

**e-Procurement of Housekeeping and Allied Services  
including Rate Contract of Consumables**

**At  
UNIQUE IDENTIFICATION AUTHORITY OF INDIA  
HQ**

**New Delhi-110 001**

**2021**

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## CHECK LIST

As a part of Online bidding, please check whether the followings have been enclosed/uploaded in the respective packets, namely, Packet – 1 consisting two parts [Part-I (**Pre-Qualification Bid**) & Part- II (**Technical Bid**)] and Packet - 2 (**Commercial Bid**).

**1. Check-list of pre-bid qualification : The following valid documents/evidences shall be enclosed/uploaded in the Bid (Packet-1, Part I):**

S.N	Description
(i)	Scanned copy of <b>original financial instrument</b> for <b>Tender Fee</b> in the form of Demand Draft/Pay order or exemption certificate, if applicable. <b>(Ref.-Section III (Para 3.12.1))</b>
(ii)	<b>Bid Security Declaration. (Ref.- Section III-Para 3.12.2)</b>
(iii)	The bidder may be a Partnership firm/ Limited company/ Limited Liability Partnership duly constituted under the provisions of the applicable law and must possess valid Registration of Establishment to Labour Dept. <b>(Ref.-Section III -Para 3.12.3)</b>
(iv)	<p><b>Experience</b></p> <p>a) The Bidder should have an experience of at least three years in providing Housekeeping Services during last five financial years ending on 31/03/2020 (with duly certified proof) and have executed the following during last three financial years ending on 31/03/2020 (with duly certified proof);</p> <p style="padding-left: 40px;">i. Three similar completed works costing more than the amount equal to 40% of the estimated cost.</p> <p style="text-align: center;">or</p> <p style="padding-left: 40px;">ii. Two similar completed works costing more than the amount equal to 50% of the estimated cost.</p> <p style="text-align: center;">or</p> <p style="padding-left: 40px;">iii. One similar completed work costing more than the amount equal to 80% of the estimated cost.</p> <p><b>(Ref.- Section III-Para 3.12.4)</b></p>
(v)	The Bidder should have average annual financial turnover of Rs.65.00 lakh (Rupees Sixty Five Lakh only) during the last 3 financial years, ending March 2020. Statement mentioning year wise turnover duly certified by CA and CS. <b>(Ref.- Section III-Para 3.12.5)</b>
(vi)	The bidder should have a registered Main/Branch office in NCR of Delhi. <b>(Ref.- Section III-Para 3.12.6)</b>
(vii)	The bidder shall submit an undertaking on letterhead as per <b>(Annexure B) (Ref.- Section III-Para 3.12.7)</b>
(viii)	The bidder should have minimum 75 numbers of staff deployed on its pay roll in each year during last three financial years ending on 31/03/2020, and this statement on letterhead mentioning year wise number of deployed staff shall be duly certified by HR Head. <b>(Ref.- Section III-Para 3.12.8)</b>
(ix)	Signed and Scanned copy of Registration Certificate from 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) for claiming exemption, if applicable. <b>(Ref.- Section III-(Para 3.12.9)</b>

(x)	The bidder should have: a. Copy of valid registrations of EPF, ESI & GST b. Copy of PAN and Bank Account. <b>(Ref.- Section III-Para 3.12.10)</b>
(xi)	ITRs of last three financial years ending on 31/03/2020 and latest GST compliance, enclose copies. <b>(Ref.- Section III-Para 3.12.11)</b>

**2. Check-list of Annexure to be enclosed with Technical Bid (Packet-1, Part II):**

Scanned copy of duly filled **Annexure- A (Section VI)** and supporting documents /evidences should be uploaded in Part-II (Technical bid) of Packet-1.

**Important Note:**

Subject to the approval of UIDAI all the Annexure and other supporting documents / evidences in respect of checklist-1 & 2 should be enclosed in the respective parts (Part-I & II) of Packet-1.

**3. Check List of Annexure to be enclosed in the Commercial Bid (Packet-2) :**

**Price Bid:** Schedule of price bid in the form of **BOQhousekeeping.xls** (Download \*.xls sheet and complete in all respect and upload). Annexure ‘C’

## SECTION-I

### Description of Area

Salient features of UIDAI HQ Building Gurudwara Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi:

<b>Housekeeping Services and Allied Services</b>			
<b>S.No</b>	<b>Item</b>	<b>Accounting Unit 1</b>	<b>Quantity</b>
1	<b>Carpet Area*</b>		
1.1	Basement	Sqm	291
1.2	Ground Floor	Sqm	1198
1.3	First Floor	(Not Required)	
1.4	Second Floor	(Not Required)	
1.5	Third Floor	Sqm	1021
1.6	Fourth Floor	Sqm	1021
1.7	Fifth Floor	Sqm	1143
1.8	Sixth Floor	Sqm	1143
1.9	Seventh Floor	Sqm	1143
1.10	Eight Floor	Sqm	1143*
1.11	Ninth Floor	Sqm	1143*
	<b>Total Built-up area</b>		9246*
2	<b>Open Area</b>		
2.1	Open Area at ground floor including surface parking, pavement and green area	Sqm	<b>3113</b>
	<b>Total Open Area</b>	<b>Sqm</b>	<b>3113</b>

\* Area shown against the floors also includes carpeting (tiles) area of 650 sqm which would be cleaned by vacuum cleaner/shampooing as per requirement.

# 1. SCOPE OF WORK-OPERATIONS AND SCHEDULE

## Objective

The purpose of this document is to lay down the scope of work for the Housekeeping & Allied Services such as fogging/fuming/Pest Control/Termite Control/ Rodent control, etc. for the UIDAI HQ Building, New Delhi.

### 1.1 Scope of services:

- a. **Housekeeping (HK)**
- b. Allied Services such as fogging/fuming/Pest Control/ Termite Control/ Rodent control etc.
- c. Rate contract of consumables

#### 1.1.1 Details of Housekeeping Services

##### a. Housekeeping Services – Broad Outline

The Scope of Services outlined below should be referred to as indicative type & not comprehensive type; this implies that the scope can be well enhanced as deemed to be with the help of mix of man, machine, consumables & standard operating procedures. Service Provider (SP) will ensure efficient, clean, eco-friendly & quality housekeeping service.

##### b. Extra Work:

**Work other than the defined Scope of Services, shall require** prior written approval from the Competent Authority, UIDAI HQ. **Compensation for approved extra work** will be decided mutually.

##### c. General Requirement

- i. **Hours of Service:** Housekeeping and allied services are to be provided daily during office hours in two shifts (i.e. 8.00 am to 4.00 p.m and 11.00 a.m. to 7.00 p.m) or as per requirement of UIDAI. Twenty-four hour emergency service must be available throughout the year, in addition to daily schedule.
- ii. **Reporting:** The supervisor will submit daily report regarding noting corrections, special problems, and other information as requested with sign and date to the designated Officer of the Administration Division. The supervisor shall also be responsible for schedule and duties of the housekeeping personnel.
- iii. **Facilities:** UIDAI HQ will provide a small on-site storage facility. Scheduling shall be so as to optimize utility conservation. Janitorial closets and storage space will be used for janitorial supplies and equipment only.

Service Provider is responsible to maintain these areas in a clean and orderly state.

- iv. **Protection and Damage:** Service Provider shall, with no additional cost to UIDAI HQ, be responsible for all damages to persons or property that occurs in connection with the contracted work performed. Breakage, loss or damage of any office equipment or other property which may occur on account of actions of deployed personal for the services shall be made good by Service Provider at its expense. Service Provider shall take all precautions necessary for the protection against injury of all personal deployed. Service Provider shall observe all safety practices and comply with applicable safety norms/regulations in India.

## **1.2 Details of activities**

- a. To ensure clean ambience of the premises.
- b. Deployment as per contract to ensure optimum service as per scope of work.
- c. Preparation and submission of various checklists/Inspection reports as scheduled in the approved formats.
- d. Activity reports regarding works handled.
- e. Uniforms & Identity cards.
- f. All statutory obligations such as EPF, ESI, Minimum Wages, GST etc.
- g. Provide necessary and adequate equipments, accessories and other cleaning materials/ consumables to ensure optimum service as per scope of work.
- h. Adequate training to deployed personal specific for this building (eg. the Jali cleaning, roof cleaning etc.).

### **1.2.1 Cleaning Process by the Housekeeping personnel**

- i. Use of Wet/Dry mop for cleaning in the designated areas.
- ii. Use of Wet/Dry Vacuum cleaner for cleaning in the designated areas.
- iii. Use of Wet/Dry Scrubber machine for cleaning in the designated areas.
- iv. Use of Mechanical Sweeper for sweeping in the designated areas.
- v. Use of Single disk scrubber for cleaning in the designated areas.
- vi. Use of the rubber squeezers to remove excess water from various areas.
- vii. To clean the various surfaces in the estate as per the specifications.

- viii.** To clean the various fittings/fixtures in the premises as per the specifications.
- ix.** To clean all the lift cabins as per the specifications.
- x.** To clean the parking areas.
- xi.** To clean the Mechanical Electrical areas (premises only) in the presence of respective operators. No equipment should be touched for any reason. These premises to be cleaned only in the presence of the Mechanical & Electrical area operator or supervisor.
- xii.** High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-needed basis, not less frequently than every 30 days.
- xiii.** Empty and clean the trash receptacles.
- xiv.** Clean and stock all the toilets in the premises.
- xv.** Sweep the staircases, landings and other related areas.
- xvi.** Clean the various signages of the areas.
- xvii.** Sweep, clean and dusting of entire internal and external area of building space including moveable and immovable furniture, office equipment and Tools and Plants.
- xviii.** All walls, doors and windows (exterior & interior) to be cleaned/cleared of all easily removable stains, smudges and hand marks. Any such marks, which cannot be removed easily without affecting the surface or existing paint, should be brought to the notice of the Supervisor and Administration Division.
- xix.** General floor areas maintained free from scraps of paper, cigarette butts, littering of any kind, etc.
- xx.** Any condition of the building requiring repair or attention should be brought to the notice of the Supervisor and Admin Division as soon as possible.
- xxi.** To be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas. To report any discrepancy to their supervisor and Administration Division and promptly initiate the incident report.
- xxii.** Report any lights failure, etc. to the Supervisors and Administration Division.
- xxiii.** At least once per shift, the housekeeping personnel will supervise his designated area, picking-up, papers, leaves and any other debris,



sweeping up the standing water and leaving the area in a neat, orderly condition. Any discrepancies or clean-up required beyond normal policing will be reported to the Supervisor immediately.

- xxiv.** The supervisor should be notified when restroom supplies and light inventories need reordering.
- xxv.** Scour, wash and clean all basins, bowls and urinals, including tile walls and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals, to prevent building up of calcium and iron oxide deposits. Wash both sides of all toilet seats and wipe dry. Toilet seats to be left in an upright position.
- xxvi.** Pest & Rodent Control to be done four times a month or as and when required.
- xxvii.** Fuming/Fogging twice in a month or as and when required.
- xxviii.** Polishing of metal / Brass handles, pots, and railing etc. minimum once a week. Frequency will be increased if required.
- xxix.** Cleaning of Solar Panels installed in the roof of the building.
- xxx.** Sanitization of workstations at all floors daily or as and when required.
- xxxi.** Dry cleaning of chairs and sofa etc. half yearly or as and when required.

### **1.2.2 Duties of Supervisor**

- a.** To monitor and ensure proper Housekeeping activities are conducted at the site as per specifications and requirements.
- b.** To brief all housekeeping personnel regarding their duties, designated areas and special instructions, if any.
- c.** To create awareness and train housekeeping personnel regarding methods and the specifications and to inform them of any changes in routines or specifications.
- d.** To submit the various checklists, at the frequency instructed in the suggested formats.
- e.** To de-brief all housekeeping personnel at the end of each shift.
- f.** To monitor that the housekeeping personnel is cleaning in proper manner in order to ensure that the surfaces are maintained in the best possible way and enhance their longevity.
- g.** To inform all discrepancies and maintenance requirements brought to his/her notice by housekeeping personnel and his/her own observations to management promptly.
- h.** Ensure discipline, proper attire and etiquette in the housekeeping personnel under them.
- i.** To supervise all the designated areas to ensure effective housekeeping.
- j.** To maintain the daily attendance record, absentees list and list of relievers called for duty.
- k.** Janitor closets and storage areas to be maintained in a neat and orderly manner at all times

- l. Method Statement of the Basic Housekeeping Process
- m. To organise training for housekeeping personnel on use of various consumables, equipment and machinery.
- n. Upkeep of housekeeping inventories and its optimal utilization.
- o. Details of cleaning activities:

Activity	Process
Spot cleaning	Dip a sponge into appropriate Solution mild and give a gentle wipe on the spots of the surface. The wiping should be done first horizontally and then vertically. Keep repeating the process till the spots disappear.
Damp Cleaning	Give a complete dry mop to the surface and make sure that there are no solid dust particles. Then the mop has to be dipped in mild R2 solution or clean water and it has to be squeezed to avoid water flooding. Then it has to be run on the surface to one half part first and then the other half of the entire area
Dry Mopping	The aim of dry mopping is to control the dusts so the mop should be handled in a straight position by the left hand near the handle and it has to be run in one direction i.e. forward and then the backwards mopping is done after covering some distance
Scrubbing	Initially the entire surface should be given a complete dry mopping such that there are no solid dust particles. Then the diluted R2 solution has to be used with a scrubbing machine having a red pad (in case of hard surfaces brushes shall be used). The water has to be sprinkled initially and the scrubbing is done parallel, at the end of the process the water has to be squeezed out by using vacuumizers and then a complete dry mopping has to be given.
Buffing	This is the next process for scrubbing and preferably to use white pads to make the surface shining and glossy
Vacuuming	Vacuuming should be done for both hard and soft surfaces where in the floor tool has to be adjusted to keep out the brush and the vacuuming should not be done if some big solid particles are there
Shampooing	Stain Removers shall be used to remove small stains on the carpet, the foam is generated by the machine and it has to be run on a circular motion, in case of deep stains good concentrated stain removers shall be used and a complete Vacuuming has to be done after the process and it should be allowed to dry naturally.
Deep sanitization	Due to Covid 19, all the floors need deep sanitization daily with Dettol and workstations at all floors with hydrogen peroxyd.

