

Online-BID DOCUMENT FOR

**HIRING OF HOUSEKEEPING FOR UIDAI,
REGIONAL OFFICE, CHANDIGARH,**

APRIL, 2017

**GOVERNMENT OF INDIA,
UNIQUE IDENTIFICATION AUTHORITY OF INDIA,
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY
(MEITY)
SCO 139-141, 3RD AND 4TH FLOOR, SECTOR 17-C,
CHANDIGARH-160017**

MANUAL BIDS SHALL NOT BE ACCEPTED

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CHECK LIST

1. Check List of documents/supporting documents to be enclosed in the Bid -

S. No.	Pre-Qualification Condition	Whether Enclosed (Y/N)	Page No.
i.	Bid Document Fee Demand Draft (in original) in case RFP document is downloaded, else copy of document purchase receipt from UIDAL.		
ii.	Bid Security (in original) of the prescribed amount and validity pursuant to Clause 10 of Section II		
iii.	The bidder should not have been blacklisted / under a declaration of ineligibility for corrupt and fraudulent practices with any of the departments of the Central, State Governments and PSUs. Undertaking from bidder in this regard to be submitted.		
iv.	The Bidder should have office in tricity (Chandigarh/Panchkula/Mohali).		
v.	Bidder should have a valid Sales Tax Number/ VAT Number, Service Tax Registration, PAN/TAN Number and PF code.		
vi.	The Service Provider Company / Firm / Agency must have a minimum turnover of Rs.10,00,000/- (Rupees Ten lakhs only) per year during the last three financial year till year ended on 31.03.2016 (2013-14, 2014-15 & 2015-2016).		
vii.	Service Provider Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.		
viii.	Service Provider Company / Firm/ Agency should have at least three years' experience in providing Housekeeping services to reputed private and/or public sector companies/banks/Government Departments etc. Details need to be provided as per Annexure 4.1.6 of Section IV.		
ix.	The bidder must have executed at least three (3) successful contracts each of Rs.6,00,000/- (Rupees Six Lakhs only) or more for Housekeeping services during last three financial years ending on 31.03.2017. For each of such contract, the bidder should submit the details as per Annexure 4.1.5 of section VI.		

Important Note: This list should be duly filled and signed on each page. Page number also to be mentioned.

Check List of Annexure to be enclosed in Technical Bid

i. Section IV comprising of :

S. No.	Description	Whether Enclosed (Y/N)	Page no.
(i)	Bid Particulars (Annexure 4.1.1)		
(ii)	Technical Bid Letter (Annexure 4.1.2)		
(iii)	Manpower Required for Housekeeping (Annexure 4.1.3)		
(iv)	Features of Premises(Annexure 4.1.4)		
(v)	Details of the past contracts (Annexure 4.1.5)		
(vi)	Project and Manpower Details (Annexure 4.1.6)		
(vii)	Details of Scope and Schedule of work (Annexure 4.1.7)		

Important Note:

a) **This list should be duly filled and signed on each page**

b) **Check List of Annexure to be enclosed in the Commercial Bid**

S. No.	Description	Whether Enclosed (Y/N)	Page No.
(i)	Commercial Bid Letter (Annexure 4.2.1)		
(ii)	Details of Cost for providing housekeeping (Annexure 4.2.2)		

Important Note:

a) **This list should be duly filled and signed on each page**

SECTION I – Invitation to Bid

This invitation to bid is for “**Housekeeping**” in the office of Unique Identification Authority of India, Regional office, Chandigarh.

1. Bidders are advised to study the Bid document carefully. 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. Sealed offers prepared in accordance with the procedures enumerated in **Clause 1 of Section II** should be submitted to UIDAI not later than the date and time laid down at the address given in the **Schedule for Invitation to Bid under Clause 4**.
2. All Bids must be accompanied by an **EMD (Earnest Money Deposit) / Bid Security of Rs. 30,000/- (Rupees Thirty Thousand Only) in the form of Bank Demand Draft or proforma of EMD Bank Guarantee as mentioned in Appendix ‘D’ of section VI** or demand draft to be drawn on a Scheduled Bank in favor of “**DDO, UIDAI RO, Chandigarh**” and payable at **Chandigarh**.
3. The Bid Document is not transferable.
4. **Schedule for Invitation to Bid**

a) Name of the Purchaser:

**Deputy Director General
UIDAI RO, Chandigarh
Ministry of Electronics & Information Technology (MeitY),
SCO-139-141, 3rd Floor,
Sector-17-C,
Chandigarh, India- 160017.**

b) Addressee and Address at which bids to be submitted :

**Assistant Director General (Administration),
UIDAI RO, Chandigarh
Ministry of Electronics & Information Technology (MeitY),
SCO-139-141, 3rd Floor,
Sector-17-C,
Chandigarh, India- 160017.**

c) Name of the Contact Person for any clarification :

**Shri V.P. Tyagi,
Deputy Director
Unique Identification Authority of India,
Regional Office, SCO 139-141, Sector 17-C
Chandigarh-160017
E-Mail: ved.tyagi@uidai.net.in**

Latest Time and Date for receipt of bids

On or before 1100 hours of May 25, 2017

d) Place, Time and date of **Opening of Technical Bids**

**UIDAI Regional Office,
SCO-139-141, 3rd Floor,
Sector-17-C,
Chandigarh, India- 160017.**

At 12:30 hours of May 26, 2017

e) Name of the Contact Person for any clarification :

