

**GOVERNMENT OF INDIA
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
OFFICE OF THE DEPUTY DIRECTOR GENERAL
REGIONAL OFFICE, BANGALORE**

No: UIDAI/RO-BLR/2015-16

Date: 24-07-2015

NOTICE INVITING TENDER- 04/2015

**FOR
Providing House Keeping Services, Rodents and Pest Control
FOR UIDAI REGIONAL OFFICE, BANGALORE**

LAST DATE FOR SUBMISSION OF TENDER: **10-08-2015**

Sub: Invitation to bid for Providing House Keeping Services at Regional Office, UIDAI, 3rd Floor, Khanija Bhavan (South Wing), #49, Race Course Road, Bangalore-560001

Sealed Tenders are invited for providing House Keeping Services at Office of UIDAI, 3rd Floor, Khanija Bhavan (South Wing), # 49, Race Course Road, Bangalore - 560001.

The bidders/Agencies are requested to go through the tender enquiry document carefully, which will form part of the contract. The bidders should furnish all the information asked for, sign all the pages and submit the bid to the Deputy Director, UIDAI RO, 3rd Floor, Khanija Bhavan (South Wing), #49, Race Course Road, Bangalore-560001.

Contact Person : **Deputy Director**

Phone : 080-22340104

e-mail : ashok.lenin@uidai.net.in

Sd/-

**DEPUTY DIRECTOR(ADMN)
RO UIDAI BANGALORE**

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Date of publication of tender	24-07-2015
Last date for tender related enquiries	07-08-2015 upto 14.00 hrs.
Last Date & Time for Submission of Tenders	10-08-2015 at 15:00 hrs
Time & Date of Opening of Technical Bids	10-08-2015 at 15:30 hrs
Time & Date of Opening of Commercial Bids	At a later stage

Scope of the Work

Unique Identification Authority of India (UIDAI), Regional office, Bangalore is working in the below said address

**No.49, 3rd Floor,
South Wing,
Khanija Bhavan,
Race Course Road,
Bangalore - 560 001**

Total space available: 9723 + 4700 sqft. in two portions of third floor.

The agency is expected to carry out the daily cleaning of the office space, toilets, wash basins, tables, chairs etc. This will include cleaning of the floors, windows, furniture, office equipment, and rodent control measures (Details shown in page 14). The Agency has to deploy three persons from Monday to Saturday excluding the gazetted holidays.

Timings: 07:30 AM to 03:30 PM - 2 Persons
10:00 AM to 6:00 PM) - 1 Person.

1. The firm providing the services should be reputed well established and financially sound and have proven experience in the provision of housekeeping services.

A. Eligibility Criteria for TECHNICAL BID :

The tendering Agency should fulfil the following requirements.

- (a) The Agency should have the Registered Office in Bangalore.
- (b) The Agency should be registered with the Labour department.
- (c) The Agency should have its own Bank Account for crediting the payments.
- (d) The Agency should be registered with Income Tax department.
- (e) The Agency should be registered with appropriate authority of service tax.
- (f) The Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.

B. EXPERIENCE:

- (I) The Agency should have undertaken the housekeeping services for the last three years, i.e. for the FY **2012-13, 2013-14 & 2014-15**. Experience with PSU /Central / State Government agencies will be given weightage. Certificates duly attested by a Gazetted officer should be submitted for verification i.e., in case of a Central/State govt entities. In the case of PSU, certificate from officer not less than DGM and above will be accepted.

- II) The Agency's turnover has to be more than Rs. 5 lakhs (Rupees Five lakhs) in each FY 2011-12, 2012-13 & 2013-14 (Copy of 44AB Report attached to Statement of IT return for the FYs 2011-12, 2012-13 & 2013-14 needs to be enclosed.)
1. The contract is initially for one year from the date of award of tender. The period of the contract may further extend after the completion of contract provided the requirement of the Housekeeping persists at that time and under the same terms and conditions mutually agreed upon.
 2. The contract may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of housekeeping by the selected Agency duly giving a fortnight notice.
 3. The selected agency will have to deposit Performance Security Deposit equivalent to 5% of Contracted value on date of signing of the agreement. The Performance Security should be furnished in the form of the Bank Guarantee drawn in favour of CDDO, UIDAI, Regional Office Bangalore. 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.
 4. The Agencies are required to enclose photocopies of all the relevant documents as specified in the Technical Bid, failing which their bids shall be summarily/out rightly rejected and will not be considered for evaluation.
 5. The conditional bids will not be considered and will be rejected out rightly.
 6. All entries in the tender form should be legible and filled clearly with signature of authorised person on each page. No overwriting or cutting is permitted in Bid Form. In such cases, the tender is liable to be rejected. In case, the amount mentioned in words and figures shows any difference, the amount mentioned in words will be counted for evaluation purpose.
 7. The envelope containing Technical Bid along with EMD and cost of tender document shall be opened on the scheduled date and time (At 15:30 hrs on 10-08-2015), in Regional Office, No.49, Khanija Bhavan, Race Course Road, Bangalore – 560001, in the presence of the representatives of the Agencies, if any, who wish to be present on the spot at that time. The financial bid shall be opened at a later date.
 8. The UIDAI, Bangalore reserves the right to cancel any or all bids without assigning any reason. Entering into the agreement will be at the discretion of UIDAI.