### 1.2.3 Internal Housekeeping Services

To ensure that the routine housekeeping activities including dusting, mopping, cleaning, sanitization, vacuuming, carpet shampooing are carried out on regular basis in UIDAI HQ premises. To maintain all areas including car parking, entrance floor, passages, lobbies, Lift, staircase & locations including office space, pantry, washrooms, utility rooms window grills & glass from in/out side on regular & as per scheduled mentioned under clause 1.2.3, 1.2.4, 1.5, 1.6 and 1.7, as agreed by UIDAI.

**a. Lobby, Corridors and Staircases : Daily Service**

- Sweep and clean building entrances and all working areas such as reception, conference halls, board room, pantries/kitchen, switch rooms, UPS room, Server room, EPABX room, transformer, DG area, panel room, CCTV room, Fire control room, security room, drivers room, library, canteen, SOC & NOC room, staircases, etc.
- Clean and sanitize all public telephones and enclosures. (neatly arrange and replace as needed all phone books)
- Clean and remove smudges from entry door glass.
- Polish all entry handles, door plates and metal trim.
- Wipe clean all glass, wood or metal doors and door jambs.
- Empty all ashtrays, wipe clean, and polish.
- Empty all trash receptacles, clean container with clean, damp cloth, and replace plastic liner.
- Remove all debris from landscaped pots and planters as per the directions of NDMC. Also (Report thefts, broken pots or missing plants if any).
- Dust and clean all horizontal surfaces in underground.
- Vacuum all carpet areas completely and remove spots.
- Dust mop and damp mop entry floors.
- Clean and remove smudges and marks on walls, wall coverings, and artwork.
- Clean, polish and straighten all furniture as needed.
- Wipe clean all directory boards (exterior) with clean, soft cloth using glass cleaner that is considered safe and not labelled as hazardous.
- Wipe clean all fire extinguisher cabinets and glass. (Report broken glass or missing fire extinguishers).
- Clean and polish all lift doors, jambs, call plates, and hall buttons.
- Dust and clean all lobby and corridor signage.
- Report any lights burned out.
- Secure all doors and turn off appropriate lights upon completion of work assignments.
- Cleaning of water coolers
- Deep sanitization with Dettol and hydrogen peroxide
- Lobbies, Corridors and Staircases- Weekly Service: Clean and polish all entry metal and sills.
- Dust and clean or polish all baseboards.
- Spot clean all carpeted areas.
- Dust all ledges and exit signs.
- Dust all walls above seven feet.
- Clean inside of directory board with clean soft cloth.

**b. Lobbies and Corridors - Monthly Service:**

- Clean all ceiling vents and grills.
- Dust and clean high ceiling corners and entry ways.

- Dust and clean light fixtures and covers (interior and exterior).
- Clean and treat all wood panelling and furniture as required.
- Strip, reseal or re-wax floors as necessary.
- Shampoo carpet areas as necessary.
- Clean, detail and sanitize public phones, offices, work stations and enclosures.
- Dust and clean all fire lobby doors inside and out.
- Polish door floor plates.

**c. Offices - Daily Service:**

- Remove hand spots or smudges from entry doors.
- Using a dustless mop/ damp mop in all non-carpeted areas.
- Vacuum and spot clean carpets in all traffic areas, removing staples and other debris.
- Properly position furniture, books and magazines in reception areas, workstations, offices.
- Properly position furniture in offices and conference rooms.
- Display boards will be cleaned upon request only.
- Remove fingerprints and smudges from all walls.
- Spot clean all partition glass and mirrors.
- Remove all fingerprints and smudges from light switch covers, electrical outlet cover plates and doorknob handles.
- Dust and clean windows sills and ledges.
- Dust and clean all horizontal surfaces under seven feet, furniture, and equipment. DO NOT dust desks, conference tables or counters which are cluttered with paperwork unless it is ordered and shall be attended in presence of concerned staff.
- Dust and clean all desk ornaments, phones, printer, fax, desktop without disturbing their original position.
- Clean furniture fabric with a whisk broom to sweep off dust, paper bits, and erasures as needed. (remove all staples)
- Empty all ashtrays and wipe clean.
- Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed.
- Empty large recycling bins from offices into separate container to be disposed of into specially designated recycling dumpsters.
- Clean and wash all lunchroom table tops, counters, sinks, cabinets, refrigerator, and stove (exterior only) surfaces. (report any insect problems)
- Report all burned-out lights.
- Before leaving any room/office, shut off lights, electrical appliances, close drapes and blinds and lock all entrance doors and only interior doors as requested.
- Clean all reception, pantries, lounge, meeting rooms, NOC, SOC, corridors, lobbies etc.

#### **d. Offices - Weekly Service**

- Damp wipe all interior doors with a treated cloth.
- Dust and vacuum entire carpet areas; remove staples and other debris.
- Polish all desk tops that are cleared of paperwork.
- Dust all ledges, files, baseboards, and sills under seven feet.
- Vacuum all furniture or wipe vinyl furniture clean.
- Dust all lower parts of furniture.
- Dust and clean all kitchen or wet areas, pantries, lounge, reception, etc.

#### **e. Offices - Monthly Service**

- Completely clean all partitions and doors, door jambs, door floor plates, glass and mirrors from floor to ceiling.
- Dust all ledges, wall, mouldings, pictures, shelves, etc. over seven feet.
- Dust clean or vacuum all drapes and blinds.
- Brush down and clean all vents and grills.
- Strip, clean and apply floor dressing to all composition, hardwood and parquet floors.
- Scrub and wax all tile floors.
- Dust and clean all desks and office furniture.
- Dust and clean all light fixtures and covers.
- Dust and clean all lunch room areas.
- Dust and Clean all baseboards.
- Dust and clean and dry cleaning of chairs and upholstered furniture.
- Cleaning and scrubbing of terrace.
- Cleaning of Grating /Khurra at Terrace
- Cleaning of PVC Overhead Water Tanks (Once in three months)
- Cleaning of underground water tank (Once in three months).

#### **f. Meeting/Conference Rooms/ Board Room**

- Remove hand spots or smudges from entry doors.
- Using a dustless mop, damp mop all non-carpeted areas.
- Damp wipe all interior doors with a treated cloth.
- Dust and vacuum entire carpet areas
- Dust and dry cleaning of chairs and upholstered furniture.
- Dust and Vacuum all furniture or wipe vinyl furniture clean.
- Dust all lower parts of furniture.

#### **g. Rest/Antique Room - Daily Service**

- Dust and clean restroom signage and doors.

- Vacuum all restroom vestibules and remove spots.
- Wet mop and disinfect tile floor, paying particular attention to areas under urinals and toilet bowls.
- Clean alkaline deposits and soap spills from floor tile grout.
- Wash and disinfect all basins, urinals, and toilet bowls.
- Clean underside rims of urinals and toilet bowls.
- Wash both sides of toilet seats with soap and water and disinfect.
- Empty, clean, sanitize, and polish all paper dispensers, replacing liners as necessary.
- Clean and polish all mirrors.
- Dust ledges and base boards.
- Damp wipe, polish, and shine all chrome, metal fixtures, hand plates, kick plates, utility covers, plumbing, clean-out covers, and door knobs.
- Spot clean with disinfectant all partitions and tile walls. (report any graffiti and remove if possible)
- Fill all toiletries in the rest room and track record of consumption.
- Report all burned out lights, leaking faucets, running plumbing, or other maintenance needs.
- Janitor carts will not be brought into restroom areas or used to prop open doors.
- Cleaning of window glasses & exhausts Fan.

**Rest/Antique room doors will be propped open with a rubber stop, and a sign indicating, “Antique room closed for cleaning”, will be placed outside.**

**h. Antique room - Semi Weekly (twice per week)**

- Pour clean water down floor drains to prevent sewer gas from escaping.

**i. Antique room - Weekly Service**

- Wash down all enamel walls.
- Wash all waste containers and disinfect.
- Clean and polish all doors, door plates, and hardware.

**j. Antique room - Monthly Service**

- Wipe clean all ceilings, lights, and fixtures.
- Strip wax and apply new wax to tile floors.
- Shampoo, as needed and clean vestibule carpet if any.
- Dust and clean all toilet compartments and fixtures.
- Brush and clean all grills and vents.

**k. Elevators - Daily Service**

- Vacuum and clean all spots and stains from carpet.

- Dust and clean granite baseboards.
- Dust and polish all metal with approved polish (no abrasives).
- Damp wipe and remove all spots and fingerprints from doors and walls (interior and exterior).
- Dust and clean elevator ceilings and lights.
- Remove gum, stains or debris from ceilings, handrails and elevator tracks.
- Dust, disinfect and clean emergency phone and security compartments.
- Clean all call buttons, call plates, and signage.
- Report any burned-out lights or malfunctions of elevator.
- Clean and polish elevator tracks.

#### **l. Stairwells - Daily Service**

- Police entire stairwell, removing all trash, cigarette butts, etc.
- Report any exit signs that are burned out.
- Report any lights burned-out.

#### **m. Stairwells - Weekly Service**

- Sweep down all stairs and landings.
- Dust all handrails, banisters, and ledges.
- Clean all walls of fingerprints and smudge marks, etc.
- Dust and clean all stairwell signage.
- Dust and clean all emergency phones.

#### **n. Stairwells - Monthly Service**

- Wipe clean all stairwell doors and door jambs.
- Wet mop all stairs and staff landing. (clean base boards if necessary)
- Dust and clean all lights and fixtures.
- Dust and clean all emergency fire equipment and plumbing.

### **1.2.4 External Cleaning**

#### **a. Gate Office & Security Cabin**

##### **Service Provider (SP) shall ensure**

- That the routine housekeeping activities including dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in gate office & security cabin, etc.
- To maintain all areas including car parking, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per schedule.
- Cleaning of security gate.

- Cleaning of window grills & glass up to 30 ft height from in/out side on regular & scheduled basis.
- SP will provide office boy service for daily office activity.
- SP shall provide office related support like dish & cup washing, cabin arrangement, conference room arrangement.

#### **b. Road Cleaning**

- Cleaning all roads.
- Clearing storm drain from all sort of garbage in drainage like but not limited to plastic bags, dry leaves, debris etc.
- Cleaning roads from any oil spills & assure safe & secure traffic flow.
- Cleaning street lights- poles & lamp fixtures including but not limited to glass covers.

#### **c. Parking Area**

- Cleaning the common parking area for assuring maximum & efficient parking facility.

#### **d. Fencing/ Compound**

- Cleaning all grills & compound wall regularly
- Checking for any repair work required & reporting it to management team.

### **1.2.5 Reports**

**All reports shall be made on the pattern approved by UIDAI**

- Reporting for routine activity (Daily report, monthly report, staff deployment, shift schedule)
- Incidental reports
- Observation reports

### **1.2.6 Training**

- Maintaining a training schedule on routine basis for housekeeping & soft skills including but not limited to induction, grooming, behaviour, HK Chemicals, HK machineries & all HK activities.
- All housekeeping personnel well trained in respective areas & responsibilities.
- Logging & maintenance of training records & submission of the same on frequent basis e.g. monthly.

### **1.2.7 Inspection (Supervision)**



- Supervision & monitoring of activities of their staff to ensure that housekeeping is acceptable.
- Development of an inspection checklist that is tailored to the individual work area.
- Noting of all deficiencies during the inspection & documenting in sufficient detail to allow the use of the checklist as a cleanup guide.
- During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the Deputy Director (Admin) who in turn, will take/process for the decision.

### **1.2.8 Cleaning /Disposal activities**

#### **a. Dustbin cleaning/disposal as per NDMC directions**

- Replacement of liners
- Emptying of all dustbins

#### **b. Toilet cleaning**

- Thorough cleaning of Basins
- Thorough cleaning of WC(s)
- Thorough cleaning of Urinals
- Cleaning of fittings
- Removal of Graffiti
- Supply/Replenish of consumables
- Thorough cleaning of showers
- Thorough cleaning of bathroom fittings/Furniture
- Thorough cleaning of exhaust fans/vents
- Moping with neutral detergents
- Cleaning of wall area up to sill level
- Thorough Cleaning of mirrors for any finger prints/dirt

#### **c. Hard Floor-(Concrete) cleaning**

- Thorough sweeping to remove all dirt
- Pressure cleaning for sticky dirt & stains.