**Deputy Director (Administration)
Unique Identification Authority of India (UIDAI),
Queries should be submitted via E-mail and followed by paper copy by post
E-mail – ved.tyagi@uidai.net.in**

f) Date till which the response to the bid should be valid :

90 days from the last date of submission of bids.

g) **CRITICAL DATE SHEET**

Sr. No.	Date of Publishing	Date
1	Bid Document Download/Sale-Start Date	May 3, 2017
2	Bid Submission Start Date	May 3, 2017
3	Bid Clarification last date	May 22, 2017
4	Bid Submission End Date	May 25, 2017
5	Bid Opening Date	May 26, 2017

5. The Bidder is required to pay Rs. 100/- (Rupees one Hundred Only) towards Bid Document Fee, at the time of submission of Bids, in the form of a Bank Demand Draft/Pay order in favour of “DDO, UIDAI, RO Chandigarh” failing which the Bids submitted by the Bidder shall not be entertained and shall be summarily rejected.

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

6. 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. No hard copy of bids will be accepted / entertained. 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>.

a. Registration:

- i. 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.
- ii. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii. 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.
- iv. 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.
- v. 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.
- vi. 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.

b. Searching for tender documents

- i. 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.
- ii. 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.
- iii. 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.

c. Preparation of bids

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. 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.
- iii. 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.
- iv. 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.

d. Submission of bids

- i. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- iv. Bidder should prepare the EMD as per the instructions specified in the tender document. The original Demand Draft / Pay order should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/Pay Order, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise the uploaded bid will be rejected.
- v. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the

BoQ file, open it and complete the white colored (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.

- vi. 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.
- vii. 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.
- viii. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix. 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.
- x. 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.

e. Assistance to bidders

- i. 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.
- ii. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

Section –II- Instruction to Bidders

1 Online Bids Submission Process

- 1.1 The tender shall be submitted Online (complete in all respect) must be uploaded on <https://eprocure.gov.in/eprocure/app> in **one packet i.e. Single Bid (technical bid and price bid)**, and bidder must follow the procedure as detailed in the Clause 11 of Section I.
- 1.2 The bid shall be submitted online in Packet-1 having 2 parts, viz.,
 - Part I –Tender Fee + EMD + Documents as per check list
 - Part II - Schedule of price bid in the form of **BOQ_XXXX.xls**
- 1.3 All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. All the files mentioned below should be in **.PDF format except for the BoQ which should be .xls format**.
- 1.4 The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

2 Bid Prices

- 2.1 The Financial Proposal/Commercial bid format as mentioned in **Annexure 4.2.2** is also provided as **BOQ_XXXX.xls** along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this **BoQ_XXXX.xls** as it is and quote their offer/ rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/ modify downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with UIDAI.
- 2.2 In the absence of the above information, as requested in Clause 2.1, a bid may be considered incomplete and summarily rejected.
- 2.3 The Bidder shall prepare the bid based on details provided in the Bid documents. Bidder shall carry out the detailed study of the facilities in accordance with the requirements of the Bid document and it shall be the responsibility of the Bidder to fully meet all the requirements of the Bid document.

- 3 The interested Firm/Agency may participate for **Housekeeping** in a single tender. The Firm/Agency should submit the online tender complete in all respects along with details of the Earnest Money Deposit (EMD) of Rs. **30000/-** (refundable without interest) along with Tender fee of **Rs. 100/-**. The original DD/ Pay order as listed in the check list must be submitted in the Regional Office, SCO 139-141 Sector 17 Chandigarh before due date.

4 Earnest Money Deposit (EMD)

The bidders have to submit separate Earnest Money Deposit EMD of Rs. 30,000/- (Thirty thousand only) refundable without interest along with tender fee of Rs 100/- in the form of Demand Draft/Pay order payable to DDO, UIDAI, RO, Chandigarh. Bids not accompanying with the prescribed EMD & tender fee will be rejected and no correspondence will be entertained on this subject.

5 Bid validity

The bid shall be valid for a period of 90 days from the date of opening of the tenders. In exceptional circumstances, the UIDAI may ask the Bidder to extend the validity of the Bid. The validity of bid security shall also be suitably extended. However, A Bidder will not be permitted to modify its bid.

6 Performance Bank Guarantee

The Firm/Agency (Successful Bidder) will be required to furnish Performance Bank Guarantee (PBG) by way of Bank Guarantee through a Scheduled Bank for a sum equal to **5 % of the Contractual value within 30 days** of signing of the contract **valid for a period of 60 (Sixty) days beyond contractual period**. In case the contract is extended beyond the initial period of one year, the PBG will have to be accordingly renewed by the successful bidder.

7 Conditional bids shall not be considered and will be out rightly rejected in very first instance.

8 Signing of Tender: Individual signing the tender or other documents connected with contract must specify whether he signs as: -

- a) "Sole proprietor" of the Concern or constituted attorney of such sole proprietor.
- b) Partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or principal officer duly authorized by the Board or Directors of the Company, in case of Registered Company under the law of land.

N. B.

In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn of affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be attached along with the tender.

In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any parties the tender and all other related documents must be signed by all partners of the firm.

A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bid such other person and if, on enquiry it appears that the persons so signing had no authority to do so, the Regional Office, Chandigarh of the Unique Identification Authority of India may, without prejudice cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.

