :**  
**E mail ID :**

**Details of enclosures:**

- 1.
- 2.
- 3.
- 4.
- .
- .
- .

#### 4.1.3 DETAILS OF REQUIREMENT FOR HOUSEKEEPING SERVICE (Annexe 4.1.3)

##### (A) Requirement of Manpower for the services

Sr. No.	Description	No. of Resources/ daily (min)	Qualification / Experience (min)	Work Timing	Work days / week
01	Supervisors (Housekeeping & Horticulture) Skilled	03(three)	Graduate in any discipline/Housekeeping Management with minimum three years post qualification work experience.	Mon – Fri (0830 - 1800) Sat(1000-1300)	06
02	Housekeeping and Horticulture Staff Un-Skilled (For 8 Hrs & 26 days)	25(Twenty Five)	One year work experience.	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
03	Plumber	01	5 year Experience	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
04	Electrician	01	5 year Experience	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
05	Carpenter	01	5 year Experience	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
06	Pest Controlling	01	5 year Experience	On call basis between Sat – Sun (0800 -1730) only	

##### (B) Requirement of Consumables/monthly for the services

Sl.no	Items	Brand	Quantity
1	Hand wash Liquid	Dettol, Lifebouy	12 Bottle
2	Hand Wash liquid (5 Ltr)	Fem, Glamic	06 Cane
3	Phenyl (5 Ltr)	Clinzo, Trishul	06 Cane
4	Air Freshener	Odonil, Glamic	30 nos
5	Room freshener	Premium, Air wick,	30 Nos
6	Mosquito, Cockroach spray (Black / red)	Baygon, Hit, All Out	15Nos
7	Glass Cleaner	Colin, Taski	30 Nos
8	Toilet Cleaner (5 Ltr)	Harpic, Taski, Odonil	05 Cane
9	R-II Chemical (for floor) (5 Ltr)	Taski	03 Cane
10	R4 Chemical (for Wooden) (5 Ltr)	Taski	03 Cane

11	D-7 Chemical (for Steel)	Taski	05 Ltr
12	Plastic Small garbage	Good quality	45 Kg
13	Plastic Big Garbage	Good quality	20 Kg
14	Naphthalene Ball	Trishul	03 Kg
15	Urinal & Sanitary Cube	Odonil, Catchy	30 Packet
16	Tissue Box	Wintex-200 sheets	300 Box
17	Toilet paper Roll	Premium	15 Pkt
18	Detergent	Surf	15 Kg
19	Scrub Brush	Scorch bright	15 nos
20	Other materials like Broom, Wiper/floor wiper, Duster (White/Yellow), Floor duster etc	Good quality	Approx/per month L/s
21	Pesticides	Good quality	2 Ltr
22	Insecticides	Good quality	2 Ltr
23	Farm Yard Manure	Good quality	5 Kg
24	Urea	Good Quality	5 Kg

**(C) Machines / equipments (Daily)**

Sl. No.	Machines	No of Machines Required
(i)	<b>Heavy duty Auto floor Scrubber &amp;Drier</b> for Floor scrubbing in the Corridor areas thru machines which can scrub and dry in a single pass and is capable to reaching up to wall surface. The unit recommended to be of low sound level and high productivity apart from being manoeuvrability	02
(ii)	<b>Single Disc Scrubber</b> for Periodical deep cleaning of toilets and also buffing of wooden & marble floors to maintain a good shiny surface	04
(iii)	<b>Wet &amp; dry Vacuum Cleaner</b> for Wet pick up of slurry as a back up to single disc unit	04
(iv)	<b>Silent Dry vacuum Cleaner</b> of carpets and also dedusting needs as well as cleaning of cobwebs	03
v)	<b>Telescopic Rod</b> a) (6 mtr height) b) (3 mtr height)	03 03
vi)	<b>Grass Cutting Machine</b>	02

**Note: All the tools pertaining to Electrician, Plumber, Carpenter and Pest Control shall be provided by Bidder**

Date:

Signature of authorized person

Full Name:

Seal:

Place:

E mail ID:

#### 4.1.4 DETAILS OF THE PAST CONTRACTS OF HOUSEKEEPING (Annexe 4.1.4)

Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last **3(three)** years in the following format.

*(Also attach attested copies from various clients that will be considered as reference checks).*

Sl. No.	Details of client along with address, telephone and Fax numbers	Amount of Contract. (Rs. in Lakh)	Duration of Contract.	
			Form	To

(If the space provided is insufficient, a separate sheet may be attached.)

**Note:** UIDAI can contact the clients to confirm the references provided.

Date:

Signature of authorized person  
Full Name:  
Seal:  
Place:

#### 4.1.5 PROJECT AND MANPOWER DETAILS

(Annexe 4.1.5)

##### Details of Projects and Manpower:

Sl No.	Name of the Projects On-going and Completed (with the location details)	Start Date of Project	End Date of Project	Cost of Project (in Rs.)	No. of Supervisor (Housekeeping) (Skilled)	Housekeeping staff (Semiskilled/Unskilled)

**Note:** If required purchaser will visit the project site to verify.

Signature of authorized person

Date:  
Name:  
Place:  
Seal:



## 4.2 COMMERCIAL BID

### 4.2.1 Commercial Bid Letter

(Annexe 4.2.1)