FINANCIAL BID:

The Agency should quote the rate as mentioned in proforma for Financial Bid at Page No.8. While quoting the rate, the Agency should ensure the Minimum Wages approved by the Regional Labour Commissioner, Government of Karnataka. The Financial Bid should be submitted in a separate sealed cover along with tender documents. Opening of the financial bid will be intimated later.

EVALUATION OF THE FINANCIAL BID:

The Financial Bid will be opened on the nominated time/venue/date & day after intimating to the eligible tenderers. The committee will verify the Technical Bid and related documents. The Financial Bid of those Agencies, who qualify the requirements of the Technical Bid, will only be opened without compromising on quality, the lowest rate quoted will be evaluated on whom the order will be placed. The decision of the Committee as approved by the competent authority shall be final.

EARNEST MONEY DEPOSIT:

The Agency have to submit EARNEST MONEY DEPOSIT in form of a Demand Draft for Rs.5000/- (Rupees Five thousand only) drawn on any scheduled bank, in favour of “CDDO, UIDAI”, payable at Bangalore, along with their “Technical Bid”, failing which their offer will be summarily rejected.

Tender Document Cost:

Form can be downloaded from our Website www.uidai.gov.in . Cost of document will be Rs.100/- + VAT @ 14% in form Demand Draft drawn on any scheduled bank, in favour of “CDDO, UIDAI”, payable at Bangalore, along with their “Technical Bid”, failing which their offer will be summarily rejected.

PART-I PROFORMA FOR TECHNICAL BID

(In separate sealed Cover-I super scribed as Technical Bid)

1. Name & Address of the registered office in Bangalore with phone number, email and name and telephone/mobile number of authorized person for contact.		
<p>2A. ELIGIBILITY :</p> <p>(a) The Agency should be registered with the Labour department. (copy of registration certificate to be enclosed)</p> <p>(b) The Agency should have Registered Office in Bangalore.</p> <p>(c) The Agency should have its own Bank Account for crediting the payments.</p> <p>(d) The Agency should be registered with Income Tax department. (PAN)</p> <p>(e) The Agency should be registered with appropriate authority of service tax.</p> <p>(f) The Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.</p>	<p>Status (Yes/No)</p>	<p>Relevant Documents submitted (Yes/No)</p>
<p>B. EXPERIENCE:</p> <p>i) D) The Agency should have undertaken the housekeeping services for the last three years, i.e. for the FY 2012-13, 2013-14 & 2014-15. Experience with PSU /Central / State Government agencies will be given weightage. Certificates duly attested by a Gazetted officer should be submitted for verification i.e., in case of a Central/State govt entities. In the case of PSU, certificated from officer not less than DGM and above will be accepted.</p>		

ii) The Agency's turnover has to be more than Rs. 5 lakhs (Rupees Five lakhs) in each FY FY 2011-12, 2012-13 & 2013-14 (44 AB report alongwith statement of IT Return filed for the above years has to be enclosed)		
3. Power of Attorney/ authorization for signing the bid documents		
4. Details of the DD of Rs. 5000/- towards bid security (EMD) and cost of tender document : Rs.100/- + VAT 14% DD No. Dates: Drawn on:		

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note:

- i) No other charges would be payable by Client
- ii) There would be no increase in rates during the Contract period. However the rates under Minimum wages act will be ensured

Encls:

- 1. **DD No.** _____
- 2. **Terms & Conditions (each page must be signed and sealed)**
- 3. **Financial Bid.**

(Signature of Tenderer with seal)

Name :

Seal :

Address :

.....

