

**GOVERNMENT OF INDIA  
Planning Commission  
Regional Office  
Unique Identification Authority of India  
Ranchi, Jharkhand**

**Tender No. : UIDAI/RO/Ranchi/Outsourcing/2011-12**

**BID DOCUMENT**

**For providing Services of Housekeeping  
to the O/o Unique Identification Authority of India  
Regional Office, Ranchi, Jharkhand**

**(Visit us at [www.uidai.gov.in](http://www.uidai.gov.in))**

**Not transferable**

## CONTENTS OF TENDER DOCUMENT

<b>S.No.</b>	<b>Description of contents</b>	<b>Page Number</b>
1	Tender Notice dated *****	1-2
2	Scope of work and general instructions for Tenderer	3-5
3	Technical specifications for the tendering agency for providing services of Safaiwala in the O/o Unique Identification Authority of India, Regional Office, Ranchi, Jharkhand	6
4	Terms and Conditions	7-11
5	Tender Application -Technical Bid	12-15
6	Tender Application-Financial Bid	16

**GOVERNMENT OF INDIA  
Planning Commission  
Unique Identification Authority of India  
Regional Office, Ranchi  
Jharkhand**

**Tender .No.** UIDAI/RO/Ranchi/Outsourcing/2011-12

**Dated:** 11/01/2012

**TENDER NOTICE**

1. Sealed tenders on behalf of the President of India, are invited from reputed, experienced and financially sound Manpower Companies /Firms /Agencies for providing Housekeeping services broadly include sweeping, cleaning, dusting, toilet up keeping to in the office of Unique Identification Authority of India, Regional office , Ranchi for a period of one year from the date of award of contract.

2. Companies/firms/agency may send their request for tender documents w.e.f. **11/01/2012** in writing to Dy. Director in the O/o the UIDAI, R.O , RIADA Building,1<sup>st</sup> Floor ,Namkum Industrial Area, Lowadih, Ranchi, (Phone No.0651-2460081 / 91) on all working days between 10.00 hours to 17.00 hours) up to **30/01/2012** by paying Rs 100.00 being the cost of Tender Document in form of DD in favour of CDDO, UIDAI, Regional Office Ranchi . The Tender Document may also be uploaded from the website : [www.uidai.gov.in](http://www.uidai.gov.in) .

**3. Schedule –**

<b>Date &amp; time of issue of Bid Document</b>	<b>:</b>	<b>11/01/2012 to 30/01/2012</b> (Time 1000 hrs to 1700hrs.)
<b>Last date &amp; time for receipt of tenders</b>	<b>:</b>	<b>31/01/2012, Time 1500 hrs.</b>
<b>Date &amp; Time for opening of Bids</b>	<b>:</b>	<b>31/01/2012, Time-1530 hrs</b>
<b>Place of opening the Tenders</b>	<b>:</b>	<b>UIDAI, Regional Office, RIADA Building,1<sup>st</sup>Floor,Namkum Industrial Area, Lowadih, Ranchi</b>
<b>Validity of Tenders</b>	<b>:</b>	<b>180 days from the date of Opening of tenders.</b>

**4. The tenderers shall not be entertained after the due date and time deadline under any circumstances whatsoever.**

5. This UIDAI reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the UIDAI R.O, Ranchi in this regard shall be final and binding on all.

**(Anil Kumar)**  
**Dy. Director (Admn)**  
**Unique Identification Authority of India**  
**Regional Office, Ranchi**

## SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The O/o the UIDAI, Regional Office, RIADA Building, 1<sup>st</sup> Floor, Namkum Industrial Area, Lowadih, Ranchi, (Phone No.0651-2460081/91) requires the services of reputed, well established and financially sound Manpower Companies / Firms / Agency to provide housekeeping services.