To

**The Deputy Director General (MDC)  
Unique Identification Authority of India (UIDAI)  
Headquarters,  
Bangla Sahib Rd,  
Gole Market, New Delhi,  
Delhi – 110001.**

**Ref : Bid No. \_\_\_\_\_**

Sir,

We declare:

- (i) That we are provider of Housekeeping & Operations Services.
  - (ii) That we/our principals are equipped with adequate manpower required for Housekeeping & Operations and that our establishment is open for inspection by the representatives of the Unique Identification Authority of India.
2. We hereby offer to supply the Housekeeping Services for 1 year at the Contract value and monthly prices/rates as mentioned in the **Annexe 4.2.2 and Annexe 4.2.3-Annexe 4.2.7, respectively**, of the Commercial Bid.
3. **PERIOD OF DELIVERY**
- We do hereby undertake that, in the event of acceptance of our bid, the housekeeping services shall be made as stipulated in the Schedule to the Bid Document and that we shall perform all the incidental services.
4. **TERMS OF DELIVERY**
- The prices quoted are inclusive of all charges in the UIDAI at the location as mentioned in **Appendix C**.
5. We enclose herewith the complete **Commercial Bid** as required by you. This includes:

S. NO.	CONTENTS
1.	Commercial Bid Letter (Annexe 4.2.1)
2.	Cost for providing Housekeeping Services (Annexe 4.2.2 – Annexe 4.2.7)
3.	Soft Copy of Cost for providing Housekeeping Services (to be downloaded online in The Form of BoQ_Housekeeping_MDC.xls)

6. We agree to abide by our offer for a period of **180 days** from the last date of submission of the bid and that we shall remain bound by a communication of acceptance within that time.
7. We have carefully read and understood the terms & conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to supply service as per these terms and conditions.
8. Certified that the bidder is :

- c) The Constituted attorney of the company and the person signing the bids is the constituted attorney of the Company.

**OR**

- d) The Principal Officer or his duly Authorized Representative of the Company, and he has the authority to refer to arbitration disputes concerning the business of the Company by virtue of the general power of attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the tender document.)

9. Self attested scanned copy of Bid Security (**Earnest Money Deposit**) for an amount equal to **Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)** is attached in the Cover containing **Technical Bid** in the form of specified in **Clause 1.1(f) of Section I. Original has been dispatched/delivered to the address mentioned in clause 1.2 of Section I.**
10. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of awarding the Contract, shall constitute a binding contract between us.

Dated this     day of     2020

**Signature of the bidder**

**Name** :  
**Full Address** :  
**Telephone No** :  
**Fax No** :  
**Email ID** :

**Details of enclosures:**

- 1.
- 2.
- 3.

#### 4.2.2 Consolidated Cost for providing HOUSEKEEPING SERVICES (Contract Value) (Annexe 4.2.2)

(Note: - Also to be uploaded in the form of **Price BoQ** under Commercial Bid)

Consolidated Cost for providing HOUSEKEEPING SERVICES				
Sl. No.	Item Description	Quantity	Rate for one month inclusive of all applicable taxes and duties and statutory charges (INR)	Rate for one year inclusive of all applicable taxes, duties and statutory charges Col(5)=Col(4)x12 (INR)
Col (1)	Col (2)	Col (3)	Col (4)	Col (5)
1.	Carrying out the Housekeeping Services as per the scope of work/requirement and by deploying appropriate manpower as mentioned in Section V. Contract Value Sum of Annexe 4.2.3 – 4.2.6 (Sum Of A + B + C + D).	1		
Total in Figures				
Total in Words				

**DEDUCTIONS:** Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meeting out all the tax implications as per Rules of other Government Departments.

Date: \_\_\_\_\_

Signature of authorized person  
Full Name: \_\_\_\_\_  
Seal: \_\_\_\_\_  
Place: \_\_\_\_\_

**Notes:**

1. The rates quoted by the tendering Agency should be inclusive of all taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.

#### 4.2.3 Cost Of “Manpower” for Housekeeping Services (Annexe 4.2.3)

		Housekeeping Manpower Costs				
Sl.No	Item Name	Qty.	Unit	Unit Rate for one month including all applicable minimum wages, taxes, duties, Cess, ESI, PF, uniform ,washing of uniform, services charge, leave, Statutory Charges etc.  (in Rs)	Total Rate for one month including all applicable minimum wages, taxes, duties, Cess, ESI, PF, uniform ,washing of uniform, services charge, leave, Statutory Charges etc.  (in Rs)  (6) = (5) * (3)	Total Cost for 12 month including all applicable minimum wages, taxes, duties, Cess, ESI, PF, uniform ,washing of uniform, services charge, leave, Statutory Charges etc.  (in Rs)  (7)=(6)*(12)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Supervisors (Housekeeping) Skilled	3	each			
2	Housekeeping Staff Un-Skilled	25	each			
3	Plumber (semi skilled)	01	each			
4	Electrician(semi skilled)	01	each			
5	Carpenter(semi skilled)	01	each			
	Total Cost (A) in Figures					
	Total Cost (A) in Words :					

**Note:** Bidders to submit on annexe 4.2.7 break down of the Manpower Cost ( i.e. applicable Min wages of Central Govt area 'C' , EPF , ESI, Service Charge, Service Tax etc) being filled in Col (5) above. In case of non-compliances/incomplete provisions of minimum wages, taxes, duties, Cess, ESI, PF, uniform ,washing of uniform, services charge, leave, Statutory Charges, bid will be summarily rejected. Bonus is applicable extra on submission of valid proof of payment. Min wages is subject to change as per Min of Labour and Employment Govt notifications.