- 9 At any time prior to the last date for receipt of bids, UIDAI, R.O, Chandigarh may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or as per the decisions taken in the pre-bid meeting, modify the Tender Document by an amendment. The amendment will be notified on our official website and Central Public Procurement Portal, will be binding on the prospective bidders. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, UIDAI, RO Chandigarh may, at its discretion, extend the last date for the receipt of Bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval shall result in forfeiture of Bidder's EMD.
- 10 The Bidder shall bear all costs associated with the preparation and submission of its bid. UIDAI, RO, Chandigarh will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
- 11 The Financial Bid of only those bidders will be opened who will qualify technically. The scheduled time and venue etc. will be communicated only to those technically qualified bidders.
- 12 The UIDAI, RO Chandigarh reserves the right to cancel/accept all bids in full/part without assigning any reason.
- 13 The successful bidders will be informed of the acceptance of their tender by registered post/e-mail.
- 14 The bidding firms/agencies have to submit a self-certified certificate (As per format –B) that his/her firm has not been blacklisted by any Central Government Department/PSU/Bank etc. If it is subsequently found out that the bidding firm has given false information or facts or has suppressed facts or manipulated the documents, etc. the earnest money will be forfeited and the bid/contract will be rejected / cancelled.
- 15 No bidding Firm/Agency will be allowed to withdraw its bid after technical bids have been opened. If any Firm/Agency intends to withdraw after opening of technical bids its EMD will be forfeited.
- 16 If after award of the contract, the successful bidder fails to provide required number of vehicles / taxis, the contract is liable to be cancelled along with forfeiture of performance security (PBG) and other consequential action such as blacklisting as deemed appropriate.
- 17 The Bidder is required to pay Rs. 100/- (Rupees one Hundred Only(Nonrefundable) towards Bid Document Fee, in the form of a Bank Demand Draft/ Pay order failing which the Bids submitted by the Bidder shall not be entertained and shall be summarily rejected. The amount in the form of demand draft / Pay Order drawn in favour of “DDO, UIDAI, **RO Chandigarh.**

18 Conditions for Qualification of Bidders

The Bidder Company / Firm / Agency should fulfill the following essential qualifications:

- 18.1 The Bidder should have office in Tricity (Chandigarh/ Mohali/Panchkula).
- 18.2 The Bidder should not have been **blacklisted** / under a declaration of ineligibility for corrupt and fraudulent practices with any of the departments of the Central, State Governments and PSUs. Undertaking from bidder in this regard needs to be submitted.
- 18.3 Bidder should have a valid Service Tax Registration, PAN/TAN Number and PF code.
- 18.4 Bidder's Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.
- 18.5 The Service Provider Company / Firm / Agency must have a minimum turnover of **Rs.10,00,000/- (Rupees Ten lakh only)** per year during the last three financial year till year ended on 31.03.2016.
- 18.6 Bidder Company / Firm/ Agency should have **at least three years' experience** in providing Housekeeping services to reputed private and/or public sector companies/banks/Government Departments etc. The bidder should submit the details as per **Annexure 4.1.6 of section VI**.
- 18.7 The bidder must have executed at least three (3) successful contracts each of **Rs. 6,00,000/- (Rupees Six Lakhs only) or more** for Housekeeping services during last three financial years ending on 31.03.2017. For each of such contract, the bidder should submit the details as per **Annexure 4.1.5 of section VI**.

19 Late Bids

Any bid received by the UIDAI after the last date and time for receipt of bids prescribed by the UIDAI, pursuant to **Clause 4(c) Section I**, will be rejected and/or returned unopened to the Bidder.

20 Modification and Withdrawal of Bids

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

also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

21 Clarification

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

22 Preliminary Examination

22.1 The UIDAI will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

22.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

22.3 A bid determined as not substantially responsive will be rejected by the UIDAI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

22.4 The UIDAI may waive any minor informality or nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

23 Contacting the UIDAI

23.1 No Bidder shall contact the UIDAI on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded.

23.2 Any effort by a Bidder to influence the UIDAI's Bid evaluation, Bid comparison or Contract award decisions may result in the rejection of the Bidder's Bid.

24 Post Qualification

24.1 The UIDAI will determine to its satisfaction whether the Bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the Contract.

24.2 This determination will take into account the Bidder's financial, technical, implementation and post-implementation capabilities. It will be based upon an examination of the documentary evidence submitted by the Bidder as well as such other information as the UIDAI deems necessary and appropriate.

- 24.3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the UIDAI will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

25 Criteria for Evaluation of Bids

i. Technical Bid Evaluation Criteria

The technical evaluation of the bid will be carried out based on qualifications given in Clause 18, Section II. Only the bidders who satisfy all the conditions given in clause 18.1 to 18.7, Section II will be considered technically compliant and their financial bids will be opened.

ii. Commercial Bid Evaluation Criteria

Determination of the lowest commercial bid will be based on the Lowest Commercial Quoted Value by the Bidder i.e. on (L1) basis.

26 Notification of Award

26.1 Prior to the expiry of the period of bid validity, the UIDAI will notify the successful Bidder in writing by registered letter or by fax, to be confirmed in writing by registered letter, that its bid has been accepted.

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

27 Signing of Contract

27.1 At the same time as the UIDAI notifies the successful Bidder that its bid has been accepted, the UIDAI will send the Bidder the Contract Form (Appendix A of Section VI provided in the Bid Document, incorporating all agreements between the parties).

27.2 Within 15 days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the UIDAI.

28 Performance Security

28.1 Within **10 days** of the receipt of notification of award from the UIDAI, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Contract Performance Guarantee Bond prescribed at **Appendix B of Section VI**. Details are also mentioned in **Clause 23 of Section III**.

