

No.UIDAI/RO-Ghy/House Keeping/39/2017/559  
Government of India  
Ministry of Electronics and Information Technology  
**UNIQUE IDENTIFICATION AUTHORITY OF INDIA**  
Regional Office, Guwahati  
Block-V, 1<sup>st</sup> Floor, Housefed Complex, Dispur, Guwahati – 781 006.

Dated : 19/06/2018

To

( All the Interested Parties)

\_\_\_\_\_

\_\_\_\_\_

**Limited Tender for Housekeeping at UIDAI, Regional Office, Guwahati.**

Unique Identification Authority of India, Regional Office, Guwahati invites sealed bid for Housekeeping services at its Office premises at Housefed Complex on the following terms and conditions:-

**(A). Description of Work**

The tentative Housekeeping required by UIDAI are as per the details given in **Annexure – I**. Visit to the site can be done with prior appointment before submitting the tender, if so desired by the tenderer.

**(B). Essential Qualifying Terms & Conditions**

1. Tenderer must have at least one ongoing job orders and/or satisfactory services completion certificates / credentials of the completed contracts in government sector in the Housekeeping field during past three years. (Attach supporting proof for the same).
2. Tenderer must also provide its PAN (Permanent Account Number) allotted by the Income Tax Department and attach the proof thereof duly signed and stamped.
3. Tenderer must have turnover of minimum Rs. **3,00,000/- (Three) Lakhs** on an average per year calculated on the basis of past three years. (Attach supporting proof for the same for the year 2015-16, 2016-17 and 2017-18).
4. The employees of the tenderer must be covered under ESI and EPF. The duly signed and stamped copies of ESI and EPF certificates must be attached.
5. The tenderer must have its registered office/branch in Guwahati.

**(C). General Terms & Conditions**

1. The persons deployed for the job must be trustworthy, skilled, trained and of good character. The approved tenderer will be liable for employees provided by the approved tenderer for all purposes and UIDAI will have no liability regarding any matter concerning to their salaries, other payments, welfare, uniform etc. Hence the staff of the tenderer will have no right to claim on UIDAI in any respect of employment or any legal compensation in case of any injury, disability or death, while on duty in UIDAI as part of this service job contract.
2. The person so provided should be on the permanent roll of the company and their antecedents should be pre-verified by the Police authorities. An attested copy of the antecedents' police verification of each person shall be submitted to UIDAI before deployment for work.
3. The tenderer shall deal and settle the matter related with their employees union and shall make sure that no labour disputes/problems are referred to UIDAI. It shall indemnify UIDAI in this regard. While rendering the services as per the tender, if some unintended happenings like injury or death of tenderer's staff occur, UIDAI cannot be sued in any court of law for any compensations related aspects.
4. The tenderer at all times should indemnify Unique Identification Authority of India, Regional Office Guwahati against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961, any other applicable Acts or any modification thereof or any other law relating thereto and rules made hereunder from time to time. It shall indemnify UIDAI in this regard.
5. The tenderer must pay salary to its deployed personnel as per the payment of Minimum Wages Act. It should be inclusive of dearness allowance increase from time to time as per the order of Ministry of Labour, Govt. of India etc.

6. For charging the taxes, the tenderer must have concerned registration numbers and also attach the proof thereof duly signed and stamped by the authorised signatory of the tenderer participating in UIDAI tender.
7. No increase in the agreed rates of cleaning materials shall be entertained during the period of contract. However, revision of wages of cleaning personnel will be in accordance with the wages increased by the Govt. from time to time.
8. The deployed personnel should be able to read, write and understand the local language i.e. Assamese.
9. **Duty Hour of Housekeeping personnel shall be from 8:45 A.M to 4:45 PM.**
10. The tendered staff shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person. The tenderer will be solely liable for all matters of any indiscipline, theft, indecent behavior, official misconduct, loss or damage to any person or persons or government property at the premises.
11. The tenderer must deploy, for this job, adult & healthy, free from any illness and well trained staff only. Employment of child labour will lead to the termination of the contract, without any notice at the costs, risks and responsibilities of the tenderer.
12. The tenderer staff can also be deployed for other services like shifting equipments/furniture, preparing tea/snacks for the staff and officers of UIDAI etc. apart from housekeeping services with the due approval of UIDAI, if situation demands so.
13. The tenderer should quote for all items/works and agree to the terms and conditions of the tender without any addition alterations failing which the quote of the tenderer will be summarily rejected.
14. Each page of the tender document should be signed and stamped by the tenderer.
15. Tenders containing omissions and alterations are liable to be rejected. Where corrections are necessary, the same must be made in ink and all such corrections are to be attested by full signature of the authorised persons of tenderer and dated.
16. The tenderer shall treat the contents of the tender documents as private and confidential.
17. In the event of the tenderer's business or its concerned division is taken over/ bought over by another party, all the obligations and execution responsibilities under the tender/contract with UIDAI shall be passed on for compliance to that new party, inheriting business operations from earlier assigned party/agency.
18. The contracted tenderer should not assign or sublet or subcontract the contract or any part of it to any other agency. The penalty for non-compliance shall be revoking the contract and encashment of the Performance Bank Guarantee as well as the work will be got done by UIDAI from other agency at the cost, risk and responsibilities of the tenderer for the remaining part of the contract.