Phone No (O) :

Fax No :

E-mail :

Place :

Date :

PART-II PROFORMA FOR FINANCIAL BID

(In a separate sealed Cover- super scribed "**FINANCIAL BID**")

S No.	Description	Per month (in Rs.)	Per annum (in Rs.)
1	Wages per three persons		
2	Materials *		
3	Rodent and Control measures (bi-monthly) **		
TOTAL			

Amount in words:

* Materials :		
1. Hand Wash liquid	2. Phenyl	3. Air freshner
4. Room freshner	5. Mosquito, Cockroach Spray	6. Toilet Cleaner
7. Glass Cleaner	8. Wood Cleaning Chemicals	9. Plastic Small Garbage
10. Plastic Big Garbage	11. Naphthalene Ball	12. Toilet paper roll
13. Scrub Brush	14. Detergent	15. Broom, wiper / floor wiper / mops

**** Rodents and Control measures (bi-monthly) :** The Agency should carry out pest control measures to get rid of rodents, cockroaches etc., on bi-monthly basis. A report on this should be submitted along with the monthly invoice.

Note:

- While quoting, the agency should ensure the minimum wages approved by Regional Labour Commissioner, Government of Karnataka.
- The rates are exclusive of Service tax payable to Central Excise Department which will be reimbursable to the agency upon production of proof of payment to Central Excise Department.
- Rodents and Pest control is preferred on Saturdays 10:00 AM. However the removal of rodents / insects etc., should be done as and when spotted and disinfecting the place, cleaning etc.,
- The agency is expected to supply 3 (+/-) persons per day. UIDAI has every right to increase / decrease depending upon the requirement.
- An amount of Rs.250/- in addition to the one day wages will be levied as penalty in case the selected agency fails to send replacement for the absence of any of the three staff
- If the general cleanliness, supply of materials is not upto the satisfaction, a minimum penalty of 5% on the bill of that particular month will be deducted.
- The payment will be made on monthly basis i.e. within 15 working days from the date of submission of bills.
- Rates should be inclusive of material cost, wages and Rodent Control measures.
- Total working hours for one person will be 8 hours a day.
- It is recommended that the firm shall make a visit to the office to make an assessment of the area for the proposed work before submitting the quote for the work.

PART-III**TERMS & CONDITIONS OF THE TENDER****GENERAL:**

1. The 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.
2. The total office space is 14423 Sqft. (9723+4700 Square feet) on the two sides of the floor.
3. The agency will be bound by the details furnished by him / her to this Department, while submitting the tender. 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.
4. In case of unsatisfactory performance of the work by the selected agency or any other valid reason like shifting of office to another location etc. , Unique Identification Authority of India reserves right to terminate the contract duly giving a fifteen days' notice to the contracting agency.
5. The manpower employed by the agency shall be required to work from Monday to Saturday excluding the Gazetted holidays. The manpower may also be called upon to perform duties on Sundays and other Gazetted holidays, if required.
6. The Agency shall furnish the following details in respect of individual deployed by it before commencement. Full details i.e. date of birth, marital status, address etc verification of antecedents of persons by local police authority at the cost of the agency. The expenses involved in this are **not admissible for** reimbursement.
7. In case, the person deployed by the Agency commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence and security risks, the successful Agency will be liable to take appropriate action against such persons, including their removal from place of work, if required by UIDAI, immediately. In case of any theft or pilferages, loss or other offences by the deployed personnel, the agency will have to compensate the damages/losses as directed by UIDAI.
8. The tendering agency shall provide identity cards to the personnel deployed in the office carrying the photograph of the personnel and personal information as to Name, DOB, Photo, Age and Identification mark etc. The agency should provide uniforms to the staffs.

9. 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.
10. The service provider shall ensure proper conduct of their personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking etc.
11. The person deployed shall be required to report for work at 07.30 am. (2 persons) and 10:00 AM (1 person). The timings may undergo change depending upon office requirements.
12. A supervisor shall be nominated by the agency. The frequency of supervision is required.
13. 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. 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.
14. The service providing agency shall be solely responsible for the redressal, grievances / resolution of disputes relating to person deployed. This office shall, in no way, be responsible for settlement of such issues whatsoever.
15. 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.
16. 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 current or after expiry of the contract.
17. 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 Bangalore.
18. Arbitration: All matters that arise / arbitrable will be within the jurisdiction of Bangalore.

LEGAL

1. The 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.
2. The 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.
3. The 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.
4. 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.
5. In case, the 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.

(Signature of Bidder with seal)

Name :

Seal :

Address :

.....