28.2 Failure of the successful Bidder to comply with the requirement of **Clause 25** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the UIDAI may award the Contract to the next lowest evaluated Bidder at the rates quoted by L1 or call for new bids.

SECTION III - GENERAL CONDITIONS OF CONTRACT

1. Period of Contract

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

2. Payment

The payment would be released on monthly basis on production of invoices and on satisfactory completion of services.

3. Currency of Payment

Payment shall be made in Indian Rupees only.

4. Repeat Orders

The contract shall commence from the date of acceptance of the terms and conditions by the successful bidder. Initially, **the contract will be valid for one year and further extendable up to one year on mutual consent subject to the performance/services are found satisfactory on review after one year.**

5. Contract Amendments

Subject to **Clause 7**, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

6. Assignment

The Vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent. The permission, if any, of the purchaser has to be taken within **15 days of award** of the contract. Moreover Proprietorship/Partnership Deed, whichever is applicable should be provided with the Bid

7. Sub-contracts

The Vendor shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the Vendor from any liability or obligation under the Contract.

8. Delays in the Vendor's Performance

- 8.1 Delivery of the Housekeeping services and performance of service shall be made by the Vendor in accordance with the Timelines specified by the Purchaser in **Clause 3 of Section V**.
- 8.2 An un-excused delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to any or all of the following sanctions: forfeiture of its performance security, imposition of liquidated damages, and/or termination of the Contract for default.
- 8.3 If at any time during performance of the Contract, the Vendor or its sub-contractor(s) should encounter conditions impeding timely supply of services, the Vendor shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract. If the vendor request to delay the delivery of services and performance of services is not found acceptable to the purchaser, **Clause 8.2** would be invoked.

9. Liquidated Damages

- 9.1 The Bidder is liable to be imposed a penalty as per table below, for poor service/delivery, inadequate staff, etc. subject to maximum deduction of **10% liquidated damages** from the monthly bill . Once the maximum is reached, the Purchaser may consider termination of the Contract.

Sr. No.	Types of Service Deficiency/ Default	Severity Level	Penalty Rs.
01	Non-Deployment of the Manpower (per day)	1	Rs. 300/-
02	Poor housekeeping services, improper upkeep or cleaning (per day)	2	Rs. 500/-

10. Termination for Default

- 10.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or in part by giving **1(One) month** notice:
- If the Vendor fails to provide Housekeeping services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser pursuant to **Clause 8**; OR
 - The Purchaser has noticed that the Bidder has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
 - The bidder is delayed due to causes of Force Majeure by **more than 1(One)**

month; OR

(d) If the Vendor fails to perform any other obligation(s) under the contract.

10.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to **Clause 10.1** the Purchaser may pay, upon such terms and in such manner as it deems appropriate. However, the Vendor shall continue performance of the Contract to the extent not terminated.

10.3 In case the Bidder withdraws or the UIDAI RO, Chandigarh terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.

11. Force Majeure

11.1 Notwithstanding the provisions of **Clauses 8, 9, 10** the Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

11.2 For Purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

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

12. Termination for Convenience

12.1 The Purchaser may by written notice sent to the Vendor, terminate the Contract, in whole or in part at any time of its convenience after giving **1(One) month** notice. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

13. Dispute Resolution

13.1. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of

any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days' notice to refer the dispute to arbitration to the other Party in writing.

- 13.2. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
- 13.3. The Arbitration proceedings shall be held in UIDAI RO, Chandigarh, India.
- 13.4. The Arbitration proceeding shall be governed by the substantive laws of India.
- 13.5. The proceedings of Arbitration shall be in English language.
- 13.6. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting of three Arbitrators. Each party shall appoint one Arbitrator and the Arbitrators so appointed shall appoint the third Arbitrator who will act as Presiding Arbitrator.
- 13.7. In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, the Chief Justice of India or any person or institution designated by him (in case of International commercial Arbitration) shall appoint the Arbitrators/Presiding Arbitrator. In case of domestic contracts, the Chief Justice of the High Court or any person or institution designated by him within whose jurisdiction the subject purchase order/contract has been placed / made, shall appoint the arbitrator/Presiding Arbitrator upon request of one of the parties.
- 13.8. If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/ arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.
- 13.9. It is a scope of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- 13.10. It is also a scope of the contract that neither party to the contract shall be entitled for

any interest on the amount of the award.

- 13.11. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- 13.12. The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- 13.13. Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.
- 13.14. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.

14. Applicable Law

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

15. Notices

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

16. Price Fall

- 16.1 The prices charged for the services supplied under this contract by the Vendor shall in no event exceed the lowest price at which the Vendor sells the Services or offers to sell Services of identical description to any persons/organizations including the Purchaser or any department of the Central or State Government or any statutory undertaking of the Central or State Govt., as the case may be, during the currency of the contract.
- 16.2 If any time during the contract period the Vendor reduces the sale price, sells or offers to sell such Services to any person/organization including the purchaser or any department of State or Central Govt. or any department. of a State Govt. for statutory undertaking of the Central or State Govt. as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction of sale or offer to sell to the purchaser and the price payable under the contract for the Services supplied after the date of coming into force of such reduction or sale or offer to sell

shall stand correspondingly reduced.

17. Rates

The rates quoted for the Services shall not be less than minimum wages Act of Chandigarh Administration fixed by DC. The current DC rates per Safaikarmchari/Cleaner is Rs. 11803/- per month. If in future there is revision in DC rate, then the payment to the bidder by UIDAI will be revised to the extent of change in DC rates. Similarly EPF, ESI and service tax will be paid as per actual rates prevailing from time to time.