**Signature & Seal of the Bidder**

**Name :**  
**Full Address :**  
**Telephone No :**  
**Fax No :**  
**E mail ID :**

#### 4.2.4 Cost of “Manpower under On-Call Basis” for Housekeeping Services (Annexe 4.2.4)

Housekeeping Manpower under On-Call basis Costs						
Sl.No	Item Name	Qty.	Unit	Unit Rate for single visit including all applicable taxes, duties, Cess, ESI, PF, Bonus, Statutory Charges etc.	Total Rate for one month including all applicable taxes, duties, Cess, ESI, PF, Bonus, Statutory Charges etc.	Total Cost for 12 months including all applicable taxes, duties, Cess, ESI, PF, Bonus, Statutory Charges etc
				(in Rs)	(in Rs)	(in Rs)
					(6) = (5) * (3)	(7)=(6)*(12)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Pest Control	02	each			
	Total Cost (B) in Figures					
	Total Cost (B) in Words :					

Note: This will have no binding on UIDAI for taking the pest control services from the bidder. UIDAI will use pest control service from the bidder on “On-Call” basis. The payment shall be made to the bidder accordingly.

1. Pest control - visit shall happen once in a fortnight/ 2 times in a month, however this frequency may change

**Signature & Seal of the bidder**

**Name :**  
**Full Address :**  
**Telephone No :**  
**Fax No :**

**4.2.5 Cost of “Machine Rentals” for Housekeeping Services (Annexe 4.2.5)**

Sl. No.	Machines	Brand Name	No of Machines required	Unit Rate/ month	Amount Quoted/ year
(i)	<b>Heavy duty Auto floor Scrubber &amp; Drier</b> for Floor scrubbing in the Corridor areas thru machines which can scrub and dry in a single pass and is capable to reaching up to wall surface. The unit recommended to be of low sound level and high productivity apart from being manoeuvrability		X	Y	X*Y*12
			02		
(ii)	<b>Single Disc Scrubber</b> for Periodical deep cleaning of toilets and also buffing of wooden & marble floors to maintain a good shiny surface		04		
(iii)	<b>Wet &amp; dry Vacuum Cleaner</b> for Wet pick up of slurry as a back up to single disc unit		04		
(iv)	<b>Silent Dry vacuum Cleaner</b> of carpets and also dedusting needs as well as cleaning of cobwebs		03		
v)	<b>Telescopic Rod</b>				
	c) (6 mtr height) d) (3 mtr height)		03 03		
vi)	<b>Grass Cutting Machine</b>		02		
vii)	<b>All the tools pertaining to Electrician, Plumber, Carpenter shall be provided by Bidder</b>				
<b>Total in figures (C)</b>					
<b>Total in words (C)</b>					

Note: all prices shall be inclusive of all applicable taxes, duties and cess etc. No separate amount shall be paid.

**Signature & Seal of the bidder**

**Name :**  
**Full Address :**  
**Telephone No :**  
**Fax No :**

**4.2.6 Cost of “Toiletries / Dispensers” for Housekeeping Services (Annexe 4.2.6)**

<b>Sl.no</b>	<b>Items</b>	<b>Brand</b>	<b>Quantity</b>	<b>Unit Rate/ month</b>	<b>Amount quoted/Year</b>
1	Hand wash Liquid	Dettol, Lifebouy	X 12 Bottle	Y	X*Y*12
2	Hand Wash liquid (5 Ltr)	Fem, Glamic	06 Cane		
3	Phenyl (5 Ltr)	Clinzo, Trishul	06 Cane		
4	Air Freshener	Odonil, Glamic	30 nos		
5	Room freshener	Premium, Air wick,	30 Nos		
6	Mosquito, Cockroach spray (Black / red)	Baygon, Hit, All Out	15Nos		
7	Glass Cleaner	Colin, Taski	30 Nos		
8	Toilet Cleaner (5 Ltr)	Harpic, Taski, Odonil	05 Cane		
9	R-II Chemical (for floor) (5 Ltr)	Taski	03 Cane		
10	R4 Chemical (for Wooden) (5 Ltr)	Taski	03 Cane		
11	D-7 Chemical (for Steel)	Taski	05 Ltr		
12	Plastic Small garbage	Good quality	45 Kg		
13	Plastic Big Garbage	Good quality	20 Kg		
14	Naphthalene Ball	Trishul	03 Kg		
15	Urinal & Sanitary Cube	Odonil, Catchy	30 Packet		
16	Tissue Box	Wintex-200 sheets	300 Box		
17	Toilet paper Roll	Premium	15 Pkt		
18	Detergent	Surf	15 Kg		
19	Scrub Brush	Scorch bright	15 nos		
20	Other materials like Broom, Wiper/floor wiper, Duster (White/Yellow), Floor duster etc	Good quality	Approx/p er month L/s		
21	Pesticides	Good quality	2 Ltr		
22	Insecticides	Good quality	2 Ltr		
23	Farm Yard Manure	Good quality	5 Kg		
24	Urea	Good quality	5 Kg		
<b>Total in figures (D)</b>					
<b>Total in words (D)</b>					

**Note:**

1. Qty above is indicative may vary depending upon requirement, Payments of above toiletries / dispensers shall be made based on actual basis.
2. Bidder would require to submit the copy bills/log register for supporting the claim
3. All prices shall be inclusive of all applicable taxes, duties and cess etc. No separate amount shall be paid.