Phone No (O) :

Fax No :

E-mail :

Place :

Date :

PART-IV**(To be made on Rs.100.00 Non-Judicial Stamp Paper)**
DRAFT AGREEMENT FORMAT

This agreement is made at Bangalore on the _____ day of _____ Two thousand fifteen between **The Deputy Director, Regional Office UIDAI, Bangalore having office at No. 49, 3rd Floor, South Wing, Khanija Bhavan, Race Course Road, Bangalore.** (hereinafter called '**Client**' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the **First Part**.

Second Part

M/s _____, having its Registered Office at _____ (herein after called the '**Agency**' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the **Second Part**.

WHEREAS the '**Client**' is desirous to engage the '**Agency**' for providing House Keeping Services for UIDAI the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc relating to Housekeeping personnel deployed in UIDAI. The '**Client**' shall have no liability in this regard.
2. The agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at UIDAI site. The '**Client**' shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving fortnight notice on either side.
5. **PENALTY:**
 - a) If the general cleanliness, supply of materials is not upto the satisfaction, a minimum penalty of **5%** on the bill of that particular month will be deducted.
6. **Performance bank guarantee** Amount equal to 5% of the Annual contract value (refundable without interest after 60 days of termination of contract) from any scheduled bank shall be furnished by the '**Agency**' **within on the day of signing of the contract. In the absence of the same, amount equivalent will be deducted from the amount payable.**

7. The ‘Agency’ shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in UIDAI office. Monthly Payment to the agency shall be made within 15 working days from the date of the receipt of the bill in this office. The payment will be through NEFT/RTGS mode. No cash payment will be arranged.
8. The personnel provided by the ‘Agency’ will not claim to become the employees of UIDAI and there will be no Employee and Employer relationship between the personnel engaged by the ‘Agency’ for deployment in UIDAI site.
9. There would be no increase in rates during contract period payable to the ‘Agency’ except reimbursement of the statutory wages revised as per the Minimum Wages Act on production of proof.
10. The ‘Agency’ also agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.
11. Decision of ‘Client’ in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the ‘Agency’.
12. The ‘Agency’ shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The ‘Agency’ shall keep ‘Client’ fully indemnified against liability of tax, interest, penalty etc. of the ‘Agency’ in respect thereof, which may arise.
13. In case of any dispute between the ‘Agency’ and ‘Client’, ‘Client’ shall have right to decide. However, all matters of jurisdiction shall be at the local courts located at Bangalore.

THIS AGREEMENT will take effect from _____ day of _____ Two thousand fifteen and shall be valid for one year.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be here unto affixed/ (or have hereunto set their respective hands and seals) the day and year mentioned above in Bangalore in the presence of the witness:

For and on behalf of the ‘Agency’. For and on behalf of the ‘ _____ ’

Signature of the Authorized Official

Signature of the Authorized Official

Name of the Official

Name of the Official

Stamp/Seal of the ‘Agency’

SIGNED, SEALED AND DELIVERED

By the said

By the said

Name _____

Name _____

on behalf of the ‘Agency’ in presence of

on behalf of the ‘ _____ ’ in presence of

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____

List of the works				
Working Hours 7:30 AM to 3:30 PM (2 persons), 10:00 AM to 6:00 PM (1 person)				
Sl No	Area of Activity	Frequency	Frequency	Frequency
1	Office Area	Daily		
	Dust Bin Cleaning	Daily		
	Sweeping & Mopping of floors	Daily		
	Cleaing of Tables, Chairs, Workstations, Storage, Computers	Daily		
	Cleaning of phones	Daily		
	Cleaning of partitions	Daily		
	Cleaning of window edges	Daily		
	Cleaning of Carpet area	-	Weekly* (With Vacuum Cleaner)	
	Cob Web removal	-	Weekly	
	Removing of stains	-	Weekly	
	Cleaning of Pantry room	Daily		
2	Reception			
	Cleaning of Floor Dry & Wet Mopping	Daily		
	Cleaning of Sofa, Table, Reception Table & Chairs	Daily		
	Cleaning of Dust Bin	Daily		
	Cleaning of Glass Doors	Daily		
3	Toilets			
	Cleaning of WC's	Daily		
	Cleaning of washbasins	Daily		
	Check working of exhaust fans	Daily		
	Cleaning of Dustbins	Daily		
	Cleaning of Floors	Daily		
	Changing toilet rolls, Towels thorough checking of consumables	Daily		
4	Rodent and Control measures	-	-	bi-monthly

* Provision and maintenance of Equipment such as Vacuum cleaner and others is the responsibility of the agency