18. Deductions

Payments, as envisaged in **Clause 2**, shall be subject to deductions of any amount, for which the Vendor is liable under the agreement against this Bid.

19. Taxes and Duties

The Vendor shall be entirely responsible for all taxes, duties, and license fees etc., incurred until performance of the contracted services to the Purchaser. If there is any reduction/increase in duties and taxes due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser/Vendor.

20. Continuing Support

The Vendor shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all vendor supplied software to meet the requirements of the applications.

21. Relationship between the parties

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

21. Governing Language

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

22. Services and other Conditions

22.1 The Bidder shall ensure that his employees shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible for any person to identify the individual representing the contractor.

22.2 The bidder will provide the consumables for providing effective services, such as floor cleaning liquid, vim, steel scrubber, toilet cleaner, phenyl balls, dusters, brooms etc.

- 22.3 The Bidder should abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970.
- 22.4 The Bidder shall indemnify and shall keep the purchaser indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the purchaser shall not be liable to pay for any damages or compensation to such person or to third party.
- 22.5 The Bidder shall, at all times, indemnify the purchaser against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the bidder. The bidder shall insure all the employees engaged for this job and such policy shall be produced to the purchaser on demand.
- 22.6 In the event of any exigencies, the purchaser shall have discretion to call upon the bidder to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.
- 22.7 The bidder shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
- 22.8 That it shall be clearly agreed and understood by the bidder that all the persons provided shall be the employees of the bidder and all disputes between the bidder and its employees shall have no bearing on the Purchaser. The Purchaser shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the bidder. The bidder is fully responsible for disciplined behavior of its workmen. The bidder shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises.
- 22.9 All damages caused by the bidder or that of the bidder's employees or arising out of its employee's instruction shall be charged to the bidder and recovered from his dues/bills or adjusted against the performance guarantee.
- 22.10 If the performance of any worker/employees is not found satisfactory by the Purchaser, the Bidder will be asked to replace him.
- 22.11 The UIDAI RO, Chandigarh or the bidder in case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance beyond its reasonable control and it was not due to negligence or default on its part.

23. Performance Security

- 23.1 The Firm/Agency (Successful Bidder) will be required to furnish Performance Bank Guarantee (PBG) by way of Bank Guarantee through a Scheduled Bank for a sum equal to 5 % of the Contractual value within 30 days of signing of the contract valid for a period of 60 (Sixty) days beyond contractual period. In case the contract is extended beyond the initial period of one year, the PBG will have to be accordingly renewed by the successful bidder.
- 23.2 The Performance Security Bank Guarantee shall be released on completion of the Contractual Obligations.
- 23.3 The performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of Vendor.

TECHNICAL BID

BID PARTICULARS FOR Bid No. _____

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

Witness :		Bidder :	
Signature	-----	Signature	-----
Name	-----	Name	-----
Address	-----	Address	-----
Date	-----	Date	-----

Company Seal

Technical Bid Letter

To

**The Assistant Director General (Administration),
Unique Identification Authority of India (UIDAI)
UIDAI Regional Office
SCO-139-141, 3rd Floor,
Sector-17-C
Chandigarh, India-160017.**

Ref : Bid No. _____

Sir,

We declare:

- (i) That we are provider of Housekeeping.
 - (ii) That we/our principals are equipped with adequate manpower required for Housekeeping and that our establishment is open for inspection by the representatives of the Unique Identification Authority of India.
2. We hereby offer to supply the Housekeeping at the prices and rates mentioned in the **Annexure 4.2.2** of the Commercial Bid.
 3. **PERIOD OF DELIVERY**

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

The prices quoted are inclusive of all charges in the UIDAI at the location as mentioned in **Appendix C**.
 5. We agree to abide by our offer for a period of **90 days** from the last date of submission of bid and that we shall remain bound by a communication of acceptance within that time.
 6. We have carefully read and understood the terms & conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to supply of services as per these terms and conditions.
 7. **Certified that the bidder is :**
 - a) The Constituted attorney of the company and the person signing the bids is the constituted attorney of the Company.

OR

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

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

9. Bid Security (**Earnest Money**), in original, for an amount equal to **Rs. _____ (Rupees _____ only)** is enclosed in the Cover containing **Technical Bid** in the form of specified in **Clause 2 of Section I**.
10. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of awarding the Contract, shall constitute a binding contract between us.

Dated this day of 2017

Signature of the bidder

Name :
Full Address :
Telephone No :
Fax No :

Details of enclosures:

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

Details of Manpower Required for Housekeeping

(A) Service Required

Manpower for Housekeeping Services.

(B) Requirement of Manpower for the services

Sr. No.	Description	No. of Resources (min)	Qualification / Experience (min)	Work Timing	Work days / week
01	Housekeeping Staff Un-Skilled	03(Three) {02 Safaikarmchari & 01 Cleaner}	One year work experience.	Mon – Fri (0800 -1730) Sat(1000-1300)	06

(C) Materials and Equipments (Required for Cleaning)

“Will be provided by the UIDAI RO Chandigarh”

Salient features of the premises

Premises current / proposed usages are as under:

A. UIDAI Regional Office BUILDING:

Total office area located at 3rd and 4th Floor (7525 sq.ft.) along with stair case area from ground floor to top floor.

Details of the past contracts of Housekeeping

Give details of the major similar contracts (Each work Rs 6 Lakhs & above) handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last **3 (three) financial** years in the following format.