**Signature & seal of the bidder**

**Name :**  
**Full Address :**  
**Telephone No :**  
**Fax No :**  
**E mail ID :**

**4.2.7 Break down details of values entered in Col 4 of Annexe 4.2.3**

Sl.No	Item Name	Min wages/Month as applicable to Area 'C' Central Government in Rs	EPF @13% on Min wages in Rs	ESI 3.25% on Min wages in Rs	Service charge inclusive of uniform charges, washing charges, leave etc , applicable on Min wages in Rs	GST/Service Tax in Rs	Any other cess ,statutory charge etc in Rs	Total in (Sum of Col 3 to Col 8) in Rs
1	2	3	4	5	6	7	8	9
1	Supervisors (Housekeeping) Skilled							
2	Housekeeping Staff Un-Skilled							
3	Plumber (semi skilled)							
4	Electrician(semi skilled)							
5	Carpenter(semi skilled)							

**Note:** Value in Col 9 above shall tally values entered in Col (5) of Table at Annexe 4.2.3

**Signature & seal of the bidder**

**Name :**

**Full Address :**

**Telephone No :**

**Fax No :**

**E mail ID :**



## 5 Section V – Scope of Work

### 5.1 Services to be provided

#### 5.1.1 Housekeeping

##### 5.1.1.1 Nature of Services

- 1) The Bidder shall arrange for performance upkeep including sweeping, washing, cleaning of furniture and fixture, windows, windows glasses, doors, Carpets, Chairs, sofa sets windscreens, Venetian blinds, false ceiling polishing of metal surfaces. The bidder shall ensure that even those areas of premises shall be well maintained and cleaned, which are not in immediate use and / or are vacant. The bidder shall ensure cleaning of toilets and urinals.
- 2) The Bidder shall arrange for upkeep of entire complex including furniture and fixtures at the frequency / interval as is specified in the Work Schedule as mentioned in **Clause 5.2.1**.
- 3) The Bidder shall ensure excellent standard of housekeeping, cleanliness and maintenance of the entire complex / premises by employing skilled/unskilled personnel No of personnel's as mentioned in **Clause 5.3 may need a increase/decrease based on requirement, at sole discretion of UIDAI**. The hours of work of personnel are also indicated in the **Clause 5.3** but may be altered by UIDAI at its sole discretion.
- 4) Disposal of all garbage/wastes (with segregation of the waste into two separate bins- one for dry waste and another wet waste), shall be the responsibility of the bidder to arrange. The Bidder shall ensure that the garbage is picked before 9.15 A.M. positively leaving no chance for complaint.
- 5) In the areas in the office which are to be cleaned daily i.e. Monday to Friday, the initial cleaning operation in all aspects shall be completed and made fit to use by 9.00 a.m. All periodical operations shall be executed continuously till the closing time i.e. 6.00 p.m.
- 6) The Bidder shall ensure to display a workflow chart of the duties to be performed by its personnel from morning till evening, i.e. as per the specified duty time of the Contract. All the activities shall be listed on the Chart and signed by the concerned personnel as a token of the job having being completed or attended to.
- 7) The Bidder will be responsible for promptly attending to all service complaints / requirements within the purview of the contract.
- 8) The Bidder shall also arrange, shining of brass plates, other brass plates used and other name plates also.

- 9) The Bidder will have to do the work related to the upkeep and maintenance of entire premises for services of sweeping, mopping, dusting, cleaning and other maintenance services as required.
- 10) Any short supply or inadequacy with regard to manpower and equipment employed by the Bidder shall be viewed seriously and shall attract Liquidated Damages as mentioned **Clause 3.12 of Section III**.
- 11) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the Bidder shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.
- 12) The Bidder shall provide Identity Cards to all its personnel (including sub-contractor's personnel) and ensure that these personnel wear the said IDs in such a way that it is prominently displayed and visible for any person to identify the individual representing the Bidder.
- 13) The housekeeping supervisors shall be available in the UIDAI Data Centre Building premises from 8.30 a.m. to 6.00 p.m. on Monday till Friday and 10:00 a.m. to 1:00 p.m. on Saturdays (mentioned in **Clause 5.3**). They shall be in-charge for the overall act of cleaning services in respect of the buildings and should monitor all jobs throughout the day and all the employees/workers must be at his disposal. A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.
- 14) The employees/workers of the bidder will have no right to claim with the UIDAI or to claim absorption on completion of the above contract scheme.
- 15) If in the opinion of UIDAI, the Bidder engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, UIDAI may, at its sole discretion and without any written notice to the Bidder, get the work done through any third party Bidder, and recover the entire cost thereof from the Bidder's payment(s) and/or any other security available with it.
- 16) The Bidder shall provide defined uniform (to be pre-approved by UIDAI) to all its personnel (including sub-contractor's personnel) and ensure that these personnel wear the said uniform at all times when they are on the premises and for carrying out the services. The personnel should present themselves clean and tidy.
- 17) In the event of any exigencies, UIDAI shall have discretion to call upon the Bidder to

provide such additional personnel as may be necessary for the purpose of effectively carrying out the services contemplated in this agreement.