19. Incomplete and unsigned bids are liable to be rejected and no correspondence about such cases shall be entertained by UIDAI
20. UIDAI also reserves the right to modify/relax any of the terms & conditions and/or cancel the tender without assigning any reason.
21. No payment will be made for the machines, tools and appliances to be brought in by the tenderer for providing the services mentioned in this tender.
22. No counter conditions or deviations from the terms and conditions of Tender Document should be included in the tender submitted by the tenderer. Such tenders will be summarily rejected. Therefore, the tenderer is required to sign each page of this tender document.
23. UIDAI reserves the right to reject the lowest tender or any other tender or all the tenders and /or to accept any tender either in whole or in part without assigning any reason whatsoever and to cancel the bidding process at any time prior to award of contract without thereby causing any liability to the affected tenderer or tenderers or anybody else. The decision of the UIDAI in this regard shall be final & binding on all the participating tenderers.
24. Materials to be brought in by the tenderer are given in Annexure-IV (B).
25. Tenderer should submit an undertaking on affidavit that the company/firm has not been black listed by any court of law or any Govt. /Central Autonomous bodies/PSU and in future if it takes place the tenderer shall be liable to inform UIDAI forthwith.

**(D). LAST DATE OF RECEIVING AND OPENING OF BIDS**

The tender completed in all respects must reach Unique Identification Authority of India, Regional Office, Block-V, 1<sup>st</sup> Floor, Housefed Complex, Guwahati – 781 006 on or before **12.07.2018 at 1200 hrs** otherwise it is liable to be rejected. The Technical bid will be opened by duly Constituted Committee on the **same day at UIDAI, Regional Office Guwahati at 1500 hrs**. Bids received would be opened in the presence of the representatives of the tenderer, who may be present on the occasion. Only one representative on behalf of each tenderer would be allowed to attend at the time of opening the bid. In case the day on which tender is to be opened is declared a holiday subsequently; the tender will be opened on next working day.

**(E). VALIDITY OF BID**

The bid should be valid for a minimum period of 180 (One Hundred Eighty) days after the due date, from placing the initial order. However, the rates should be valid for the initial/extended period of contract from the date of contract. No request will be considered for price revision during the contract period. If necessary, UIDAI will seek extension in the bid validity period beyond 180 days.

The tenderers, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their EMD.

**(F). PROCEDURE FOR SUBMISSION OF BID**

Bid should be submitted in double covers.

The bids are to be submitted in three separate envelopes duly sealed and superscribed as: -

**Envelope 'A':** Containing Earnest Money Deposit (EMD) of `Rs.15,000/- in the form of demand draft/ Banker Cheque payable at Guwahati in favour of PAO, UIDAI, New Delhi along with the forwarding letter of company .

**Envelope 'B':** Containing TECHNICAL BID required as per **Section (B)** Essential Qualifying Terms & Conditions and **Section (C)** General Terms and Conditions and other requirements of the tender as per **Annexure - III**

**Envelope 'C':** Containing Break up of FINANCIAL BID as per **Annexure IV**.

The three envelopes should be put into a separate bigger envelope and the same should be addressed to the Unique Identification Authority of India, Block-V, 1<sup>st</sup> Floor, Housefed Complex, Guwahati-781006 and superscribed as "Bid for Housekeeping Service at UIDAI".

**(G). BIDDING PROCESS**

**Evaluation of Bids:** When deemed necessary, UIDAI may seek clarifications on any aspect of their bid from the tenderers. However, that would not entitle the tenderer to change or cause any change in the substance of the tender submitted or price quoted. This would also not mean that their bid has been accepted.

UIDAI may waive any minor informality or non-conformity or irregularity in a bid, provided such waiver does not prejudice or affect the relative ranking of any other tenderer.