(The experience certificate from the clients for successful completion of the works indicating amount of contract executed should be enclosed).

Sl. No.	Details of client along with address, telephone and Fax numbers	Amount of Contract. (Rs. in Lakh)*	State date of Contract. (From)	End date of Contract. (To)

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

* Only Rs. 6 lakhs and above works will be considered

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

Date:

Signature of authorized person

Full Name:

Seal:

Place:

Experience Details for on-going and completed Projects

Details of Projects and Manpower:

Sl No.	Name of the on-going and Completed Projects (with the details of manpower deputed and the location)	Start Date of Project	End Date of Project	Cost of Project (in Rs.)	Housekeeping Manpower Number (Unskilled)	Contact details of concerned office for reference check

Only those years will be considered in experience where atleast one work has been executed.

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

Signature of authorized person

Date:

Name:

Place:

Seal:

Scope and Schedule of work

WORK SCHEDULE		
S. No.	Area & Activity	Frequency
1	Office Area – 3rd & 4th floors , Stair case	
	Dust Bin Cleaning	Daily
	Sweeping & Mopping of floors	Daily / Hourly basis at ground floor.
	Cleaning of Tables, Chairs, Workstations, Storage, Computers	Daily
	Cleaning of phones	Daily
	Cleaning of partitions	Weekly
	Cleaning of Window edges	Daily
	Cleaning of Carpet area	Weekly(With Vacuum Cleaner)
	Cob Web removal	Weekly
	Removing of Stains	Weekly
	Open area garden maintenance	Daily
	Cleaning of staircases, corridor, railings and lifts	Thrice a day
	Cleaning of electrical fittings	Once in fortnight
	Cleaning of doors, windows, glass, walls, skirting, doormats and carpets	Once in a week
	Stains, spills, footmarks on floor	Immediately
	Reception area	Daily
2	Toilets in building premises	
	Cleaning of toilets	Daily/ Hourly basis
	Cleaning of washbasins	Daily/ Hourly basis
	Check working of exhaust fans	Daily
	Cleaning of Dustbins	Hourly
	Cleaning of Floors	Hourly
	Changing toilet rolls, Towels	Hourly
3	Façade area	Once in a year

Commercial Bid Letter

To

**The Assistant Director General (Administration),
Unique Identification Authority of India (UIDAI)
UIDAI Regional Office,
SCO-139-141, 3rd Floor,
Sector-17-C,
Chandigarh, India-160017.**

Ref : Bid No. _____

Sir,

We declare:

- (i) That we are provider of Housekeeping.
 - (ii) That we/our principals are equipped with adequate manpower required for Housekeeping and that our establishment is open for inspection by the representatives of the Unique Identification Authority of India.
2. We hereby offer to supply the Housekeeping at the prices and rates mentioned in the **Annexure 4.2.2** of the Commercial Bid.
 3. **PERIOD OF DELIVERY**

We do hereby undertake that, in the event of acceptance of our bid, the housekeeping shall be made as stipulated in the Schedule to the Bid Document and that we shall perform all the incidental services.
 4. **TERMS OF DELIVERY**

The prices quoted are inclusive of all charges in the UIDAI at the location as mentioned in **Appendix C**.
 5. We enclose herewith the complete **Commercial Bid** as required by you. This includes:

S. NO.	CONTENTS
1.	Commercial Bid Letter (Annexure 4.2.1)
2.	Cost for providing housekeeping (4.2.2)
 8. We agree to abide by our offer for a period of **90 days** from the last date of submission of the bid and that we shall remain bound by a communication of acceptance within that time.

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

10. Certified that the bidder is :

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

OR

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

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

11. Bid Security (**Earnest Money**), in original, for an amount equal to **Rs. _____ (Rupees _____ only)** is enclosed in the Cover containing **Technical Bid** in the form of specified in **Clause 2 of Section I**.

12. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of awarding the Contract, shall constitute a binding contract between us.

Dated this day of 2017

Signature of the bidder

Name :

Full Address :

Telephone No :

Fax No :

Details of enclosures:

1.

2.

3.

Commercial Bid

(Not to be filled here. Rates are to be filled in BoQ.xls only)

Cost for providing housekeeping –

Sl. No.	Details of Scope of work	Amount/Rs. Per month.
1.	Carrying out the housekeeping work as per the scope of work/requirement and by deploying appropriate manpower as mentioned in Section V.	(i) Wages for 03 Manpower =Rs. 35,409/- (Rs 11803*3) (ii) EPF as per statutory rules presently @ of 13.36% = Rs. 4731/- (iii) ESI as per statutory rules presently @ of 4.75% = Rs. 1682/- (iv) Service Charges = Total (i+ii+iii+iv) = (v) Service Tax as per statutory rules presently @ 15% on total amount. (i+ii+iii+iv) = Grand Total (i to v) =
Total (per month)		Rs. _____
In word (Rupees _____)		
<p>Note – 1. Wages should not be less than the DC rates applicable in Chandigarh. DC rate @ Rs 11803/- per person as effective from 01.04.2016 have been considered here. If in future there is a revision in DC rate, then the payment to the bidder by UIDAI will be revised to the extent of change in DC rates.</p> <p>2. EPF, ESI & Service Tax will be paid as per actual rates prevailing from time to time.</p> <p><u>Important Note: Rates not to be filled here. Rates are to be filled in BoQ.xls only</u></p>		

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

Signature of authorized person

Full Name:

Seal:

Place:

Date:

Note:

The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.