- 18) The Bidder and the employees engaged by the Bidder will follow the entry and exit procedures of the purchaser as may be determined by the purchaser from time to time.

#### **5.1.1.2 Scope of Cleaning Works**

##### **1) Daily Cleaning**

##### **Sweep Clean:**

- Sweep and clean all floor areas.
- Damp moping of tiles, vitrified floors, staircases, elevators, floors, side walls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
- Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency 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 standing water.
- After sweeping all vitrified floors, area would be machine scrub cleaned.

##### **Dry cleaning / Vacuuming:**

- Vacuuming all carpets runners and carpet protectors so that they are free of dirt, mud, etc.
- When completed, the area should be free of all litter, lint, loose soil and debris.
- Any chairs, trash, receptacles and easily movable items shall be moved to clean underneath and then replaced in the original position.

##### **Washroom cleaning (to be carried out on hourly basis):**

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities.
- All surfaces shall be free of grime, soap, mud and smudges.
- Cleaning of mirrors, glass windows, glass doors etc.

##### **Trash removal:**

- Emptying all waste paper baskets from all floors and washing or wiping them clean with damp cloth, replacing plastic waste paper basket lining and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the buildings waste container or as directed by UIDAI.
- Dry and wet garbage would be segregated and dumped into designated area for Garbage Dumping by Civil Authorities of Manesar/Gurgaon by own arrangement of Vendor on daily basis without fail.

**Glass surface cleaning:**

- All glasses at the entrance door 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 finger prints on glass counters and partitions. This cleaning is done using approved all purpose cleaner and lint free cloth or paper towels.

**Spot carpet cleaning:**

- Spot clean carpets whenever necessary to remove spots using appropriate products, chemicals etc.

**Damp and dry cleaning:**

- Wipe clean all white boards of meeting rooms, conference rooms, work stations etc.
- Wipe clean all table tops of workstations, cubical and other furniture and fixtures.

2) Weekly Cleaning

**Deep Cleaning:**

- Ceiling, walls, partitions etc.
- Toilets and washrooms.

**Window glass cleaning:**

- Interior and exterior glasses will be cleaned on both sides, throughout the building (except external façade of glass walls).
- Dusting windows sills and blinds.

**Sanitizing:**

- **Office desk paper bins** would be cleaned and sanitized.
- All washrooms dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants.
- Waste bins from pantry/canteen areas would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

**Polishing:**

- All the door/window handles/knobs, other brass fittings and items/statues, planners etc. are required to be polished and kept in shining condition.

3) Fortnightly Cleaning:

**Dusting and wiping:**

- Dusting and wiping light fixtures. When completed, the light fixtures should be free from dirt, grim, dust and marks.
- Applying metal polishes to accessories or door/window handles, hand railings, lift walls etc. where applicable.

**Scrubbing:**

- Scrubbing of all floor areas with scrubbing machines.

4) Other Tasks:

- Sweeping, mopping, machine scrubbing of all specified floors.
- Removing all garbage and replace cleaned bins. Garbage will be taken to the designated site from where the contractor will arrange for its disposal.
- Wipe/clean of all glass doors and windows regularly.
- Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

**5.1.1.3 Other Works**

1. The Bidder's supervisory staff should be available at site every day during office hours as mentioned in **Clause 5.3**. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately.
2. The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.
3. The Bidder will have to get all the consumables, machines etc. for housekeeping as contracted/desired by UIDAI and instructions issued from time to time in this regard should be complied with by the Bidder.

**5.1.2 Horticulture**

- 1) The Bidder shall arrange for horticulture upkeep in both inside and outside the buildings including watering, timely manure, cleaning, grass cutting, weeding etc.
- 2) The Bidder shall arrange for upkeep of entire horticulture in the complex at the frequency / interval as is specified in the Work Schedule as mentioned in **Clause 5.2.2**.
- 3) The Bidder shall ensure excellent standard of horticulture work in the entire complex / premises by employing personnel as mentioned in **Clause 5.3**. The hours of work of personnel are also indicated in the **Clause 5.3** but may be altered by UIDAI at its sole discretion.
- 4) Disposal of all wastes shall be the responsibility of the bidder to arrange. The Bidder shall ensure that the garbage is picked before 9.15 A.M. positively leaving no chance for complaint.

- 5) Areas inside of building shall be maintained daily i.e. Monday to Friday, the initial cleaning operation in all aspects shall be completed and made fit to use by 9.00 a.m. All periodical operations shall be executed continuously till the closing time i.e. 6.00 p.m.

#### **5.1.2.1 Scope of Horticulture Works**

- 1) Daily  
**Watering:**
  - All the horticulture both inside and outside the building premise.
- 2) Weekly  
**Grass Cutting and weeding:**
  - Cutting of Grass through grass cutter machine.
  - Weeding
- 3) Fortnightly:  
**Manure, insecticide:**
  - Giving Manure to plants.
  - Using insecticide for safety of horticulture.
- 4) Other Tasks:
  - Maintain high standards of horticulture and hygiene at all assigned areas throughout the premises.
  - Plant new and seasonal flowers. (Note:- Requirement in this regard may be communicated to UIDAI from time to time for supply of the requisite plants/trees. UIDAI may also at its own assessment purchase requisite plants/tress any time of the year and ask the Vendor to plant and maintain it properly.