#### **d. Door/Frames/Surrounds**

- Spot cleaning and removal of all marks
- Thorough cleaning of all doors/including fire doors

#### **e. Windows**

- Spot cleaning including damp wiping of sills

#### **f. Walls**

- Spot cleaning of walls up to reachable height
- Wipe all low level surfaces up to 1.8 m by neutral detergent cloth to remove all stains if any

**g. Glass cleaning in partitions/doors**

- Thorough cleaning of both sides of glass & spot cleaning if needed

**h. Vitrified tile/vinyl floor/Carpet tiles/Italian marble cleaning**

- Complete mopping both dry/wet by neutral detergents to remove all spills and marks
- Scrubbing to be done on need basis particularly on edges and corners
- Buffing with a filtered suction polisher

**i. Furniture/fixings**

- Wipe all hard furniture with neutral detergents & cloth and spot cleaning of stains
- Vacuum cleaning of soft furniture
- Full cleaning of soft furniture to remove all soils & stains

**j. Stairwell cleaning**

- Removal of cob-webs, wiping of handrails & removal of reachable height wall smudges

**k. Lifts**

- Spot cleaning of walls, polishing of vacuum door tracks if needed
- Sweeping and removal of dirt

**l. Refuge Area/ Veranda**

- Sweep to remove all dirt, butts and leaves
- Wipe and clean the railings, light switches, exterior panes of glass windows and damp mop of tiled floor

**m. Entry/foyer/Reception/lobby**

- Damp wipe of counters, removal of cobwebs
- Thorough cleaning of glass doors, window ledges, visible glass etc.
- Floor cleaning by moping

**n. Training of Cleaning Personnel**

- All management and supervisory personnel are responsible for training the cleaning operatives to use recognized safe working methods.
- The general safety working practices recommended are as follows;

#### **o. Protective clothing**

- The appropriate clothing issued includes a uniform and, if appropriate (but not limited to), gloves, safety helmet, safety glasses, safety shoes, and safety harness. The cleaning operatives should keep their hair tied back from the face, and wear closed shoes.
- The provision of the protective clothing and the rules addressed serve two purposes:
  - i) To protect the cleaning operative and his/her personal clothing from damage;
  - ii) To prevent cross infection for the protection of him/herself and others.

#### **p. Electrical equipment**

The cleaning operative should:

- Clean equipment thoroughly after each use;
- Always switch off at the mains before connecting or disconnecting attachments to equipment or cleaning the machinery;
- Handle plugs without touching pins;
- Visually check equipment for faults both before and after use;
- Report any faults to electrical equipment to the supervisor and not use the equipment if faulty. A broken/faulty machine should be removed to the store area and arrangements made for its return to the engineering workshop;
- Ensure that his/her hands are dry when touching electrical sockets or plugs;
- Never allow cables to become taut at ankle height;
- Ensure that cables are not trailing across corridors or traffic ways;
- Ensure that equipment does not clutter up corridors, block fire escapes, or fire escape routes;
- Always use caution signs when carrying out cleaning duties.

#### **q. Manual equipment**

The cleaning operative should ensure that when mopping floors he/she:

- Does not over-wet the floor;
- Always leaves a dry area for people to walk over;
- Uses caution signs when carrying out cleaning duties;
- Rinses all floors thoroughly.
- The cleaning operative should:
  - Ensure that the agents are always kept in a sealed container;
  - Ensure that the lid is securely fitted to the container;
  - Always keep the container under lock and key when not in use;
  - Always wear rubber gloves when physically handling cleaning agents;

- Follow the instructions on the container of each agent;
- Never mix two types of cleaning agent together;
- Ensure that the oldest agents are always used first;
- Know the Safety Symbols shown on containers;
- Be aware that the Product Data Safety Sheet for all chemicals are held in the site office/appointed location.

**r. Safety Equipment**

The cleaning operative should:

- Follow safe lifting and carrying techniques by lifting with his/her knees bent and arms straight;
- Be concerned with his/her own personal hygiene by:
  - Washing hands after each cleaning task;
  - Wearing clean clothing every day.
- Not get distracted during cleaning operations as this may result in injury to self or others;
- Ensure that he/she does not engage in any ‘horseplay’ as this may result in injury to self or others;

This is to prevent cross-infection from one area to another and this policy is mandatory for all housekeeping personnel where the system is implemented. On completion of training, the supervisor should ensure that each cleaning operative follows the training given and continues to work in a safe manner. A training checklist is completed for each personnel and held on his or her personal file. The personnel shall initial against each skill trained in and signs the form confirming that they have been trained in the safe working method indicated in the form.

**1.2.9 Garbage Collection**

- i.** Maintain hygiene in the premises by routine garbage collection & disposal by safe & secured manner.
- ii.** Lifts will not be locked off or held on any floors to remove trash or equipment; only designated Stair case will be used.
- iii.** Building entrance doors will not be used to remove trash from the building.
- iv.** Prior to removal, trash will be properly protected against spillage or staining of carpet and floors.
- v.** All trash will be brought down in an inconspicuous (unnoticed) manner.
- vi.** Any spills or debris should be cleaned up prior to leaving this area.
- vii.** Any defects or improper working conditions must be reported to the Supervisor/Admin Division.

- viii. The waste collected in the common area shall be segregated & collected in different colour bags for organic & inorganic waste & dumped to the dumping point by the house keeping personnel, where as the waste from the individual unit holders shall be collected and segregated & dumped to the dumping point by the housekeeping personnel of the unit holders.
- ix. Implementation of following steps ensure waste management to the highest standards
- x. Service Provider (SP) would implement the effort through:
  - Systematic & Periodic Waste collection
  - Segregation of wastes
  - Salvaging of recyclable waste
  - Scientific & Environment friendly means of disposing the waste
  - Source Reduction
  - Standards
  - Recycling
  - Education
  - Coordination
- xi. The waste can be in terms of its susceptibility to purification, divided into two categories i.e. Wet (Organic) and Dry (Inorganic). The dry waste would categorize as recyclable and non-recyclable. **All forms of dry waste wouldn't be allowed in the garbage can.**
- xii. The wet and the dry waste would be collected separately by Service Provider, and taken to the respective disposal site of NDMC or as per the directions of NDMC.

### 1.3 Allied Services

#### 1.3.1 Pest Control

- a. The toughest pest-control challenge is the growing public pressure to get rid of pests and pesticides at the same time. The public is keenly aware that both present potential health risks. Some of the common pests includes ants, bees, birds, cats, grasshopper, flies, ground squirrels, mice, mosquitoes, pill bugs, rats, silverfish, spiders, stored-product pests, termites, wasps, etc.
- b. **The groundwork:** Steps should be considered to ensure the pest-control program implemented would achieve the desired results and ensure the safety and health of personnel as follows:
  - i. Assess the built-up property for signs of insects, such as flies, mosquitoes, spiders, ants, rodents and external areas for stray animals as well as weed infestations that threaten to overwhelm flowerbeds and grass areas.

- ii. Get information on treatments locally used or other authorities use, such as mosquito abatement or the introduction of one insect to control another. The goal is to make certain the treatment plan a manager selects is compatible with other programs in the area.
- iii. Select the appropriate control methods customized to the classes and combinations of pests detected within each class. Treatment locations and frequencies can become part of an annual preventive maintenance program.
- iv. Once the controls are in place, maintenance staff will have to check devices and areas regularly as recommended by the supplier to determine the results, whether that is the declining presence of pests or further action required due to changing conditions, seasons or weather patterns.
- v. For example, termites look for food constantly. So when pest control personnel find termites in a detection device, one solution is to transfer them to a bait device. The termites burrow out of the bait device and return to their colony, leaving a scent trail to the bait device. Other termites from the colony follow the scent trail to the device, where they eat the bait.
- vi. If the pest control program requires hazardous chemicals, such as some insect sprays, the SP will have to keep material safety data sheets available to all who handle or use them and provide information and training in handling and use each time a new substance is purchased.
- vii. SP also should make sure all products are properly labelled and contain appropriate warnings about hazards, use and handling as well as what to do in an emergency. If pest controls require hazardous chemicals, other solutions can be considered, such as ultrasonic devices that repel rodents and require no chemicals, and continuously upgrade the program to more environmentally safe methods.

c. **Common pests and strategies**

- **Biting insects:** One common class of pests includes biting insects, flies, mosquitoes. A number of pesticides and chemical fogs work well to combat these insects. A newer, more environmentally friendly approach involves a device that attracts the insects, vacuums them into a net and dehydrates them, causing them to die.

- **Termites:** Termite control requires use of a class of pesticides called termiticides.
- **Rodents:** Rodents can be trapped or poisoned with a number of toxic pesticides.
- **Pest-control strategies:** Developing a comprehensive, integrated pest-control program, after analyses of pest-control programs help maintenance team develop knowledge bases that will lead to more efficient, cost-effective programs that also are environmentally friendly.
- Analysis also will establish a sound basis for continuous improvement as new, more effective.

**1.3.2 Fuming/Fogging:** shall be carried out as per the standard practice followed by NDMC/Civic Agencies and accordingly consumables shall be used and provided by SP.

**1.3.3 Deep Sanitization:** Deep sanitization shall be carried out daily with Dettol and hydrogen peroxide at all floors.

## **1.4 Detailed Scope of Work**

### **a. General Maintenance**

- Complete daily inspection (litter pick-up) of all trafficked areas, including landscaping, pathways, flowerbed and driveways.
- Cleaning and maintenance of all drainage lines and catch basins on an as-needed basis.
- Complete weekly sweeping or vacuuming of all working areas.

### **b. Control of Work**

- UIDAI shall decide all questions which may arise as to the quality or acceptability of materials furnished and work performed and as to the manner or performance and rate of progress of the work, all questions which may arise as to the interpretation of these specifications, and all questions as to the acceptable fulfilment of the Service Contract on the part of SP.
- SP shall supervise to the satisfaction of UIDAI HQ and dedicatedly assign a Manager to this Building for the duration of this Service Contract. The Manager shall represent SP, and all directions given to him/her shall be, as if, given to SP.
- Upon written request, UIDAI shall be furnished with all reasonable evidence ascertaining that the materials and workmanship are in accordance with the requirements of these specifications. The inspection of the work shall not relieve SP of any of its obligations to fulfil this Service Contract as prescribed and defective work shall be made well at no expense to UIDAI, notwithstanding that

such defective work and materials have been previously overlooked and accepted or estimated for payment.

- SP shall commence maintenance work immediately upon receiving instructions to proceed and shall diligently and continuously perform said work to the satisfaction of UIDAI HQ.

**c. Use of Premises**

- SP shall confine all temporary staging of materials and use of spaces on the site to areas designated by UIDAI HQ. Materials and equipment not in use shall be removed from the site.
- The bringing in, use and disposal of gasoline, benzene, or like combustible materials shall be **handled in accordance with UIDAI's requirements or regulations as directed by UIDAI/ applicable Law of Land.**
- SP's employees shall be allowed the **use of designated toilet** facilities in the Building.
- SP shall not store any noxious, combustible or dangerous material on the premises.

**d. First Aid Facilities**

SP shall provide on-site first aid facilities, conveniently located and adequately equipped to render first aid treatment to any injured Housekeeping personnel employed under this Service Contract, all in accordance with applicable laws.

**B. SCOPE OF WORK-GENERAL INSTRUCTIONS**

1.5 The initial sweeping and mopping of all the areas shall be completed by 9.00 a.m. on all working days. The corridors/staircases will be mopped / cleaned at least twice a day i.e. by 9.00 a.m. and 2.30 p.m.

1.6 The toilets will be cleaned at every hour from 9.00 a.m. to 6.00 p.m. daily. The Service Provider would ensure that 1(one) dedicated worker (male worker for gents toilets and female worker for ladies toilets) is available in Gents toilets & ladies toilets on all floors from 9.00 a.m. to 6.00 p.m. and he/she will ensure the cleanliness of toilets at regular intervals.

1.7 In general, the services are to be provided on all working days and Saturdays except Sundays and National holidays. Ground Floor, its toilets and the approach path to it from entry & exit gates are to be kept clean on holidays as well. Therefore, adequate persons are also to be deployed on holidays.



- 1.8 As far as possible, the Service Provider shall not frequently change the personnel deployed on cleanliness etc. if any worker is found missing / absent from any toilet / corridor, a penalty of Rs.500/- per person shall be levied and the same would be deducted from the monthly bill. Workers and supervisors shall sign an attendance sheet/**biometric** attendance in the morning & evening daily. They will also attend to deficiencies, if any, pointed out to them by the Administration Division of UIDAI HQ.
- 1.9 The Service Provider has to arrange attendance register for his staff, which will also be checked and signed by an officer designated by Admin Div. of UIDAI HQ. Attested copy of this shall be submitted along with monthly bill.
- 1.10 The Service Provider shall arrange heavy duty scrubbing drier machines with moppers for scrubbing floors on Saturdays/Sundays/holidays and if necessary on working days after office hours, without disturbing official work.
- 1.11 The Service Provider shall provide sufficient number of pick bins of good quality on each floor and each toilet. Pick bins will be maintained properly and cleaned by the Service Provider at regular intervals. The Service Providers shall provide and arrange to put the approved biodegradable polythene bags, at regular intervals, inside the dustbins at various locations in the corridors at all the floors.
- 1.12 It will be ensured that appropriate type of cleaning materials suited for the clearing of tiles, floors and Italian/stone surfaces and PVC/Linoleum surfaces etc. are used. Chemicals to be used for cleaning shall be Green seal certified. Any damage caused to the property of this building/floor of UIDAI HQ due to unsuitable/harmful cleaning materials or due to the negligence on the part of the personnel, SP shall liable to be compensated and UIDAI shall recover the damage/losses caused so, to restore the building to the satisfaction of UIDAI HQ.
- 1.13 The Service Provider shall be responsible for the conduct/integrity of persons deputed for cleaning works in the building and will be responsible for any act of omissions or commissions on their part. He/she will vouch for their character and integrity.
- 1.14 The Service Provider shall supply fresh sets of uniforms/badges, identity cards, shoes to all personnel who shall wear the same while on work and keep their uniform neat and clean.
- 1.15 All the essential machinery required for cleaning the building are to be arranged by the SP.