### Scope of Works in detail:-

Toilet / Wash Basin cleaning	- 03 times a day.
Floor cleaning	- 03 times a day.
Windows/ Glass/ Wall Cleaning	- Once in a Week.
Table/ Chairs/ Furniture Cleaning	- Daily once.
Cleaning of Centre table, Sofa set, Side table, Telephone etc.	- Daily once.
Wall Partition/ Glass in Partition & Windows	- Once in a Week.
Cleaning of Common area and Stair cases approaching the common area in 1 <sup>st</sup> floor.	- Daily twice

2. The contract is initially for one year from the date of **finalization of tender**.. The period of the contract may further extended for a period of 1 year after the completion of contract provided the requirement of the Housekeeping persists at that time or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of housekeeping by the selected Company / Firm /Agency. The department, however, reserves right to terminate this initial contract at any time after giving one week notice to the selected service providing Company / Firm / Agency.

3. Initial requirement for housekeeping is for **6000 Sqft.** (Six Thousand Square feet) surface area. The nature of services is sweeping, cleaning, dusting and up keeping of toilets etc. The requirement of the office may increase or decrease during the initial period of contract also.

4. The various crucial dates relating to “**Tender for Providing Services of housekeeping to the UIDAI, Regional Office, RIADA Building, 1<sup>st</sup> Floor, Namkum Industrial Area, Lowadih, Ranchi**” are cited as under:

5. The successful Tenderers will have to deposit a Performance Security Deposit @ of 5% of tendered value subject to revision at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of PAO, UIDAI, or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of the Company / Firm / Agency **but hypothecated to the UIDAI, Regional Office, Ranchi**. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the supplier.

7. The tendering Companies / Firms / Agencies are required to enclose photocopies of the following documents, along with the Bid, **failing which their bids shall be summarily/out rightly rejected and will not be considered any further:**

- (a) Registration certificate with Labour Department
- (b) Copy of PAN / GIR card;
- (c) Copy of the IT return filed for the last three financial years;
- (d) Copies of EPF and ESI certificates;
- (e) Copy of the Service Tax registration certificate (if applicable);
- (f) Certified extracts of the Bank Account containing transactions during last three years.
- (g) O/o Work experience of similar work during the past 3 years.

**8. The conditional bids shall not be considered and will be out rightly rejected in very first instance.**

9. All entries in the tender form should be legible and filled clearly. **No overwriting or cutting is permitted in Bid Form. In such cases, the tender shall be summarily rejected.**

10. The envelope containing Bid shall be opened on the scheduled date and time (**At 1530 hrs on 31.01.2012**), in Administrative Room at **UIDAI, Regional Office, RIADA Building, 1<sup>st</sup> Floor, Namkum Industrial Area, Lowadih, Ranchi**, in the presence of the representatives of the Companies, Firms / Agencies, if any, who wish to be present on the spot at that time. Performance of Bids shall be evaluated by the competent authority. The work shall be awarded in accordance with the CVC guidelines.

11. The UIDAI, Jharkhand, Ranchi reserves the right to cancel any or all bids without assigning any reason.

## **REQUIREMENTS FOR THE TENDERING COMPANY / FIRM / AGENCY**

1. The tendering Company / Firm / Agency should fulfill the following technical specifications:

(a) The Registered Office or one of the Branch Office's of the manpower Company /Firm / Agency should be located in Ranchi.

(b) The Company / Firm / Agency should be registered with the appropriate registration authority;

(c) The Company / Firm / Agency should have appropriate experience in providing housekeeping services to Public Sector Companies / Banks and Government Departments etc;

(d) The Company / Firm / Agency should have its own Bank Account;

(e) The Company / Firm / Agency should be registered with Income Tax and Service Tax departments;

(f) The Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.



## **TERMS AND CONDITIONS**

### **General**

1. The contract shall commence from the date of finalization of tender and shall continue for a period of one year, unless it is curtailed or terminated by this office owing to deficiency of service, sub-standard quality of services, breach of contract, reduction or cessation of the requirements of work.
2. The contract shall automatically expire after one year from commencement of the contract unless extended further by the mutual consent of contracting agency and this office.
3. The contract may be extended, on the same terms and conditions mutually agreed for a further period not exceeding one year.
4. The contracting Company / Firm / Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this office.
5. The office, at present, has requirement of housekeeping of six thousand square feet floor area. The requirement of the office may further increase or decrease during the period of initial contract also and the tenderer would have to provide housekeeping services of additional 4000 square feet floor area. if required on the same terms and conditions.
6. The tenderer will be bound by the details furnished by him / her to this Department, while submitting the tender or at subsequent stage. In case, any of such documents furnished by him / her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
7. The Office of the Unique Identification Authority of India reserves right to terminate the contract during initial period also after giving a week's notice to the contracting agency.