SECTION V- SCOPE OF WORK

1. Services to be provided

1.1 Nature of Services

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

Bidder shall be viewed seriously and shall attract SLA penalties as mentioned **Clause 9 of Section III**.

- (k) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the Bidder shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.
- (l) The Bidder shall provide Identity Cards to all its personnel (including sub-contractor's personnel) and ensure that these personnel wear the said IDs in such a way that it is prominently displayed and visible for any person to identify the individual representing the Bidder.
- (m) The housekeeping supervisors shall be available in the UIDAI Regional office, Chandigarh, building premises from 8.30 a.m. to 6.00 p.m. on Monday till Friday and 10:00 a.m. to 1:00 p.m. on Saturdays (mentioned in **Clause 3**). They shall be in-charge for the overall act of cleaning services in respect of the buildings and should monitor all jobs throughout the day and all the employees/workers must be at his disposal. A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.
- (n) The employees/workers of the bidder will have no right to claim with the UIDAI Regional office, Chandigarh or to claim absorption on completion of the above contract scheme.
- (o) If in the opinion of UIDAI, the Bidder engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, UIDAI may, at its sole discretion and without any written notice to the Bidder, get the work done through any third party Bidder, and recover the entire cost thereof from the Bidder's payment(s) and/or any other security available with it.
- (p) The Bidder shall provide defined uniform (to be pre-approved by UIDAI) to all its personnel (including sub-contractor's personnel) and ensure that these personnel wear the said uniform at all times when they are on the premises and for carrying out the services. The personnel should present themselves clean and tidy.
- (q) In the event of any exigencies, UIDAI shall have discretion to call upon the Bidder to provide such additional personnel as may be necessary for the purpose of effectively carrying out the services contemplated in this agreement.
- (r) The Bidder and the employees engaged by the Bidder will follow the entry and exit procedures of the purchaser as may be determined by the purchaser from time to time.

1.2 Scope of Cleaning Works

(a) The material and equipments required for cleaning will be provided by the UIDAI, RO, Chandigarh.

(b) **Daily Cleaning**

Sweep Clean:

- Sweep and clean all floor areas.
- Damp moping of tiles, vitrified floors, staircases, elevators, floors, side walls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills and other debris.
- Chairs, trash, receptacles and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency may be higher. When completed the floors and halls shall have a uniform appearance with so streaks, smears, swirl marks, detergent residue or any evidence of dirt remaining or standing water.
- After sweeping all vitrified floors, area would be machine scrub cleaned.

Dry-cleaning / Vacuuming:

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

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

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

Trash removal:

- Emptying all waste paper baskets from all floors and washing or wiping them clean with damp cloth, replacing plastic waste paper basket lining and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the buildings waste container or as directed by UIDAI.
- Dry and wet garbage would be segregated and dumped into designated area.

Glass surface cleaning:

- All glasses at the entrance door of the premises would be cleaned using damp and dry method.
- Glass table tops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or finger prints on glass counters and partitions. This cleaning is done using approved all purpose cleaner and lint free cloth or paper towels.

Spot carpet cleaning:

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

Damp and dry cleaning:

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

(b) Weekly Cleaning**Deep Cleaning:**

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

Window glass cleaning:

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

Sanitizing:

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

Polishing:

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

(c) Fortnightly Cleaning:

Dusting and wiping:

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

Scrubbing:

- Scrubbing of all floor areas with scrubbing machines.

(d) Other Tasks:

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

1.3 Other Works

- 1.3.1 The Bidder's supervisory staff should be available at site every day during office hours as mentioned in **Clause 3**. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately.
- 1.3.2 The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.
- 1.3.3 The Bidder will have to maintain all types of records for consumption and receipt of material as desired by UIDAI and instructions issued from time to time in this regard should be complied with by the Bidder.

2 Scope and Schedule of work

WORK SCHEDULE		
S. No.	Area & Activity	Frequency
1	Office Area – 3rd & 4th floors , open area and parking area	
	Dust Bin Cleaning	Daily
	Sweeping & Mopping of floors	Daily / Hourly basis at ground floor.
	Cleaning of Tables, Chairs, Workstations, Storage, Computers	Daily
	Cleaning of phones	Daily
	Cleaning of partitions	Weekly
	Cleaning of Window edges	Daily
	Cleaning of Carpet area	Weekly(With Vacuum Cleaner)
	Cob Web removal	Weekly
	Removing of Stains	Weekly
	Open area garden maintenance	Daily
	Cleaning of staircases, corridor, railings and lifts	Thrice a day
	Cleaning of electrical fittings	Once in fortnight
	Cleaning of doors, windows, glass, walls, skirting, doormats and carpets	Once in a week
	Stains, spills, footmarks on floor	Immediately
	Reception area	Daily
2	Toilets in building premises	
	Cleaning of toilets	Daily/ Hourly basis
	Cleaning of washbasins	Daily/ Hourly basis
	Check working of exhaust fans	Daily
	Cleaning of Dustbins	Hourly
	Cleaning of Floors	Hourly
	Changing toilet rolls, Towels	Hourly
3	Façade area	Once in a year

3 Schedule of Requirements (SOR)

Schedule of Requirements should be as below:

3.1 Service Required

Housekeeping Service

3.2 Requirement of Manpower for the services

Sr. No.	Description	No. of Resources (min)	Qualification / Experience of manpower (min)	Work Timing	Work days / week
01	Housekeeping Staff Un-Skilled	03(Three) {02 Safaikaramchari & 01 Cleaner}	One year work experience.	Mon – Fri (0800 -1730) Saturday (1000-1300)	06