**1.16 Schedule of requirement :**

**a. Tentative deployment of Housekeeping personnel (Appendix-I)**

S.No.	Particulars	*G	III	IV	V	VI	VII	VIII	IX	Total
<b>Housekeeping</b>										
1.	Supervisor	1	1		1		1		1	05
2.	Personnel/Staff(Gents)	5	5	4	4	4	4	4	5	35
3.	Personnel/Staff(Ladies)	2	2	2	2	2	2	2	2	16
<b>Grand Total</b>										56

\* Housekeeping personnel deployed for Ground Floor shall also maintain the open area neat and clean.

**b. Cleaning and Mopping Machines on Rent (Appendix-II)**

Sl. No.	Machinery	Qty	Make
1	Wet & Dry vacuum cleaner	6	Nilfisk/Taski/Roots/Karcher
2	Dry vacuum cleaner GD930	6	Nilfisk/Taski/Roots/Karcher
3	Single Disc machine	6	Nilfisk/Taski/Roots/Karcher
4	Mechanized water jet /cable for drain cleaning	2	Karcher/Bosch
5	Mist Gun- Portable AC power Mist sprayer 1400wt 4-5 ltr. Capacity	2	Nilfisk/Taski/Roots/Karcher
6	Wheel based steam Vacuum cleaner AC (HKV-5KV(8-9 BAR) 20 Ltrs. UPTO 150°C	2	Karcher/Bosch

Note : In addition to this, SP will also arrange Aluminium Self Supporting Ladders of appropriate length to facilitate the cleaning at no extra cost

**c. Consumables : Tentative details of consumables per year (Appendix-III)**

Sl.no.	Items	Brand	Quantity
1.	Hand wash Liquid-250 Ml	Dettol, Lifebouy, Savlon or equivalent	300 Bottle
2.	Hand Wash liquid- 5 Ltr	Fem, Glamic or equivalent	250 Cane
3.	Phenyl- 5 Ltr	Clinzo, Trishul or equivalent	150 Cane
4.	Disinfectant liquid (ethnol base)	Dettol/Savlon	400 cane
5.	Air Fresheners / Air Pocket	Odonil, Glamic, godrej or equivalent	1200 Nos.

6.	Room fresheners	Premium, Air wick or equivalent	800 Nos.
7.	Mosquito, Cockroach spray (Black / red)	Baygon, Hit, All Out or equivalent	600 Nos.
8.	Glass Cleaner	Colin, Taski or equivalent	700 Nos.
9.	Toilet Cleaner- 5 Ltr	Harpic, Taski, Odonil or equivalent	250 Cane
10.	R-II Chemical (for floor)- 5 Ltr	Taski or equivalent	125 Cane
11.	R4 Chemical (for Wooden)-5 Ltr	Taski or equivalent	50 Cane
12.	D-7 Chemical (for Steel) -5 Ltr	Taski or equivalent	200 Cane.
13.	Plastic Small garbage (above 50 Microns)	Good quality	700 Kg.
14.	Plastic Big Garbage (above 50 Microns)	Good quality	700 Kg.
15.	Naphthalene Ball	Trishul or equivalent	50 Kg.
16.	Urinal & Sanitary Cube	Odonil, Catchy or equivalent	350 Packet
17.	Deo Screen	Good quality	500 Pieces
18.	Tissue Boxes	Premium, Wintex or equivalent	15000 Box.
19.	Toilet paper Rolls	Premium or equivalent	20000 Pkt.
20.	Tissue boxes (M fold)	Premium or equivalent	15000 pkt
21.	Detergent/Vim powder	Fena, Wheel, Vim or equivalent	200 Kg.
22.	Scrub Brush	Scorch bright or equivalent	600 Nos.
23.	Bleaching powder	Good quality	200 Kg.
24.	Dry Mop	Good quality	200 nos.
25.	Wiper	Good quality	200 nos.
26.	Soft Broom	Good quality	500 nos.
27.	Hand Broom with bamboo	Good quality	150 nos.
28.	Duster White	Good quality	2000 nos.
29.	Duster Yellow	Good quality	2000 nos.
30.	Floor Duster	Good quality	2000 nos.
31.	Twin Bucket for mopping system for common area	Good quality	30 nos.
32.	Signages cleaning in progress/wet floor	Good quality	30 nos.
33.	Jobby set standing Dustpan	Neelkamal or equivalent	50 nos.
34.	Dustbin with cover small (18 inch)	Neelkamal or equivalent	200 nos.
35.	Dustbin with cover - big (30inch)	Neelkamal or equivalent	100 nos.
36.	Dustbin with wheel (170-200 ltr) Green	Neelkamal or equivalent	24
37.	Dustbin with wheel (80-100 ltr) blue	Neelkamal or equivalent	24
38.	Bucket 15 ltr	Good quality plastic	40
39.	Mug 1 ltr	Good quality plastic	40
40.	Jute Bag 5-10 kg	Good quality	200
41.	Empty spray bottles (500-1000 ml)	Kissan craft or equivalent	300
42.	Air wick machine	Air wick	50

43.	Air wick refill	Air wick	200
44.	M Fold Tissue dispenser	Good quality	12
45.	Hand gloves Yellow/Green/Red (100 pair each)-Big Size	Good quality	300 pairs
46.	Surgical Gloves (50 pair box)	Good quality	350 box
47.	Toilet Brush	Good quality plastic	100
48.	Peppermint oil	Good quality	30 ltr
49.	Mosquito machine with refill	All out/Good knight or equivalent	50
50.	Mosquito Refill pack	All out/Good knight or equivalent	50
51.	Jala Brush	Good Quality	30 nos
52.	Teepol (Multi purpose Detergent)- 5Ltr	Good Quality	60 Cane

**Note :**

- The tentative requirement of consumables is given in the above list, however, the payment will be made on actual consumption basis.
- As per GRIHA requirement, ECO friendly chemicals have to be used.
- If any chemical/product for cleaning/sanitation is required to be replaced with eco-friendly chemicals/product, the same discount shall be applicable to the new product which is applicable to the product to be replaced with respect to market rate (MRP).

**d. Pest, Termite & Rodent Control and Fogging/Fuming: Tentative requirement for evaluation purpose is as under (Appendix-IV):**

- **Pest, Termite & Rodent Control: 4 visits per month**
- **Fogging/Fuming: 2 visits per month**

**Note: The payment will be made on actual no. of visits on prorata basis.**

**1.17 SUPERVISION**

- The Service Provider's Supervisor shall be the first line of contact for UIDAI HQ, who shall report to the designated officers of Administration Division, UIDAI HQ, for all requirements.
- In addition to this, the Service Provider shall also assign a Manager to UIDAI HQ, **with no extra cost**, to ensure performances of the services to the satisfaction of UIDAI HQ, failing which it shall invite penalties as prescribed in the clause 3.18.

**1.18 OTHER GENERAL TERMS & CONDITIONS**

- The Service Provider shall perform the housekeeping and Allied services in the manner and as per the instructions of the Admin. Division of UIDAI HQ.

- b) The Service Provider shall ensure that all personnel deployed by the firm are fully conversant with the premises and with the UIDAI HQ's business activities and its related requirements.
- c) The Service Provider must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed manpower at UIDAI HQ's office. The Service Provider should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing. Any delay in submission of these records will force UIDAI HQ to deduct a proportionate amount from the bills, as decided by the Competent Authority of UIDAI.
- d) Service Provider must employ adult and skilled personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the Service Provider. Service Provider shall deploy/engage reliable persons at UIDAI HQ's **premises** after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Service Provider shall intimate the details like name, age, parentage, address-(residential as well as permanent) of all staff to the UIDAI HQ and shall also intimate changes in addresses of the staff as and when they take place.
- e) Service Provider shall deal with and settle the matters related with Union of India, State Government(s) and Government UT Administrations and shall make sure that no labour disputes / problems are referred to UIDAI HQ. It shall totally indemnify UIDAI in this regard.
- f) Service Provider should at all times indemnify UIDAI HQ against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit (Amendment) Act, 2017; Delhi Shops and Establishment Act, 1954 or any modification thereof or any other law relating thereto and rules made hereunder from time to time. UIDAI will not own any responsibility in this regard.
- g) Service Provider's staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by Service Provider shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Service Provider shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify UIDAI in all respects under this contract.
- h) Be it private or public areas, the Service Provider's employees shall be liable to be frisked / checked by the Security guards at UIDAI HQ premises or on duty at any time during performance of their duties.

- i) Service Provider's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.
- j) Service Provider shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him/her.
- k) **All the payments to its employees shall be made by the Service Provider by bank transfer to respective bank accounts of all the personnel deployed at the site who shall sign the payment register in token of having received the salary in their accounts.**

**l) TELEPHONE HANDLING**

- The Service Provider's employees shall be instructed by the Service Provider strictly not to misuse the telephones facility of the UIDAI HQ.

**m) PATROLLING PROCEDURES**

- The Supervisor will keep taking round of the building/premises and keep a watch over the deployed staff.
- Patrolling should be done on an hourly basis and it should be ensured that strict cleanliness is maintained.
- The Supervisor will keep a watch on the activities of the deployed staff.
- If he/she finds anything unusual / untoward, a written report must be given to the Administrative Representative in the office of the UIDAI HQ.

**n) FRISKING / CHECKING PROCEDURES**

- All contract staff will be thoroughly frisked at the time of their entering the office premises and leaving the office premises in the evening. If anything untoward is found, it must be reported to Administration Division.

**o) CONFIDENTIALITY**

- The phone numbers and movement plans of the UIDAI shall not be given to anyone.
- Car make, colour and number of any officer(s)/official(s) and Telephone no./ any other information.
- Location and movement plans.
- Meetings and conference schedules.
- Site plan of the premises.

- Travel details of the UIDAI, HQs.
- Assets of the office,
- Any other information/documents in terms of the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended) and Regulations framed thereunder.

### **1.19 CODE OF CONDUCT:**

The Service Provider shall strictly observe that his/her personnel:

- Are always presentable and vigilant.
- Are punctual and arrive at least 15 minutes before start of their duty time.
- Take charges of their duties properly and thoroughly.
- Perform their duties with honesty and sincerity, Read and understand their post and site Instructions and follow the same.
- Extend respect to all Officers and staff of the UIDAI
- Shall not drink liquor on duty, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty.
- Will not read newspaper or magazine on duty.
- Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to Service Provider and to Administration Division of UIDAI .
- When in doubt, approach concerned person immediately.
- Get themselves checked by Housekeeping Personnel whenever they go out. Do not entertain visitors.
- Shall not smoke or use gutka/pan etc. in the office premises.
- Shall not act in a unionized manner.

## SECTION -II

### **Instruction to Bidders**

2. This invitation to online bid is for “Selection of suitable Housekeeping and Allied Services including Rate Contract for Consumables” for providing services at **Unique Identification Authority of India, Headquarter Building, located at Bangla Sahib Road, behind Kali Mandir, New Delhi.**

2.1 Bidder(s) 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. Bid offers prepared in accordance with the procedures enumerated in **Clause 3.1** should be submitted online only through 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 2.9**. Bidder(s) is advised to follow the instructions provided in the ‘Instructions to the Bidder 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.**

2.2 One bidder or bidders having business relationship shall submit not more than one tender. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/ director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

2.3 Bidder(s) who have downloaded the tender 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 bidder(s) is liable to be banned from doing business with UIDAI.

2.4 Intending bidders are advised to visit the 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.

2.5 The Hard Copies of original instruments in respect of ‘Tender fee’ of Rs.500+ 5% GST must be delivered to the address as mentioned in the Clause 2.9 (b) on or before bid opening date/time as mentioned in critical date sheet. Bidder(s) shall



likely to be rejected for non-submission of original payment instrument like DD, etc., against the submitted bid. The Demand Draft attached/ submitted for tender fee shall be non-refundable.

2.6 Bids will be opened as per date/time as mentioned in the Clause 2.9 (d). After online opening of Technical-Bid, the results of its qualification and the date of Price-Bid opening will be intimated later.

2.7 All Bids must be accompanied by Bid Security Declaration as per Annexure H

2.8 The Bid Document is not transferable.

**2.9 Schedule for Invitation to Bid**

a. Name of the Purchaser:

**The CEO,  
Unique Identification Authority of India,  
Ministry of Electronics & Information Technology,  
Govt. of India (GoI),  
Bangla Sahib Road, Behind Kali Mandir,  
Near Gole Market, New Delhi-110001**

b. Addressee and Address of the Contact Person for any clarification :

**Deputy Director (Admin),  
4<sup>th</sup> Floor, UIDAI, HQ, Ministry of Electronics & Information Technology,  
Govt. of India (GoI),  
Bangla Sahib Road, Behind Kali Mandir,  
Near Gole Market, New Delhi-110001  
Ph.no.011-23478556**

c. Queries should be submitted via E-mail at [ved.tyagi@uidai.net.in](mailto:ved.tyagi@uidai.net.in) and followed by paper copy by post.