#### **5.1.2.2 Other Works**

The Bidder will have to get all the Grass cutter Machines, Tools, Manures, Insecticides etc. for horticulture as contracted/desired by UIDAI and instructions issued from time to time in this regard should be complied with by the Bidder.

#### **5.1.3 Plumber, carpenter, Electrician**

- 1) The Bidder shall arrange for Plumber, Carpenter and Electrician in the Complex – both inside and outside areas or as directed by MDC-Admin.
- 2) The Bidder shall provide the Plumber, Carpenter and Electrician in the complex as mentioned in **Clause 5.2.3 and Clause 5.3**. The hours of work of personnel are also indicated in the **Clause 5.3** but may be altered by UIDAI at its sole discretion.
- 3) The bidder have to checkup and monitor the plumbing, carpenter and electrical works in the complex on weekly basis.

- 4) During the weekly checkup, the bidder must submit the report of Plumber, Electrician and Carpenter to UIDAI on weekly basis.
- 5) The spares, parts for any kind of repairs for plumbing, carpenter or electrical works shall be provided to bidder by UIDAI.

#### 5.1.3.1 Scope of Plumber, carpenter, Electrician Works

- 1) Plumber
  - All the plumbing works of the complex shall be checked and repaired for any kind of leakage, fixing etc.
  - All the carpenter works of the complex shall be checked and repaired.
- 2) Electrician
  - All the Electrical works of the complex shall be checked and repaired etc

## 5.2 Scope and Schedule of work

### 5.2.1 Housekeeping

WORK SCHEDULE		
S. No.	Area & Activity	Frequency
<b>Non Data Centre building Manesar</b>		
<b>1</b>	<b>Office Area – 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> floors , open area and parking area</b>	
	Dust Bin Cleaning	Daily
	Sweeping & Mopping of floors	Daily / Hourly basis at ground floor.
	Cleaning of Tables, Chairs, Workstations, Storage, Computers	Daily
	Cleaning of phones	Daily
	Cleaning of partitions	Weekly
	Cleaning of Window edges	Daily
	Cleaning of Carpet area	Weekly( With Vacuum Cleaner)
	Cob Web removal	Weekly
	Removing of Stains	Weekly
	Open area garden maintenance	Daily
<b>2</b>	<b>Cleaning of Ground floor common area</b>	
	Cleaning of staircases, corridor, railings and lifts lobby	Thrice a day
	Cleaning of electrical fittings	Once in fortnight
	Cleaning of doors, windows, glass, walls, skirting, doormats and carpets	Once in a week
	Stains, spills, footmarks on floor	Immediately
	Reception area	Daily
<b>3</b>	<b>5<sup>th</sup> &amp; 6<sup>th</sup> Floor</b>	
	Cleaning of Cafeteria and other remaining area	Thrice a day

	Cleaning of CISF common area	Daily
<b>4</b>	<b>Car parking area &amp; Outside Common Area</b>	Daily
<b>5</b>	<b>Toilets in building premises</b>	
	Cleaning of toilets	Daily/ Hourly basis
	Cleaning of washbasins	Daily/ Hourly basis
	Check working of exhaust fans	Daily
	Cleaning of Dustbins	Hourly
	Cleaning of Floors	Hourly
	Changing toilet rolls, Towels	Hourly
<b>6</b>	<b>Data Centre Building</b>	
	Stair case cleaning	Daily
	Toilet cleaning	As per details under work schedule S.No 5 above
	Lift Lobby	Twice in a day

### 5.2.2 Horticulture

WORK SCHEDULE		
S. No.	Area & Activity	Frequency
NON DATA CENTRE BUILDING, MANESAR		
<b>1</b>	<b>Office Area – 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Floors and open area</b>	
	Watering plants	Daily
	Grass Cutting and weeding	Weekly
	Manure, insecticide	Fortnightly

### 5.2.3 Plumber, carpenter, Electrician

WORK SCHEDULE		
NON DATA CENTRE /DATACENTRE BUILDING, MANESAR		
S. No.	Area & Activity	Frequency
<b>1</b>	<b>Office Area – 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Floors, open area and Basement</b>	
	Plumbing activities	On-site
	Electrician	On-site
	Carpenter	On-site
	Pesticides	On Saturday and Sunday only

Note: The Scope and schedule of work under clause 5.2, section V may change as per requirement of MDC Complex.



### 5.3 Schedule of Requirements (SOR)

Schedule of Requirements should be as below:

#### 1.1 Requirement of Manpower for the services

Sr. No.	Description	No. of Resources (min)	Qualification / Experience (min)	Work Timing	Work days / week
01	Supervisors (Housekeeping & Horticulture) Skilled	03(three)	Graduate in any discipline/Housekeeping Management with minimum three years post qualification work experience.	Mon – Fri (0830 - 1800) Sat(1000-1300)	06
02	Housekeeping and Horticulture Staff Un-Skilled (For 8 Hrs & 26 days)	25(Twenty Five)	One year work experience.	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
03	Plumber	01	5 year Experience	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
04	Electrician	01	5 year Experience	Mon – Fri (0800 - 1730) Sat(1000-1300)	06
05	Carpenter	01	5 year Experience	Mon – Fri (0800 - 1730) Sat(1000-1300)	06