8. The manpower employed by the agency shall be required to work normally as per the Office working days, i.e. from Monday to Friday from 0800 hrs. to 1630 hrs. with a lunch break of ½ hour from 1200 hrs. to 1230 hrs. The manpower may also be called upon to perform duties on Saturday, Sunday and other Gazetted holidays, if required. No extra payment will be paid for attending the office on such holidays.

9. The contracting Company / Firm / Agency shall furnish the following documents in respect of the individual Attendants who will be deployed by it in this office before the commencement of work:

- a. List of Safaiwalas short listed by agency for deployment in Office of UIDAI , Ro, Ranchi containing full details i.e. date of birth, marital status, address etc;
- b. Bio-data of the persons.
- c. Character certificate from a Gazetted officer of the Central / State Government.
- d. Certificate of verification of antecedents of persons by local police authority.

12. In case, the person employed by the successful Company / Firm / Agency commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence and security risks, the successful Company / Firm / Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the Department within 2 days of being brought to their notice.

13. The tendering company shall provide identity cards to the personnel deployed in the office carrying the photograph of the personnel and personal information as to Name, DOB, Age and Identification mark etc.

14. The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in the office.

15. The service provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work etc.

16. The person deployed shall be required to report for work at 0800 hrs. and start cleaning/ Washing/ Dusting and complete it by 0900 hrs.

17. The agency shall depute a coordinator, out of the deployed personnel, who would be responsible for immediate interaction with the Office of UIDAI , RO ,Ranchi so that optimal services of the agency could be availed without any disruption.

\*18. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his / her personal reasons. **The delay by the Agency in providing a substitute beyond three working days shall attract liquidated damages @ Rs.100 per day (per such case) on the service providing agency, besides deduction in payment on pro-rata basis.**

19. It will be the responsibilities of the service providing agencies to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this office and this Office of UIDAI, RO, Ranchi will have no liabilities in this regard.

20. For all intents and purposes, the service providing agency shall be the “Employer” within the meaning of different Labour Legislations in respect of Attendants so employed and deployed in this Ministry. **The persons deployed by the agency in the office shall not have claims of any Master and Servant relationship nor have any Principal and Agent relationship with or against Office of the Unique Identification Authority of India.**

21. The service providing agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. This office shall, in no way, be responsible for settlement of such issues whatsoever.

22. This office shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

23. The persons deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular / confirmed employees of this office during the currency or after expiry of the contract.

24. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in the Office of UIDAI, RO ,Ranchi.

## **LEGAL**

25. The tendering agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this office.

26. Tendering agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to this Office to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

27. The tendering agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same, on demand, to the concerned authority of this office or any other authority under Law.

28. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this office.

29. In case, the tendering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Office of the Unique Identification Authority of India is put to any loss / obligation, monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

#### **FINANCIAL**

30. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable, of @ 2.5 % of quoted value in the form of Demand Draft / Pay Order drawn in favour of "PAO Unique Identification Authority of India, New Delhi " payable at New Delhi **failing which the tender shall be rejected outrightly.**

31 The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. **Further, if the agency fails to deploy manpower against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice.**

32 Bids, offering rates which are lower than the minimum wages (as applicable for Ranchi) for the pertinent category, would be rejected.

33. The successful tenderer will have to deposit a Performance Security Deposit for an amount of 5% of the tender value subject to revision at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of "PAO, UIDAI, New Delhi " payable at New Delhi or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of the Company / Firm / Agency. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the supplier.

34. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by this office besides annulment of the contract.

35. The agency shall raise the bill, in triplicate, along with attendance sheet [duly verified by prescribed authority of UIDAI, RO, Ranchi ] in respect of the persons deployed and submit the same to UIDAI , RO, Ranchi in the first week of the succeeding month.

36. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of this office.

37. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the Office of UIDAI, RO, Ranchi.

38. Unique Identification authority of India, Regional Office, Ranchi reserves right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

**(Anil Kumar)**  
**Deputy Director**  
**Unique Identification Authority of India**  
**Regional Office, Ranchi**

## Annexure-I

### For Providing services of Safaiwalas etc. to Office of the Unique Identification Authority of India .

1. Name of Tendering Company/ Firm / Agency : \_\_\_\_\_  
(Attach certificate of registration)

2. Name of proprietor / Director  
of Company/Firm/agency \_\_\_\_\_

3. Full Address of Reg. Office  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No. : \_\_\_\_\_

FAX No. : \_\_\_\_\_

E-Mail Address : \_\_\_\_\_

4. Full address of Operating  
/ Branch Office : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No. : \_\_\_\_\_

FAX No. : \_\_\_\_\_

E-Mail Address : \_\_\_\_\_

5. PAN / GIR No. : \_\_\_\_\_  
(Attach attested copy)

6. Service Tax Registration No. : \_\_\_\_\_  
(Attach attested copy)

7. E.P.F. Registration No. : \_\_\_\_\_  
(Attach attested copy)

8. E.S.I. Registration No. : \_\_\_\_\_  
(Attach attested copy)

9. Give details of the major similar contracts handled by the tendering Company / Firm / Agency on behalf of PSUs and Government Departments during the last three years in the following format. Attested copies of work orders may also be attached.

S.No. Details of client along with address, telephone and FAX numbers Amount Contract (Rs.lacs) Duration of Contract From To

1

2

3

(if the space provided is insufficient, a separate sheet duly authenticated by the authorized person may be attached)

13. Additional information, if any

(Attach separate sheet duly authenticated, if required)

Signature of authorized person

Date:

Name:

Place:

Seal :

**DECLARATION**

1. I, \_\_\_\_\_ Son / Daughter / Wife of  
Shri \_\_\_\_\_ Proprietor / Director / authorized signatory of the  
agency / firm, mentioned above, is competent to sign this declaration and execute this tender  
document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake  
to abide by them;

3. The information / documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that  
furnishing of any false information / fabricated document would lead to rejection of my tender at  
any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal :



**ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE BID**

1. Application –Bid Form;
2. Attested copy of registration of agency;
3. Attested copy of PAN / GIR Card;
4. Attested copy of the latest IT return filed by agency;
5. Attested copy of Service Tax registration certificate;
6. Attested copy of the P.F. registration letter / certificate;
7. Attested copy of the E.S.I. registration letter / certificate;
- 8 Attested copies of Bank extracts
9. Certified documents in support of entries in column 13 of Bid application;
10. **Copy of the terms and conditions at pages 7-14 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.**

## ANNEXURE-II

### FINANCIAL BID

(To be enclosed in a separate sealed envelope)

**For Providing housekeeping services (As per details at Para-1 in Scope of Work) to Office of the Unique Identification Authority of India, R.O, Ranchi.**

#### Unique Identification Authority of India.

1. Name of tendering Company / Firm / Agency:
2. Details of Earnest Money Deposit: Rs.  
D.D. / P.O. No. & Date: \_\_\_\_\_  
Drawn on Bank: \_\_\_\_\_
3. Rates are to be quoted in accordance with the Minimum Wages Act, 1948 as applicable in Ranchi for **unskilled Daily Wage Workers on per month basis** and other bylaws applicable (inclusive of all statutory liabilities, taxes, levies, cess etc.).

Sl. No	Rate	Amount
1	Monthly Rate for the specified work <b>(With Toiletries)</b>	
2	Monthly Rate for the specified work <b>(Without Toiletries)</b>	

The manpower employed by the agency shall be required to work normally as per the Office working days, i.e from Monday to Friday from 0800 hrs to 1630 hrs. with a lunch break of ½ hour from 1230 hrs to 0100 hrs. The manpower may also be called upon to perform duties on Saturday, Sunday and other Gazetted holidays, if required. No extra wages will be paid for attending the office on such holidays.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

Notes:

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