**d. Important Dates:**

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

<b><u>CRITICAL DATE SHEET</u></b>		
Published Date	04/06/2021	at 1600 hrs
Pre-Bid Meeting	08/06/2021	at 1130 hrs
Submission of Clarification, if any	11/06/2021	at 1600 hrs
Clarification / corrigendum to be uploaded on the CPPP Portal, if any	18/06/2021	at 1600 hrs
Bid Submission Start Date	09/06/2021	at 1100 hrs
Bid Submission End Date	29/06/2021	at 1600 hrs
Technical Bid Opening Date	30/06/2021	at 1600 hrs
Financial Bid Opening Date	Will be communicated later.	
<b>Note:</b> The UIDAI shall not be responsible for delay in online submission of the bid, whatsoever may be the reasons. Also, ensure delivery of the financial instruments (Tender Fee) to UIDAI on or before the end date and time of bid submission.		

2.10 The Bidder(s) is required to pay Rs. 500+5% GST towards Tender fee, at the time of submission of Bids, in the form of a Bank Demand Draft failing which the Bids submitted by the Bidder shall not be entertained and shall be summarily rejected. The Bank Demand Draft should be drawn on a Nationalized Bank/ Scheduled Commercial Bank in favor of "UIDAI, New Delhi" and payable at New Delhi. Tender Fee is not required from those bidders who are registered with the CPO, National Small Industries Corporation (NSIC), MeitY.

**Note:** The Purchaser shall not be responsible for delay in online submission of the bid, whatever may be the reasons. Also ensure the delivery of financial instruments (Tender Fee) to the addressee on or before the end date of bid submission.

## **2.11 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>.

## **2.12 Registration**

2.12.1 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.

2.12.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

2.12.3 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.

2.12.4 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.

2.12.5 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.

2.12.6 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.

## **2.13 Searching for tender documents**

- 2.13.1 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.
- 2.13.2 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.
- 2.13.3 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.

## **2.14 Preparation of bids**

- 2.14.1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2.14.2 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.
- 2.14.3 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.
- 2.14.4 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.

## 2.15 Submission of bids

- 2.15.1 Bidder should login to 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.
- 2.15.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 2.15.3 Bidder has to select the payment option as “offline” to pay the tender fee as applicable and enter details of the financial instrument.
- 2.15.4 **EMD is exempted till 31.12.2021, as per order of Ministry of Finance, Deptt. Of Expenditure vide order no. No. F.9/4/2020-PPD dated 12.11.2020.**
- 2.15.5 Bidders are requested to note that they should necessarily submit their financial bids in the BOQ format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the blue 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.
- 2.15.6 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.
- 2.15.7 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.
- 2.15.8 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 2.15.9 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.
- 2.15.10 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.

## **2.16 Assistance to bidders**

- 2.16.1 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.
- 2.16.2 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.

## SECTION -III

### Invitation of Bid

#### 3.1 Online Bids Submission Process

3.1.1 The tender shall be submitted Online (complete in all respect) must be uploaded in two packets i.e. Two Bid system (technical bid and price bid), and bidder must follow the procedure as detailed in the Clause 2.11.

3.1.2 The bid shall be submitted online, the Signed and Scanned copies of all the required documents in

A) Packet-1 consisting 2 parts, viz.,

- Part I – Pre-bid qualification -Checklist-1 and relevant/supporting documents/evidences.
- Part II - Technical Bid Submission Annexure- A and relevant/ supporting documents/evidences.

B) Packet-2 having viz.,

- Schedule of price bid in the form of **BOQhousekeeping.xls**

3.2 All the documents being submitted must be sequentially numbered 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.

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

3.4 Original Instruments for Tender fee in the form of Demand Draft must be submitted on or before the last date of bid submission to the addressee, date and time as mentioned in the Clause 2.9 (b) and (d) respectively. Scanned copies must be uploaded as referred under the above Para 3.1.2(A).

#### 3.5 Bid Prices

3.5.1 The Financial Proposal/Commercial bid is also provided as **BOQhousekeeping.xls** along with tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download the **BOQhousekeeping.xls** and quote their offer/rates in the permitted column and upload the same in the commercial bid on line.

3.5.2 Bidder shall not tamper/modify downloaded price bid template in any manner. In case, if the same is found to be tempered/modified, or quoted price revealed in

any other manner, the bid shall be rejected and the bidder is liable to be banned from doing business with UIDAI.

3.5.3 In the absence of the above information, as requested in Clause 3.5.1 a bid would be considered non-responsive and summarily rejected.

3.5.4 The Bidder shall carry out the detailed study of the bid document for scope/facilities/requirement and accordingly, submit the bid by complying all terms and conditions.

### **3.6 Firm Prices**

3.6.1 Prices quoted/offered must be firm and final. There would be no increase in rates payable to the Agency during the Contract period except GST and other statutory obligations, which will be paid extra as applicable.

3.6.2 No bidder shall pay to the deployed personnel less than the minimum wages notified by the Chief Labour Commissioner, New Delhi, Ministry of Labour & Employment, Govt. of India time to time.

3.6.3 UIDAI HQ shall regulate the wages of deployed personnel in accordance to the applicable minimum wages time to time as per the notification mentioned in para 4.22.

3.6.4 The bidder shall comply all statutory obligations under the intimation to UIDAI as and when required.

3.6.5 The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out. UIDAI may ask for clarification with respect to taxes, duties, fees, levies, other charges, if required.

### **3.7 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.

### **3.8 Bid Security**

3.8.1 The Bidder shall furnish bid security declaration as per Annexure H without which, the bid will be rejected by the UIDAI as non-responsive.

### **3.9 Period of Validity of Bids**

3.9.1 Bids shall remain valid for 90 days from the last date of bid submission prescribed by UIDAI. A bid valid for a shorter period may be rejected by UIDAI as non-responsive.

3.9.2 All supporting/relevant documents/evidences being submitted must be legible and sequentially numbered as per the checklist irrespective of the nature of content.

3.9.3 Conditional bid would be treated as unresponsive and no representation shall be entertained on this account.

### **3.10 Address for Correspondence**

The Bidder or authorized representative shall submit the official mailing address, place, and email to which all correspondence would be made, refer Annexure 'A' (Technical bid).

### **3.11 Opening & Evaluation of Bid:**

3.11.1 Online bids (complete in all respect) along with original financial instrument (Demand Draft towards Tender Fee received physically on or before the date & time of the bid submission), will be opened as mentioned in the Clause 2.9 (d). The Bids received without Bid Security Declaration and/or Tender Fee will be rejected straight away.

3.11.2 A duly constituted committee will open the bids as per scheduled and the Technical evaluation will be carried out only for those bidders who qualify the pre-qualification criteria.

### **3.12 Conditions for Pre-Qualification of Bidders**

The bidders should enclose (to be submitted online as Part-1 of Packet-I of the online submission process) the following documents/evidences, as applicable:

3.12.1 Tender fee of Rs.500/- + 5% GST in form of Demand Draft/pay order (in original).

3.12.2 Bid Security Declaration (Annexure-H).

3.12.3 The Bidder may be a Partnership firm/ Limited Company/ Limited Liability Partnership duly constituted under the applicable laws and must possess the valid Registration of Establishment to Labour Dept.



- 3.12.4 The Bidder should have an experience of at least three years in providing Housekeeping Services during last five financial years ending on 31/03/2020, and have executed either of the following during last three financial years ending on 31/03/2020;
- i. Three similar completed works costing more than the amount equal to 40% of the estimated cost.

or

  - ii. Two similar completed works costing more than the amount equal to 50% of the estimated cost.

or

  - iii. One similar completed work costing more than the amount equal to 80% of the estimated cost.

**Upload all requisite documents / evidences as per Annexure ‘D’, ‘E’ & ‘H’.**

- 3.12.5 The Bidder should have average annual financial turnover of Rs.65.00 lakh (Rupees Sixty Five Lakh only) during the last 3 financial years, ending March, 2020 And shall submit statement stating year wise turnover duly certified by CA/CS.
- 3.12.6 The bidder shall have a registered Main/Branch office in NCR of Delhi and supporting duly certified proof thereof should also be attached.
- 3.12.7 The bidder shall submit an **undertaking** on letterhead as per **Annexure ‘B’**.
- 3.12.8 The bidder should have minimum 75 numbers of staff deployed on its pay roll in each year during last three financial years ending on 31/03/2020, statement on letterhead mentioning year wise number of deployed staff duly certified by HR Head.
- 3.12.9 Signed and scanned copy of Registration Certificate from 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) for **claiming exemption**, if applicable.
- 3.12.10 The bidder shall have the following Registration certificates:
- a. EPF Registration.
  - b. ESI Registration.
  - c. GST Registration.
  - d. Copy of PAN/TAN & Bank Account.
- 3.12.11 The bidder should submit ITRs for last three financial years ending on 31/03/2020 and latest compliance of GST.

### 3.13 Technical Evaluation of Bids

3.13.1 The bidders possessing all the requisite qualifications as spelt out in the Bid Document would be considered for Technical Evaluation. Any time during the process of evaluation, the UIDAI may seek specific clarifications from any or all the Bidders.

3.13.2 Technical Bids will be opened as per the date and time mentioned in the Critical date sheet. A Committee duly constituted by Competent Authority will subsequently carry out a detailed analysis. In this phase, the Technical Bids of only those bidders, who have met the prequalification criteria, will be evaluated. If required, the UIDAI may seek specific clarifications from any or all Bidder(s) at this stage. The technical evaluation criteria are as under:

Sr	Evaluation Criteria	Items	Marks	Max. Marks
1	Average Annual Turnover of the Firm/Agency during last three Financial years ending on 31/03/2020.	upto 2.5 Cr	10	15
		>2.5 Cr upto 5 Cr	12	
		Above 5 Cr	15	
2	<p>Number of Orders executed during last three financial years ending on 31.03.2020 in the jurisdiction of NCT of Delhi as under ;</p> <p>i. Three similar completed works costing more than the amount equal to 40% of the estimated cost.</p> <p>or</p> <p>ii. Two similar completed works costing more than the amount equal to 50% of the estimated cost.</p> <p>or</p> <p>iii. One similar completed work costing more than the amount equal to 80% of the estimated cost.</p>	Max 5 sets will be considered for evaluation and marks will be awarded on proportionate basis in case of incomplete set. {for (i), set of three completed works will be counted as one, for (ii), set of two completed works will be counted as one and for iii, each work will be counted as one }	7 each	35

3	Number of average Manpower on bidders' payroll during last three financial years ending on 31.03.2020	75-100	10	20
		101-150	15	
		Above 150	20	
4	Number of successfully execution certificate/letter from clients during last three financial years ending on 31.03.2020.	1-5	6	10
		6-8	8	
		Above 8	10	
6	Feedback from Clients	Excellent	5	5
		Good	3	
		Satisfactory	2	
5	Presentation of the bidder to the committee to be attached along with the tender documents: Detail Housekeeping Plan of UIDAI HQ building site which would include general housekeeping & deployment, use of housekeeping chemicals/consumables, trainings.	To be allotted by TEC		15
		Total		100

**Note: The bidders scoring minimum 70 (Seventy) would be considered technically qualified and further to open the financial bid.**

### 3.14 Commercial Evaluation

- 3.14.1 The Financial bids of only those bidders will be opened who obtain minimum score of 70(Seventy), the qualifying score during technical evaluation.
- 3.14.2 Evaluation of the bid will be online and offline both, and comments of the offline committee will be uploaded as per the online process.
- 3.14.3 As per Guidelines issued by Ministry of Finance O.M Dated 28th January 2014 quoting any Service charges as Nil, the bid shall be considered unresponsive and such bid should not be considered.
- 3.14.4 The technically qualified bidder, who have quoted/offered overall minimum total cost (Value as 'X' in commercial bid as mentioned in Annexure 'C') will be determined as L1 bidder, will be awarded the work. In addition to this, if, there is a tie in the quoted price, the bidder obtaining the highest score in technical evaluation shall be given priority in the selection. The decision of UIDAI shall be final and no representation shall be entertained in this case.

3.15 **UIDAI's Right to Vary Scope of Contract at the time of Award**

The UIDAI, may at any time, by a written order, in pursuant to Clause 4.2, may change, vary, modify or alter the general scope of the Contract.

3.16 **UIDAI's Right to Accept Any Bid and to Reject Any or All Bids**

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

3.17 **Clarification**

When deemed necessary, UIDAI may seek clarification 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 change in price quoted.

3.18 **Notification of Award**

3.18.1 Prior to expiry of the bid validity, UIDAI will notify the successful Bidder in writing by registered letter or by fax or email and the successful bidder shall accept the same in writing by regd. letter /email within 07 days of the receipt.

3.18.2 The notification of award will constitute the formation of the Contract.

3.19 **Signing of Contract**

3.19.1 At the same time as the UIDAI notifies the successful Bidder that its bid has been accepted, the UIDAI will send the Service Contract format (**Annexure 'F' of Section VI**) provided in the Bid Document, incorporating all Service Contracts between the UIDAI and the successful bidder.