4 TIMELINES

4.1 Service Commencement Schedule

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

CONTRACT

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

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

AND WHEREAS the **Vendor** has agreed to provide housekeeping as listed in Bid Document No_____, as per the rate(s) given in **the table below mentioned hereinafter.**

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
 - A. Bid Document No_____ regarding “Housekeeping” in the Data Centres of Unique Identification Authority of India, Regional office, Chandigarh, India, including
 - (i) Instruction to Bidders **Section II**
 - (ii) General Conditions of Contract **Section III**
 - (iii) Scope of Work **Section V**
 - (iv) Location of Services to be provided **Appendix C**
 - B. Clarifications issued by the **Purchaser.**
 - C. Pre-Qualification, Technical and Commercial proposals submitted by the **Vendor.**
 - D. Order No._____ dated _____ placed on the **Vendor.**
 - E. Acceptance of the order vide No._____ dated _____ by the Vendor.
3. In consideration of the payments to be made by the **Purchaser** to the **Vendor** as hereinafter mentioned, the **Vendor** hereby covenants with the **Purchaser** to provide the services and

manpower related to housekeeping and to remedy therein in conformity in all aspects with the provisions of the aforesaid Bid under reference.

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

Sl. No.	Details of Scope of work	Amount/Rs. Per month.
1.	Carrying out the housekeeping work as per the scope of work/requirement and by deploying appropriate manpower as mentioned in Section V	(i) Wages for 03 Manpower =Rs. 35,409/- (Rs 11803*3) (ii) EPF as per statutory rules presently @ of 13.36% = Rs. 4731/- (iii) ESI as per statutory rules presently @ of 4.75% = Rs. 1682/- (iv) Service Charges = Total (i+ii+iii+iv) = (v) Service Tax as per statutory rules presently @ 15% on total amount. (i+ii+iii+iv) = Grand Total (i to v) =
Total (per month) Rs. _____		
In word (Rupees _____)		
<p>Note – 1. Wages should not be less than the DC rates applicable in Chandigarh. DC rate @ Rs 11803/- per person as effective from 01.04.2016 have been considered here. If in future there is a revision in DC rate, then the payment to the bidder by UIDAI will be revised to the extent of change in DC rates.</p> <p>2. EPF, ESI & Service Tax will be paid as per actual rates prevailing from time to time.</p> <p><u>Important Note: Rates not to be filled here. Rates are to be filled in BoQ.xls only</u></p>		

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

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

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

Signature

Signed, sealed and delivered for and on behalf of the President of India acting through the Director General, Unique Identification Authority of India

Signature

Name -----
Designation _____

Address -----

Date -----
Place : Chandigarh

Name -----
Designation _____

Address -----

Date -----
Place Chandigarh

In the presence of:

Signature -----

Name -----
Designation _____

Date -----
Place : Chandigarh

In the presence of:

Signature -----

Name -----
Designation _____

Date -----
Place Chandigarh

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,

**Unique Identification Authority of India
Ministry of Electronics & Information Technology (MeitY),
Government of India, UIDAI Regional office,
SCO-139-141, 3rd floor, Sector-17-C
Chandigarh, India-160017**

Dear Sirs,

1. In consideration of the Unique Identification Authority of India, Ministry of Electronics & Information Technology (MeitY), Government of India, on behalf of the President of India, (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at (hereinafter referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No..... dated.....valued at.....for **"Housekeeping at Chandigarh, India"** and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. (in words & figures).
2. We.....
...(Name & Address of Bank Branch) having its Head office at (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the

guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.
4. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and not withstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.
5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).
6. Notwithstanding anything contained hereinabove:
 - (1) Our liability under this guarantee is restricted to Rs. (in words & figures), as per **Clause 23 of Section III**.
 - (2) This Bank Guarantee will be valid up to; and
 - (3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

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

WITNESS

.....

(Signature)

.....

(Name)

.....

(Official Address)

.....

(Signature)

.....

(Name)

.....

(Designation with Bank Stamp)

Attorney as per

Power of Attorney No.....

Dated.....

Location where Housekeeping to be provided

The Housekeeping work will be carried out at the following locations:

S No.	City	Address	Name of Contact Person
1	CHANDIGARH	UIDAI Regional Office, SCO-139-141, 3rd & 4th Floor, Sector-17-C Chandigarh, India-160017	

BANK GUARANTEE FOR EMD

(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

**Unique Identification Authority of India
UIDAI Regional office,
SCO-139-141, 3rd floor,
Sector-17-C
Chandigarh, India-160017**

Dear Sirs,

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

(3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before

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

WITNESS

.....
(Signature)

.....
(Signature)

.....
(Name)

.....
(Name)

.....
(Official Address)

.....
(Designation with Bank Stamp)

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

Dated.....

FORMAT - "A"

(On Letterhead of the Firm)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s (Name & Address of the firm) is neither blacklisted by any government department nor any criminal case is registered against the firm.

Name & Signature of Proprietor / Authorized Signatory

FORMAT -“B”

AUTHORIZATION FOR ATTENDING BID OPENING

Subject: Authorization for attending bid opening on _____ (Date) in the tender of

The following person is hereby Authorized to attend the bid operating for the tender mentioned above in behalf of _____ (Bidder) in order of preference given below:-

Name of the Authorized representative/Specimen Signature

Signatures of bidder or
Officer Authorized to sign the bid documents on behalf of the bidder.