### 1.2 Machines Required /Daily

Sl. No.	Machines	No of Machines required
(i)	<b>Heavy duty Auto floor Scrubber &amp;Drier</b> for Floor scrubbing in the Corridor areas thru machines which can scrub and dry in a single pass and is capable to reaching up to wall surface. The unit recommended to be of low sound level and high productivity apart from being manoeuvrability	02
(ii)	<b>Single Disc Scrubber</b> for Periodical deep cleaning of toilets and also buffing of wooden & marble floors to maintain a good shiny surface	04
(iii)	<b>Wet &amp; dry Vacuum Cleaner</b> for Wet pick up of slurry as a back up to single disc unit	04
(iv)	<b>Silent Dry vacuum Cleaner</b> of carpets and also dedusting needs as well as cleaning of cobwebs	03
v)	<b>Telescopic Rod</b> e) (6 mtr height) f) (3 mtr height)	03 03
vi)	<b>Grass Cutting Machine</b>	02
vii)	<b>All the tools pertaining to Electrician, Plumber, Carpenter shall be provided by Bidder</b>	

### 1.3 List of toiletries / dispensers (Per month)

Sl. No	Items	Brand	Quantity
1	Hand wash Liquid	Dettol, Lifebouy	12 Bottle
2	Hand Wash liquid (5 Ltr)	Fem, Glamic	6 cane
3	Phenyl (5 Ltr)	Clinzo, Trishul	15 Cane
4	Air Freshener	Odonil, Glamic	30 nos
5	Room freshener	Premium, Air wick,	15 Nos
6	Mosquito, Cockroach spray (Black / red)	Baygon, Hit, All Out	30 Nos
7	Glass Cleaner	Colin, Taski	50 Nos
8	Toilet Cleaner (5 Ltr)	Harpic, Taski, Odonil	05 cane
9	R-II Chemical (for floor) (5 Ltr)	Taski	05 Cane
10	R4 Chemical (for Wooden) (5 Ltr)	Taski	05 Cane
11	D-7 Chemical (for Steel)	Taski	05 Ltr
12	Plastic Small garbage	Good quality	45 Kg
13	Plastic Big Garbage	Good quality	20 Kg
14	Naphthalene Ball	Trishul	05 Kg
15	Urinal & Sanitary Cube	Odonil, Catchy	50 Packet
16	Tissue Box	Wintex-200 sheets	200 Box

17	Toilet paper Roll	Premium	15 Pkt
18	Detergent	Surf	30Kg
19	Scrub Brush	Scorch bright	25 nos
20	Other materials like Broom, Wiper/floor wiper, Duster (White/Yellow), Floor duster etc	Good quality	Approx/per month L/s
21	Pesticides	Good quality	2 Ltr
22	Insecticides	Good quality	2 Ltr
23	Manure	Good quality	5 Kg
24	Urea	Good quality	5 Kg

## 5.4 TIMELINES

### 1. Service Commencement Schedule

Bidder should commence the housekeeping and services within **3 (three) weeks from the date of issue of Purchase Order.**

## Appendix A

### CONTRACT

THIS AGREEMENT made this \_\_\_\_ day of ..... between Unique Identification Authority of India, (hereinafter referred to as “**the Purchaser**”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized representatives and permitted assigns of the FIRST PART and ..... Having its Office at ..... (hereinafter referred to as “**the Vendor**”) which expression shall unless excluded by or repugnant to the context, includes their Heirs, Executors, Administrators, Legal Representatives and permitted Assigns of the SECOND PART.

**WHEREAS Purchaser** is desirous of entering into a contract for providing Housekeeping services along with Incidental Services with the **Vendor**, for the Technology Centres of Unique Identification Authority of India in Manesar, Haryana, India, and has accepted to pay to the **Vendor** the contract amount for provisioning of manpower of housekeeping services at a total cost not exceeding..... (**Rupees .....**) (hereinafter referred to as "the Contract Price").

**AND WHEREAS** the **Vendor** has agreed to provide housekeeping services as listed in Bid Document No \_\_\_\_\_, as per the rate(s) given in **the table below mentioned hereinafter.**

#### **NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:

**A.** Bid Document No \_\_\_\_\_ regarding “Housekeeping Services” in the Data Centres of Unique Identification Authority of India in Manesar, Haryana, India, including

- (i) Instruction to Bidders
- (ii) General Conditions of Contract
- (iii) Table of Contents
- (iv) Scope of Work
- (v) Location of Services to be provided

**Section II**  
**Section III**  
**Section IV**  
**Section V**  
**Appendix C,**

**B.** Clarifications issued by the **Purchaser.**

**C.** Technical and Commercial proposals submitted by the **Vendor.**

**D.** Order No. \_\_\_\_\_ dated \_\_\_\_\_ placed on the **Vendor**.

**E.** Acceptance of the order vide No. \_\_\_\_\_ dated \_\_\_\_\_ by the Vendor.

3. In consideration of the payments to be made by the **Purchaser** to the **Vendor** as hereinafter mentioned, the **Vendor** hereby covenants with the **Purchaser** to provide the services and manpower related to housekeeping and to remedy therein in conformity in all aspects with the provisions of the aforesaid Bid under reference.