3.19.2 Within 10 days of receipt of the Contract Form, the successful Bidder shall sign the Contract and return it to the UIDAI.

3.20 **Performance Security (PBG)**

3.20.1 Within 10 days of the receipt of notification of award from the UIDAI, the successful Bidder shall furnish the performance security (@ 3% of contractual value) in the Contract Performance Bank Guarantee (PBG) Bond prescribed in **Annexure 'G' of Section VI** in compliance to the Conditions of Contract.

3.20.2 In case the lowest bidder withdraws his/her offer, re-tendering should be resorted to. While retendering RFP may not be issued to the vendor who had backed out.

3.20.3 In case of termination of contract due to non-compliance of the terms and conditions, penalty imposed will be adjusted against the due to the firm/PBG.

**3.21 Transfer and Sub-letting:**

The Service Provider has no right to bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

**3.22 Events upon Termination:**

In the event of termination of this Service Contract for any reason whatsoever, the Service Provider/or persons deployed by him shall not be entitled for any amount whatsoever from UIDAI by way of compensation, damages or otherwise except for the accrued payments till the end date of this Service Contract. On termination of the contract, the Service Provider shall take steps to withdraw all the services provided in a smooth and orderly manner.

**3.23 Notice:**

All notices, requests, claims, demands and other communications between the parties shall be in writing and shall be given (i) by delivery in person or (ii) by registered mail, postage prepaid, or (iii) by facsimile or (iv) by electronic mail to the address of the party specified in this Service Contract or such other address as either party may specify in writing.

All notices shall be effective upon (i) receipt by the party to which notice is given, or (ii) on the fifth (5th) day following mailing, whichever occurs first.

**3.24 Effective Date:**

The effective date of deployment of personnel would be from the date of issue of work order or signing of the Service Contract.

## SECTION- IV

### GENERAL TERMS AND CONDITIONS

- 4.1 The initial period of contract will be for a period of one-year from the date of award of the contract and extendable further for a period of two years on year-to-year basis with the consent of the Service Provider subject to satisfactory performance and administrative convenience of UIDAI at the same rates and terms & conditions.
- 4.2 In normal course, scope / requirement of Housekeeping personnel may be increased / decreased up to 30% of the deployed personnel with the approval of the Competent Authority.
- 4.3 The duty chart shall be prepared by the Service Provider in consultation of Administration Division of UIDAI for every month in advance.
- 4.4 All employees of the Service Provider including Supervisors and Housekeeping personnel and their bag and baggage shall be liable for physical check both at the time of entry and exit of the building as well as inside the building.
- 4.5 The Service Provider shall change the Housekeeping Personnel on demand by the Administration within 24 hrs, if he/she commits unethical acts while on duty like Sleeping, Intoxicating, Negligence in performing duties, disobedience, theft, Dishonesty, indulging in illegal activities, involved in the work other than the allotted one or any other misconduct.
- 4.6 The full particulars of the personnel to be deployed by the Service Provider including their names and addresses shall be furnished to Admin Division along with testimonials prior to their deployment.
- 4.7 The service Provider shall not deploy or shall discontinue deploying the person(s), if so desired by the Administrative Authorities UIDAI, HQ at any time without assigning any reason whatsoever.
- 4.8 A local representative of Service Provider shall be In-charge of the Housekeeping Personnel and shall be responsible for the efficient rendering of the services. The Service Provider shall equip all the deployed Personnel with requisite resources.
- 4.9 A duly constituted committee of UIDAI shall review the performance of services with Service Provider on monthly basis and shall decide the further course of action mutually.
- 4.10 The Service Provider shall ensure that any replacement of the personnel, as required by UIDAI for any reason specified or otherwise, shall be affected promptly. If the Service Provider wishes to replace any of the personnel, the same shall be done with prior consent of the UIDAI.

- 4.11 The Service Provider shall provide uniform as mutually decided with name badges to its personnel deployed at UIDAI, HQ at its own cost and should be dressed up neat and clean daily.
- 4.12 The Service Provider shall ensure that the personnel deployed, shall be disciplined, obedient and avoid participation in any activity prejudicial to the interest of the UIDAI/Govt. of India/any State or any Union Territory.
- 4.13 The Service Provider shall submit an undertaking that all its deployed personnel have appropriate behavioural and communication training.
- 4.14 The Service Provider, before deployment of Housekeeping personnel should get approval from UIDAI HQ/Admin Division after providing: -
- 4.14.1 Two passport size photographs
  - 4.14.2 Residential proof / Aadhaar Card
  - 4.14.3 Police verification (as per Govt. rule).
  - 4.14.4 Medical Fitness certificate

These documents/evidences should be submitted at least seven days prior to deployment. At the time of deployment of Housekeeping personnel, Service Provider will return the original documents/certificates of the Housekeeping personnel after verification of the said documents/certificate. In case, any complaint is reported by any Housekeeping personnel in UIDAI in this regard, a fine of Rs.10,000/- would be imposed against the Service Provider in each such cases from their pending bills.

- 4.15 The day-to-day functioning of the services shall be carried out in consultation and under the direction of Admin. Division of UIDAI.
- 4.16 The Service Provider shall be solely responsible for compliance to the provisions of various Labour laws, such as, wages, EPF, ESI etc. relating to personnel deployed at UIDAI, HQ building or for any accident caused to them, UIDAI shall not be liable to bear expenses, if any. The Service Provider shall make payment of wages to housekeeping personnel deployed as per the rule irrespective of the delay of payment, if any or whatsoever the reasons. The Service Provider shall promote digital payment while paying the wages to the housekeeping personnel. The Service Provider shall provide evidence related to their payments of Wages, PF, ESI etc. on monthly basis/ as when required by UIDAI. The Service Provider shall specifically ensure compliances of all applicable Laws/Acts, but not limited to the following and their re-enactments/amendments/modifications from time to time:-
- 4.16.1 The Payment of Wages Act 1936
  - 4.16.2 The Employees Provident Fund Act, 1952
  - 4.16.3 The Contract Labour (Regulation) Act, 1970
  - 4.16.4 The Employees State Insurance Act, 1948

4.16.5 Minimum Wages Act, 1948

4.16.6 GST Compliance.

4.17 The details of payments relating to EPF/ESI such as challans, returns etc. shall be submitted along with the bill clearly indicating the employee code/ESI/EPF A/c number as a token of proof that these provisions have been complied and no liability on this count remains unpaid. The Service Provider shall submit details of the same along with the monthly bill.

4.18 The Service Provider will ensure that no loss should occur due to property damage or theft/pilferage in UIDAI HQ premises. If occurs, the same shall be recovered from the bills due or by en-cashing PBG of the Service provider. In addition to this, an FIR should be lodged with Police wherever necessary and the Service Provider will cooperate in the investigation. If needed, joint enquiry comprising of both the parties shall be conducted and accordingly responsibility shall be fixed.

4.19 The Service Provider would also provide Salary Slip in bilingual Hindi & English to each Housekeeping Personnel deployed by them at UIDAI, New Delhi every month and the Salary Slip should display following details:

4.19.1 Name of the Housekeeping service provider.

4.19.2 Name of the Employee.

4.19.3 Employee Code (issued by the Agency)

4.19.4 ESI Number of the Employee.

4.19.5 EPF Number of the Employee.

4.19.6 Wages details in all respects.

4.20 The Service Provider shall maintain the following records:

4.20.1 Daily attendance Register

4.20.2 Daily Consumable Register

4.20.3 Daily Inspection/Checking Register

4.20.4 Incident report Register

4.20.5 Documents related and covered by Labour Authority, which must be displayed and authenticated by local labour officer.

**The format of the above-mentioned records shall be approved by UIDAI before signing the Service Contract.**

4.21 The Service Provider shall submit a detailed checklist (on approval of the UIDAI) and certificate along with each bill to the effect that the payments have been made to the employees as per approved wages, acquaintance roll and all labour laws obligations have been complied with. In order to confirm the correctness of payment accounts to right party, the Service Provider has to submit adequate documentary proof of depositing EPF, ESI contributions and GST of preceding month in concerned



authorities along with bills. Documentary proof of EPF, ESI contributions should be in individual name of Housekeeping Personnel. The Service Provider shall submit an affidavit on non-judicial stamp paper of Rs.10/- that they have deposited EPF & ESI contributions of actual numbers of personnel in concerned authorities mentioned in the bill and all the Housekeeping Personnel have been issued Salary Slip with full details in all respect as specified in above Clause 4.24 for the month they claimed for the payments.

- 4.22 The wages will be paid to Housekeeping personnel based on their actual deployment in UIDAI and attendance duly verified by Administration Division. The said wages shall be paid for 26 days in a calendar month. The minimum wages shall be as per the rates notified by Chief Labour Commissioner, New Delhi, Ministry of Labour & Employment, Government of India from time to time for Delhi Region.
- 4.23 The approved Service Provider shall not be entitled to any increase in the approved rates till expiry of the service contract. However, any revision in minimum wages by Central Government and any amendment in ESI Act, EPF Act and statutory obligations notified by concerned Government authorities during currency of the service contract, would be considered through a written request of the Service Provider well in time with support of adequate documentary proof like copy of Government Notification/ Orders from time to time, for passing it fully to the Housekeeping personnel against actual number of Housekeeping personnel deployed by the Service Provider subject to audit check by UIDAI HQ, New Delhi etc. as and when required.
- 4.24 The cost of consumables machineries fogging/fuming charges will be paid as per actual deployment/consumption as verified by Admin Division.
- 4.25 **UIDAI reserves the right to impose Penalty in following cases:-**

**Penalties Clause:** The following penalties may be imposed on the Service Provider on the recommendations of the CEO, DDG, ADG and Officer In-charge of Housekeeping Services. The cumulative penalties shall be compiled and the amount shall be deducted from the payment of monthly bills submitted by the Service Provider:

<b>Sr. No.</b>	<b>Types of Service Deficiency/ Default</b>	<b>Severity Level</b>	<b>Penalty Rs.</b>
01	Change in manpower without prior intimation/permission (per occasion per person)	1	Rs.300/-
02	Non-Deployment of the Manpower (per day)* against absentee.	1	Rs. 500/-
03	Poor housekeeping services, improper upkeep or cleaning, (per occasion per day per floor)	2	Rs. 1,000/-
04	Non-Standard supply of consumables per occasion	2	Rs. 1000/-
05	Not in proper uniform (per person/day)	1	Rs.500/-
06	Delay or Non supply of consumable/materials per day	1	Rs.500/-
07	Misbehavior by housekeeping personnel per occasion in addition to removal	2	Rs.1000/-
08	Staff found in corrupt practices/misuse of consumables/material/theft (per occasion) in addition to removal/FIR	3	Rs.3000/-
09	False undertaking as per Annexure – B or submission of any false or forged document/information	4	In the event of failure to rectify the defect, if curable, as pointed out by UIDAI in writing within 30 days of receipt of the notice in this regard, the Service Provider shall be liable to pay a liquidated damage of 10% of the entire bid amount which shall be an admitted liability of Service Provider and no defence shall be raised in this regard. In addition, UIDAI shall also invoke the PBG submitted by Service Provider and terminate the Service Contract with immediate effect. The Service Provider shall be liable to receive payment for any outstanding invoices only after amounts of liquidated damages and PBG are received by UIDAI.

- \* In addition to the above penalty, proportionate wages shall also be deducted from the respective monthly bills for non-deployment of manpower against absentees.
- 4.26 Moreover, supply of non-standard consumables shall be replaced with the genuine and standard as mentioned in the tender along with a penalty mentioned as above. Even after the repeated penalties, if services are not upto the mark, UIDAI may forfeit the PBG and initiate the process of blacklisting.

In addition to the above penalties,

- a. The Service Provider shall disburse salary to its deployed manpower, if any, latest by 7<sup>th</sup> of every month, failing which penalty of Rs.1000/- per day will be imposed upto 15<sup>th</sup> of the month and the contract shall liable to be terminated. Performance Security Deposit shall be forfeited and the PBG will be encashed.
- b. Whenever and wherever it is found that the assigned work is not performed upto the entire satisfaction of the UIDAI HQ, it will be brought to the notice of the Service Provider and if no action is taken immediately, penalty of Rs.1000/- per day per complaint will be imposed.
- c. The Service Provider has to maintain adequate number of manpower, materials and equipments as per the contract and also arrange a pool of standby manpower / supervisor. If the required number of workers / supervisors is less than specified number as mentioned in the contract, a penalty as mentioned in clause 4.30 will be imposed.
- d. The initial sweeping and mopping of all the areas shall be completed by 9.00 a.m. on all working days, failing which a penalty of Rs. 1000/- per day shall be recovered from the Service Provider's bill in respect of each floor. The corridors/staircases will be mopped at least twice a day i.e. by 9.00 AM and 2.30 PM.
- e. The toilets will be cleaned at every hour from 9.00 A.M. to 6.00 P.M. daily. The Service Provider should provide 1(one) (one male and one female for each floor) full time unskilled worker (male/female), who should be available throughout the day for the said purpose, failing which a penalty @Rs.500/- on each occasion per day per floor shall be levied and the same would be deducted from the monthly bill.
- f. The Service Provider shall depute manpower in such a way that at least one person is available for two toilets for gents and another for two ladies toilets separately from 9.00 AM to 6.00 PM on all working days including Saturdays (except Sundays and National Holidays). Similarly, at least one person should be available on each of the floors, namely, Ground Floor, Third floor to ninth floor for attending to any urgent cleaning work other than the regular cleaning as mentioned above. As far as possible, the Service Provider shall not frequently change the personnel deployed on cleanliness etc. A penalty of Rs.500/- on each occasion for each person shall be recovered from the Service Provider's bill, if any worker is found missing/absent from any toilet/corridor as aforesaid. An attendance sheet will be signed by workers, supervisors and Manager in the morning & evening daily. The Attendance register will be monitored and controlled by the

Administration Division of UIDAI HQ. They will also attend to deficiencies, if any, pointed out to them by the Administration Division.

- g. The Service Provider shall supply fresh sets of uniforms/badges, identity cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform or with soiled or torn uniform, penalty @ Rs.500/- per person per day shall be recovered from Service Provider's bill.
- h. In case the Service Provider fails to fulfil the minimum statutory requirements (ESIC/EPF/GST) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Service Provider is liable to be blacklisted by the UIDAI, HQ, in addition, the monthly bills and Performance Security Deposit will be forfeited.

#### 4.27 Dispute

4.27.1 Any dispute(s) or difference(s) between the Parties arising out or in connection with this RFP or in respect of any defined legal relationship associated therewith or derived there from, the Parties agree to refer the dispute to Delhi International Arbitration Centre, Delhi High Court Campus, Shershah Road, New Delhi – 110 503, to be settled through arbitration as per the Arbitration & Conciliation Act, 1996, as amended from time to time and to be decided by a Sole Arbitrator who shall be a former Judge of Supreme Court of India.

4.27.2 The arbitration proceedings shall be held at New Delhi, India and language of the proceedings shall be English.

4.27.3 The decision of the Sole Arbitrator shall be accepted by the parties as final and binding.

4.27.4 The Parties shall continue to perform their respective obligations in terms of this Service Contract during the pendency of the arbitration proceedings.

4.27.5 The arbitration proceedings shall be conducted as per the Delhi International Arbitration Centre (Arbitration Proceedings) Rules, 2018, and the Delhi International Arbitration Centre (Administrative Cost and Arbitrators Fees) Rules, 2018.

4.27.6 In addition to sub-Clause 4.27.5, the parties agree to adopt procedure as per **Section 29B – Fast track procedure**, of the Arbitration and Conciliation Act, 1996 (as amended).

4.28 Any violation of instructions Service Contract or suppression of facts will attract termination of Service Contract without any reference.

4.29 An Service Contract shall be signed with the successful bidder as per Annexure - F.

**Note:** These terms and conditions are part of the Service Contract as indicated in the Service Contract between 'Client' (First Part) and the 'Service Provider' (Second Part) and any non-compliance shall be deemed as breach of the Service Contract.

## SECTION-V

### Special Terms & Conditions.

5. The Bidder is required to give confirmation to their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful bidder as selected by the UIDAI. Failure to do so may result in rejection of Bid submitted by the bidder.

5.1 **Option Clause:** The contract will have option clause, wherein UIDAI may exercise an option to procure an additional up to 30% of the original contract value as per the same terms and conditions of the present contract. This will be applicable during the term of the contract. The bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely in the discretion of the UIDAI to place the request or not.

#### 5.2 **Payment Terms:**

5.2.1 It will be mandatory for the bidders to indicate their GST number, bank account number and IFSC and other relevant e-payment details so that payments could be made through ECS/NEFT/RTGS mechanism instead of payment through cheques.

5.2.2 The UIDAI shall pay the agreed amount on producing the monthly bill. No other charges of any kind shall be payable.

5.2.3 There would be no increase in rates payable to the Service Provider during the Contract period except reimbursement of the applicable GST.

5.2.4 TDS as applicable shall be deducted from the monthly bills.

5.3 **Advance Payment:** No request for advance payment shall be entertained.

#### 5.4 **Paying Authority:**

5.4.1 The bidder shall submit original ink signed bill cum invoice monthly to Deputy Director (Administration Division) for payment.

5.4.2 Monthly bill of previous month shall be submitted along-with undertaking on stamp paper regarding statutory compliances, GST return, ESI, EPF challan within 7 days in the subsequent month.

#### 5.5 **Force Majeure Clause :**

5.5.1 Notwithstanding the provisions of tender, the Service Provider shall not be liable for forfeiture of its performance security, penalties or termination for default, if and to the Tender document for a Housekeeping services at UIDAI, HQ 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.

- 5.5.2 For purpose of this clause, "Force majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable, either in its sovereign or contractual capacity. Such events may include but are not restricted to Acts of God, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes, currency restrictions, insurrection and civil commotion, acts of terrorism, lockdown imposed by Central or State Government, etc. Whether a "Force majeure" situation exists or not, shall be decided by UIDAI, HQ and its decision shall be final and binding on the Service Provider and all other concerned.
- 5.5.3 In the event that the Service Provider is not able to perform his obligations under this contract on account of force majeure, he will be relieved of his obligations during the force majeure period. In the event that such force majeure extends beyond 07 Days, UIDAI HQ has the right to terminate the contract in which case, the contractual guarantees and warranties shall be refunded to him.
- 5.5.4 If a force majeure situation arises, the Service Provider shall notify UIDAI, HQ in writing promptly, not later than 2 days from the date such situation arises. The Service Provider shall notify UIDAI, HQ not later than 2 days of cessation of force majeure conditions. After examining the cases, UIDAI HQ shall decide and grant suitable additional time for the completion of the Work, if required.
- 5.5.5 Housekeeping personnel and Supervisors shall sign their attendance in Register/ Biometric in the respective shift and accordingly, the payment will be made.

## **5.6 OFFICIAL RECORDS :**

- 5.6.1 The Service Provider shall maintain complete official records of disbursement of wages /salary, showing specifically details of all deductions such as ESI, EPF, etc. in respect of all the staff deployed in premises of the UIDAI HQ.
- 5.6.2 The Service Provider shall maintain a personal file in respect of all the staff, who is deployed in UIDAI HQ's premise. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary / Permanent) and all grievances recorded by the staff vis-a-vis action taken etc.
- 5.6.3 The Service Provider shall furnish an undertaking that within seven days of the close of every month he/she will submit to UIDAI HQ a statement showing the recoveries of contributions in respect of individual employees with Certificate that the same have been deposited with ESIC / EPFO Commissioners.

5.6.4 Each monthly bill must accompany the:

- (a) List of employees with their date of engagement
- (b) The amount of wages (The Service Provider shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC, EPF, etc.)
- (c) Copies of authenticated documents of payments of such contributions to EPFO/ESIC.
- (d) Declaration of the Service Provider regarding compliance of EPF / ESIC requirements.
- (e) GST R -1 challan cum return.
- (f) Details of consumables and machinery used and fogging/fuming done.

5.6.5 The Service Provider shall also prepare a register indicating all payments/dues in respect of all the employees.

#### **5.7 Law governing the Service Contract/RFP:**

The Service Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws of India. The parties to the Service Contract shall be governed at all times by the provisions of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (as amended) (“**Aadhaar Act, 2016**”) and the Regulations framed there under as amended from time to time. Notwithstanding anything contained therein, if the parties contravene any provisions of Aadhaar Act, 2016 and the regulations framed there under, as applicable to the services rendered under the Service Contract, they shall liable to applicable penal provisions prescribed therein, in addition to, the penalties/provisions provided in the Service Contract/RFP.

#### **5.8 Confidentiality:**

- (a) Except with the prior written consent of UIDAI, the Service Provider and its staff/ Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the service provider and its staff/ Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
- (b) The Service Provider shall be bound by the Aadhaar Act 2016, Regulations and Guidelines framed thereunder (subsequent amendments), as applicable to the services rendered under the Service Contract/RFP. Any contravention thereof shall attract penal provisions as per the Aadhaar Act 2016, Regulation and Guidelines framed thereunder and subsequent amendments.

#### **5.9 Notification Limits for Claims:**

UIDAI shall notify the Service provider of any claim arising from the Services in reasonable detail and in writing within sixty (60) days on which UIDAI became aware (or should reasonably have become aware ) of the occurrence giving rise to the claim.

**PROFORMA FOR TECHNICAL BID**

Sl No.	Particulars	Remarks/Page no.	
1.	Name of Bidder		
2.	Address of the Bidder		
3.	Name of the Company		
4.	Address of the Company		
5.	Name and address of the officer to whom all references shall be made regarding this bid		
	a) Land line Telephone No.-		
	b) Mobile No. -		
	c) Fax No.-		
	d) E-mail -		
6.	Year wise annual turnover of the Firm/Agency during last three Financial years ending on 31/03/2020.	2017-18	
		2018-19	
		2019-20	
8.	<p>Number of Orders executed during last three financial years ending on 31.03.2020 in the jurisdiction of NCT of Delhi as under ;</p> <p>(i) Three similar completed works costing more than the amount equal to 40% of the estimated cost.</p> <p style="text-align: center;">or</p> <p>(ii) Two similar completed works costing more than the amount equal to 50% of the estimated cost.</p> <p style="text-align: center;">or</p> <p>(iii) One similar completed work costing more than the amount equal to 80% of the estimated cost.</p>	<b>2017-18 to 2019-20</b>	



9.	Year wise manpower on bidders' payroll during last three financial years ending on 31.03.2020	2017-18	
		2018-19	
		2019-20	
10.	Number of successfully execution certificate/ letter from clients during last three financial years ending on 31.03.2020	2017-18	
		2018-19	
		2019-20	
11	Feedback of clients		

- Note: - 1. Similar works contract means supplying of Housekeeping personnel.  
2. Upload all the documents /evidences in support of above.

(On letter-head of firm)

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that I/We have understood all the terms & conditions of the tender and abides by it. Further, I/We declare;

- a) that no criminal case or insolvency proceedings is pending against the Bidder and no Employee or Officer or Partner or Director of the Bidder has been convicted of any criminal offence or offence involving moral turpitude, as per the laws of India or the Bidder has not been blacklisted by any Agency/Govt. Department/PSU/Banks, etc;
- b) that the UIDAI HQ building site has been visited by the Bidder and have understood all the requirements and shall abide by them; and
- c) that none of the relatives of the Bidder or its Promoters or Directors or its Employees is directly or indirectly associated with UIDAI.

Name & signature of authorized signatory

**PROFORMA FOR FINANCIAL BID**

**Annexure 'C'**

Sl. No.	Description	Total Annual Amount in Rs. (incl. GST)	Total Annual Amount (In words) (incl.GST)
a.	<b>Cost for Deployment of Housekeeping personnel</b>		
b.	<b>Rent for Cleaning and Mopping Machines</b>		
c.	<b>Cost of Consumables</b>		
d.	<b>Cost of Pest, Termite &amp; Rodent Control and Fogging/Fuming</b>		
Grand Total (a+b+c+d)		X	

Note:

1. Rates shall be quoted in **BOQhousekeeping.xls** which contains two xls sheets (**Appendix I and Appendix II+ Appendix III+ Appendix IV**).
2. Grand Total cost represented by X will be considered for evaluation and ranking to determine the successful bidder (L1).

## a. Annual Cost for Deployment of Housekeeping personnel

Sl No.	Description of services required	No. of persons	Wages per day per personnel	Wages per calendar month per personnel (26 days x col. 3)	EPF contribution @ 13% of col 4 (ceiling Rs. 15000/-)	ESI contribution@3.25% of col 4 (ceiling Rs. 21000/-)	Total expenditure on offered wages per month Col. 2x(4+5+6)	Total expenditure on offered wages per Annum Col (7x12)	Agency / Admin. Charges per Annum in % of col.8	Amount (in Rs.) of Agency / Admin. Charges per Annum of col.9	Applicable GST. Charges in Rupees. { @18% of Col (8+10) }	Total Annual Cost for deployment of Housekeeping personnel Col ((8+10+11)* Col 2)
	1	2	3	4	5	6	7	8	9	10	11	12
i.	Supervisors	5										
ii.	Housekeeping Personnel	51										
Total (a)												

**Note:**

- Relieving charges will be paid extra for the deployed personnel over and above 26 days in a calendar month.
- GST will be paid extra as applicable from time to time.
- Price quoted "Total (a)" as mentioned in the above table shall be considered for financial evaluation purpose.
- EPF contributions are payable on maximum wage ceiling of Rs. 15,000/-.
- No ESI will be contributed for the personnel drawing monthly wages of Rs. 21,000/- or above.
- Agency charge/Admin. Charges including Training, Uniforms for (summer & winter), Uniform maintenance, conveyance etc.

## b. Annual Cost for Housekeeping Machinery on Rent

S. No.	Machinery	Qty	Basic Rent per unit per month including applicable taxes (GST etc.)	Total Rent per month (2*3)	Total Rent per annum In figure (4*12)	Total Rent per annum in words
1	2	3	4	5	6	
i.	Wet & Dry vacuum cleaner	6				
ii.	Dry vacuum cleaner GD930	6				
iii.	Single Disc machine	6				
iv.	Mechanized water jet /cable for drain cleaning	2				
v.	Mist Gun- Portable AC power Mist sprayer 1400wt 4-5 ltr. Capacity	2				
vi.	Wheel based steam Vacuum cleaner AC (HKV-5KV(8-9 BAR) 20 Ltrs. UPTO 150°C	2				
Total (b)						

Note: Offered rate mentioned in words will be considered final in case of discrepancy in figure and words

Price quoted "Total (b)" as mentioned in the above table shall be considered for financial evaluation purpose.