4. The **Purchaser** hereby covenants to pay the **Vendor** in consideration of the provision of providing manpower for the housekeeping services as listed in Table below, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Sl. No.	Details of Scope of work	Contract Amount/Rs. (lump-sum inclusive of all taxes and liabilities)
1.	Carrying out the housekeeping work as per the scope of work/requirement and by deploying appropriate manpower as mentioned in <b>Section V</b> .	Rs. _____
<b>Total (per year)</b>		Rs. _____
<b>In word (Rupees _____)</b>		

**5. TOTAL CONTRACT VALUE:** ..... (Rupees .....)

**IN WITNESS** whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

**Signed, sealed and delivered for & on behalf of M/s**

\_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

Place : Manesar

**Signed, sealed and delivered for and on behalf of Chief Executive Officer (CEO), Unique Identification Authority of India**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

-

Date \_\_\_\_\_

Place : Manesar

**In the presence of:**

Signature -----  
Name -----  
Designation -----  
Date -----  
Place : -----

**In the presence of:**

Signature -----  
Name -----  
Designation -----  
Date -----  
Place -----

**Appendix B**

**PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE  
GUARANTEE BOND**

Ref : \_\_\_\_\_ Date \_\_\_\_\_

Bank Guarantee No. \_\_\_\_\_

To

**The Deputy Director General (MDC)  
Unique Identification Authority of India (UIDAI)  
Headquarters,  
Bangla Sahib Rd,  
Gole Market, New Delhi,  
Delhi – 110001.**

Dear Sirs,

1. In consideration of the Unique Identification Authority of India, Ministry of Electronics & Information Technology (MeitY), Government of India, on behalf of the Chief Executing Officer, (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at ..... (herein after referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated ..... and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No..... dated.....valued at.....for **"Housekeeping Services at Manesar, Haryana, India"** and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. .... (in words & figures).
2. We.....(Name & Address of Bank Branch) having its Head office at ..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the

amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
4. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.
5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).
6. Notwithstanding anything contained hereinabove:
  - (1) Our liability under this guarantee is restricted to Rs. .... (in words & figures), as per **Clause 3.24 of Section III**.
  - (2) This Bank Guarantee will be valid upto .....; and
  - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....



In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

**WITNESS**

..... (Signature)	..... (Signature)
..... (Name)	..... (Name)
..... (Official Address) Stamp)	..... (Designation with Bank

Attorney as per  
Power of Attorney No.....  
Dated.....

**Appendix C**

**List of Locations where Goods/Services have to be Supplied, Installed,  
Commissioned**

S No.	City	Address	Name of Contact Person
1	Manesar	UIDAI Data Centre Complex Plot No-1, Sector M2, IMT, Manesar, Gurgaon, Haryana-122050 (India)	ADG (Admin - MDC)/ DD(Admin)  Manesar Dta centre 011-2342609 0124-2678300

**APPENDIX D**

**BANK GUARANTEE for BID SECURITY**

Ref.....

Bank Guarantee No.....

Date.....

To

**The Deputy Director General (MDC)  
Unique Identification Authority of India (UIDAI)  
Headquarters,  
Bangla Sahib Rd,  
Gole Market, New Delhi,  
Delhi – 110001.**

Dear Sirs,

1. In accordance with Invitation to Bid for “**Housekeeping services**” under your Specification No..... M/s..... having its Registered/Head Office at..... (hereinafter called the ‘Bidder’) wish to participate in the said Bid or..... and you, as a special favour have agreed to accept an irrevocable and unconditional Bank Guarantee for an amount of..... valid upto ..... on behalf of Bidder in lieu of the Bid deposit required to be made by the Bidder, as a condition precedent for participation in the said Bid.
2. We, the ..... Bank at ..... (local address) having our Head office at ..... guarantee and undertake to pay immediately on demand by Unique Identification Authority of India, Department of Electronics & Information Technology, Government of India, the amount of ..... (in words & figures) without any reservation, protest, demur and recourse. Any such demand made by said ‘Owner’ shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.
3. This guarantee will not be discharged due to the change in the constitution of the Bank or the Supplier(s)/Service Provider(s).
4. Notwithstanding anything contained hereinabove:
  - (1) Our liability under this guarantee is restricted to Rs. .... (in words & figures).
  - (2) This Bank Guarantee will be valid upto .....; and
  - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this.....day of.....20.....at.....

**WITNESS**

.....

(Signature)

.....

(Signature)

.....

(Name)

.....

(Name)

.....

(Official Address)

.....

(Designation with Bank Stamp)

Attorney as per  
Power of Attorney No.....  
  
Dated.....

**APPENDIX-‘E’**

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

**UNDERTAKING**

1. I/ We undertake that I/ we have carefully studied all the terms and conditions and understood the parameters of the proposed work of the office of unique Identification Authority of India and shall abide by them.
2. I/ We also undertake that I/ We have understood "Parameters and Technical Specifications for conducting the Work" mentioned in Section IV and Section V of the Tender No. No \_\_\_\_\_ and shall conduct the work strictly as per these "Parameters and Technical Specifications for conducting the work"
3. I/ We hereby certify that none of my relative(s) as defined in disclaimer clause of Annexure-I is/ are employed in UIDAI office.
4. I/ We further undertake that the information given in this tender are true and correct in all respect and we hold the responsibility for the same.

**Dated:**  
**At:**

**(Signature of Bidder  
with stamps of the firm)**