**c.** Annual cost of consumables (Toiletries / dispensers) (Tentative requirement/Per Year) on Rate Contract:

<b>Sl. No.</b>	<b>Items</b>	<b>Quantity</b>	<b>Rate per unit includ. applicable taxes (GST etc.)</b>	<b>Total cost in figure (B*C)</b>	<b>Total cost in words</b>
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
1.	Hand wash Liquid-250 Ml	300 Bottle			
2.	Hand Wash liquid- 5 Ltr	250 Cane			
3.	Phenyl- 5 Ltr	150 Cane			
4.	Disinfectant liquid (ethnol base)	400 cane			
5.	Air Fresheners / Air Pocket	1200 Nos.			
6.	Room fresheners	800 Nos.			
7.	Mosquito, Cockroach spray (Black / red)	600 Nos.			
8.	Glass Cleaner	700 Nos.			
9.	Toilet Cleaner- 5 Ltr	250 Cane			
10.	R-II Chemical (for floor)- 5 Ltr	125 Cane			
11.	R4 Chemical (for Wooden)-5 Ltr	50 Cane			
12.	D-7 Chemical (for Steel) -5 Ltr	200 Cane.			
13.	Plastic Small garbage (above 50 Microns)	700 Kg.			
14.	Plastic Big Garbage (above 50 Microns)	700 Kg.			
15.	Naphthalene Ball	50 Kg.			
16.	Urinal & Sanitary Cube	350 Packet			
17.	Deo Screen	500 Pieces			
18.	Tissue Boxes	15000 Box.			
19.	Toilet paper Rolls	20000 Pkt.			
20.	Tissue boxes (M fold)	15000 pkt			
21.	Detergent/Vim powder	200 Kg.			
22.	Scrub Brush	600 Nos.			
23.	Bleaching powder	200 Kg.			
24.	Dry Mop	200 nos.			
25.	Wiper	200 nos.			
26.	Soft Broom	500 nos.			
27.	Hand Broom with bamboo	150 nos.			
28.	Duster White	2000 nos.			
29.	Duster Yellow	2000 nos.			
30.	Floor Duster	2000 nos.			

31.	Twin Bucket for mopping system for common area	30 nos.			
32.	Signages cleaning in progress/wet floor	30 nos.			
33.	Jobby set standing Dustpan	50 nos.			
34.	Dustbin with cover small (18 inch)	200 nos.			
35.	Dustbin with cover - big (30inch)	100 nos.			
36.	Dustbin with wheel (170-200 ltr)Green	24			
37.	Dustbin with wheel (80-100 ltr) blue	24			
38.	Bucket 15 ltr	40			
39.	Mug 1 ltr	40			
40.	Jute Bag 5-10 kg	200			
41.	Empty spray bottles (500-1000 ml)	300			
42.	Air wick machine	50			
43.	Air wick refill	200			
44.	M Fold Tissue dispenser	12			
45.	Hand gloves Yellow/Green/Red (100 pair each)-Big Size	300 pairs			
46.	Surgical Gloves (50 pair box)	350 box			
47.	Toilet Brush	100			
48.	Peppermint oil	30 ltr			
49.	Mosquito machine with refill	50			
50.	Mosquito Refill pack	50			
51.	Jala Brush	30 nos			
52.	Teepol (Multi purpose Detergent)-5Ltr	60 Cane			
<b>Total (c)</b>					

Price quoted "Total (c)" as mentioned in the above table shall be considered for financial evaluation purpose.

d. Annual cost of Pest, Termite & Rodent Control and Fogging/Fuming: Tentative requirement for evaluation purpose is as under :

Sl. No	Description	No. of visits per month	Rate per visit Including applicable taxes (GST etc.)	Cost per month (2*3)	Annual cost in figure 4*12	Annual cost in words (All Inclusive)
	1	2	3	4	5	6
i	Pest, Termite & Rodent Control	4				
ii.	Fogging/Fuming	2				
<b>Total (d)</b>						

Price quoted "Total (d)" as mentioned in the above table shall be considered for financial evaluation purpose.



**Details of the past contracts of Housekeeping and Allied Services**

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.

Sl. No.	Name of Government Departments/ PSUs/ other Private sector along with address, telephone	Amount of Contract. (Rs. in Lakh incl. GST)	Duration of Contract.	
			From	To

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

**Note:** UIDAI can contact the offices mentioned above to confirm the references provided.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

**Details of Projects and Manpower (Experience):**

Sl. No.	Name of the Projects On-going and Completed	Location Details	Start Date of Project	End Date of Project	Cost of Project (in Rs.)	No. of Supervisor (Housekeeping) (Skilled)	House-keeping males/ females (Unskilled)

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

Signature of authorized person

Date:  
B.  
Place:

Name:  
Seal:

**DRAFT SERVICE CONTRACT FORMAT**  
(To be made on Rs.100.00 Non-Judicial Stamp Paper)

This Service Contract is made at New Delhi on the \_\_\_\_\_ day of .....Two Thousand and Twenty One between CEO, UIDAI acting through Shri.....(Rank) .....- Unique Identification Authority of India, Head Quarter, Bangla Sahib Road, Behind Kali Mandir, Near Gole Market, New Delhi-110 001 (herein after called 'UIDAI' which expression shall, unless repugnant to the context or meaning thereof be shall mean and include its successors, legal representatives and assigns) of the (First Part)

AND

.....having its registered office at ..... through [●] authorised vide [●] (hereinafter called the 'Service Provider' which expression unless repugnant to the context or meaning thereof shall mean and include its successors, authorised representatives and permitted assigns) of the Second Part.

WHEREAS the 'UIDAI' is desirous to engage the 'Service Provider' for providing Housekeeping and Allied services including rate contract of Consumables at UIDAI, HQ, New Delhi on the terms and conditions stated below:

NOW THIS SERVICE CONTRACT WITNESSETH AS FOLLOWS: -

1. The Service Provider shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all the statutory obligations, such as, Wages, EPF, ESI, etc., relating to personnel deployed in UIDAI, HQ and applicable GST. The "Service Provider" will give proof of fulfilling statutory obligations. The 'UIDAI' shall have no liability in this regard.
2. The Service Provider shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it, at UIDAI, HQ. The 'UIDAI' shall have no liability in this regard.
3. Any violation of instruction/Service Contract or suppression of facts will attract cancellation of Service Contract without any reference or any notice period.
4. The following documents of RFP shall be deemed to form and be read and constructed as part of this service contract Service Contract viz:
  - a) Letter of Award/Acceptance of Service Contract
  - b) General Terms and Conditions (Section IV).
  - c) Special Terms and Conditions (Section V).

- d) Notice Inviting Tender/RFP
  - e) Bill of Quantities.
  - f) Scope of Work - **OPERATIONS AND SCHEDULE** .
  - g) Addendums, if any.
  - h) Any other additional terms & conditions forming part of the Service Contract.
  - i) Record format as per clause 4.20.
5. The contract can be terminated by giving one-month notice on either side.
  6. In case of non-compliance with the contract, the 'UIDAI' reserves its right to:
    - a. Cancel/revoke the contract; and/or
    - b. Impose penalty upto 10% of the total annual value of Service Contract.
  7. Security deposit equal to 3% of the Annual contract value with validity of 60 days beyond the contractual obligation, in the form of Bank Guarantee of Nationalized and Scheduled Commercial Banks authorized to do Govt. business shall be furnished by the 'Service Provider' at the time of signing of the Service Contract as per "Annexure-E".
  8. The 'Service Provider' shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in UIDAI latest by 7th day of each month.
  9. The Housekeeping personnel provided by the 'Service Provider' shall not claim to become the employee(s) of UIDAI and there will be no Employee and Employer relationship between the personnel engaged by the 'Service Provider' for deployment in UIDAI, HQ.
  10. There would be no increase in rates payable to the 'Service Provider' during the contract period except reimbursement statutory obligations and applicable GST.
  11. The 'Service Provider' also agrees to comply with Terms and Conditions & Scope of work of the tender document and amendments thereto from time to time.
  12. The 'Service Provider' and Housekeeping personnel appointed shall keep confidential all information in connection with and related to UIDAI and shall not reveal the same to any third party. Any breach of confidentiality shall be a violation of the terms and conditions of this Service Contract.
  13. Decision of 'UIDAI' regarding interpretation of the Terms and Conditions and the Service Contract shall be final and binding on the 'Service Provider'.
  14. The 'Service Provider' shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The 'Service Provider' shall keep 'UIDAI' fully indemnified against liability of tax, interest, penalty etc. of the 'Service Provider' in respect thereof, which may arise.
  15. In case of a dispute between the 'Service Provider' and 'UIDAI', 'UIDAI' shall have the right to decide. However, all matters shall have the jurisdiction of local courts at New Delhi.

16. The total value of Service Contract, including applicable taxes, for hiring of Housekeeping & Allied Services at UIDAI HQ will be Rs. \_\_\_\_\_ /- for a period of one year which will be effective from \_\_\_\_\_ 2021.

17. The contract will be valid for a period of 12 months w.e.f \_\_\_\_\_ 2021. However, UNIQUE IDENTIFICATION AUTHORITY OF INDIA (UIDAI, HQ) may extend the contract further with the consent of Service Provider subject to satisfactory performance and administrative convenience of UIDAI as per clause 3.6 and 4.1 of the tender document.

IN WITNESS WHEREOF the Parties have set their respective hands the day and year first above Written.

Witness:

Signed by the duly authorized representative of the Service Provider

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Witness:

Signed by the duly authorized representative of UIDAI Headquarter

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Accepted on behalf of  
the Service Provider

Accepted on behalf  
of the UIDAI Headquarter

PERFORMANCE BANK GUARANTEE  
(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

The CEO  
Unique Identification Authority of India  
Ministry of Electronics & Information Technology,  
Govt. of India (GoI),  
Bangla Sahib Road, Behind Kali Mandir,  
New Delhi-110001

Dear Sir,

In consideration of the Unique Identification Authority of India, Ministry of Electronics & Information Technology, on behalf of the Chief Executive Officer, UIDAI, (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, representatives and assigns) having awarded to ..... with its Registered/Head office at ..... (Hereinafter referred to as the "Service Provider" 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 Service Provider, resulting in a Contract, bearing No..... dated.....valued at.....for "Selection of Housekeeping Service Provider for providing Housekeeping and Allied services including rate contract of Consumables at UIDAI, HQ" and the Service Provider having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. .... (In words & figures).

1. 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 amount due and payable under this guarantee without any

demur, reservation, context, recourse or protest and/or without any reference to the Service Provider 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 Service Provider(s) of any of the terms or conditions contained in the said Service Contract or by reason of the Service Provider(s)' failure to perform the said Service Contract. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Service Provider 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.

2. 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 Service Provider. 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 Service Provider, 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 Service Provider 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.
3. 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 Service Provider and notwithstanding any security or other guarantee the Owner may have in relation to the Service Provider's liabilities.
4. This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider.
5. Notwithstanding anything contained hereinabove:
  - a. Our liability under this guarantee is restricted to Rs. .... (In words & figures) being the 3% of the value of the contract/notification of award.
  - b. This Bank Guarantee will be valid upto .....; and
  - c. 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 authorized officer, has set its hand and stamp on this.....day of.....2021 at.....

WITNESS

-----  
(Signature)

-----  
(Signature)

-----  
(Name)

-----  
(Name)

-----  
(Official Address)

-----  
(Designation with Bank Stamp)

Attorney as per power of  
Attorney No. \_\_\_\_\_  
Dated : \_\_\_\_\_



BID SECURITY DECLARATION

(The Bidder shall fill in this Form in accordance with the instructions indicated on its letterhead)

Dated :

To

**Dy. Director (Admin),  
4<sup>th</sup> Floor, UIDAI Headquarter Building,  
Bangla Sahib Road, Behind Kali Mandir,  
Near Gole Market, New Delhi-110001**

Ref: Tender document No. \_\_\_\_ dated \_\_\_\_\_

Sir/Madam,

I/We, the undersigned, declare that:

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

I/ We accept that I/We may be disqualified from bidding for any contract with UIDAI for a period of 3 years from the date of opening of Bid, if I/We are in a breach of any obligation(s) under the bid conditions, because I/We:

- 1) Have withdrawn/modified/amended, impairs or derogates from the tender; or
- 2) After having been notified of the acceptance of our bid by the Competent Authority within the period of bid validity:
  - (i) Fail or refuse to furnish a Performance Security in accordance with the Conditions of the Tender Document of Tender No.....
  - OR**
  - (ii) Fail or withdraw or refuse to sign the contract

I/We understand that this Bid-Security Declaration shall cease to be valid, if contract is not awarded to us, upon:

- a) Our receipt of your notification to us of the name of the successful bidder or
- b) Twenty –eight days after the expiration of the validity of our Bid or any extension to it.

We are submitting this Bid Security Declaration in the name of M/s.....Dated on \_\_\_\_\_ day of \_\_\_\_\_

For and on behalf of M/s. \_\_\_\_\_

Address:

Signature

Name

In the capacity of

**DULY AUTHORISED TO SIGN THE BID**