Any effort by a tenderer to influence UIDAI bid evaluation, bid comparison or contract award decisions may result in the rejection of the tenderer's bid and forfeiture of the tenderer's EMD.

UIDAI reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected tenderer or tenderers and of any obligation to inform the affected tenderers of the grounds for UIDAI's action and without assigning any reasons.

UIDAI reserves the sole right to award the contract after taking into consideration various technical parameters in case of a tie.

**Technical Evaluation:** The technical bids will be evaluated by a duly constituted Technical Evaluation Committee (TEC). EMD and technical bid of the tenderer will be opened in the first instance. Bidders not qualifying the technical bid will be rejected and their financial bids will not be opened. Financial bids of the technically qualified bidders will be opened at a later date to be notified.

**Financial Evaluation:** For consideration of their bids, the tenderers have to quote rates for all the items. The financial quotes of those tenderers whose bid meets the terms & conditions of the tender will be opened.

The date of opening of Financial Bid will be intimated to technically qualified tenderer(s) only. The tenderer, who has quoted the combined lowest grand total mentioned at Sl. No. 6 of (A) and at Sl.No.1 to 14 of (B) of Annexure-IV will be selected as LQ1 vendor.

**(H). EMD AND PERFORMANCE BANK GUARANTEE CLAUSE**

Each bid must be accompanied by Earnest Money Deposit (EMD) of **Rs. 15,000/- (Rupees Fifteen Thousand) only** in the form of Demand Draft/ Banker's Cheque of any commercial bank drawn in favour of PAO, UIDAI, New Delhi, payable at New Delhi without which the bid will be summarily rejected. Within 15 days of awarding the contract, the selected tenderer has to furnish Performance Bank Guarantee equivalent to 5% of the total annual contracted value in favour of, PAO, UIDAI, New Delhi, payable at New Delhi valid for 12 months. The Performance Bank Guarantee shall be required to be extended in case of extension of the contract.

The EMDs of successful tenderer along with non-selected tenderers shall be returned within 45 days after the finalization of the tender without interest

thereon. The Performance Bank Guarantee of the successful tenderer shall be encashed in case of unsatisfactory services during the contract period. The Performance Bank Guarantee shall be returned after successful completion of contract period without any interest.

**(I). VALIDITY OF CONTRACT PERIOD**

The contract period will be valid initially for a period of ONE YEAR (from the date of signing of the contract) and can be renewed / extended further on year to year basis at the sole discretion of UIDAI on the same rates, terms and conditions.

**(J) PAYMENT PROCEDURE**

1. The tenderer will submit a pre-receipted bill along with satisfactory services certificates duly signed by the concerned officers of UIDAI, in triplicate in the name of "The Assistant Director General, Unique Identification Authority of India, Block-V, 1<sup>st</sup> Floor, Housefed Complex, Guwahati-781006," by 10<sup>th</sup> of every month. The proof of salary payment to the personnel is also required to be enclosed with the bill.
2. Bills submitted will be processed and payment will be released within 45 days if all paper work is found to be in order and as per the provisions of the tender/contract/work order.
3. No advance payment of any kind will be given by UIDAI to the selected tenderer.

**(K). PENALTY CLAUSE**

(a) The tenderer shall disburse the salary to its deployed manpower, inclusive of other allowance by 7<sup>th</sup> of every month, failing which penalty of **Rs. 100/-** per day will likely be imposed up to 15<sup>th</sup> of the month. UIDAI will bear the salary/wages increase if it is revised by the government from time to time.

(b) Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of tenderer's staff by UIDAI and if no action is taken within ONE hour, penalty of **Rs. 25/-** per day per complaint will be imposed by invoking the penalty clause.

(c) Tenderer has to ensure to maintain the adequate number of manpower as per the annexure -II of this tender and also arrange a pool of standby housekeeping personnel. In case any housekeeping personnel is absent from the duty, the reliever shall be deployed by tenderer in time from an existing pool of housekeeping staff. If the required numbers of deployed personnel are less than the specified number, a penalty of **Rs. 300/-** per absentee per day will likely be deducted from the bill(s).

(d) The tenderer shall ensure full strength of staff during the working hours failing which a penalty of **Rs. 50/-** per hour per person will be imposed.

(e) Any deviation in the material quality & quantity quoted will invoke penalty. For proper maintenance, suitable cleaning material which are

environment friendly, not harmful to human and government property should be used. If the cleaning material as per Annexure-IV (B) is not received in UIDAI between 1-10<sup>th</sup> of every month, a penalty of **Rs. 1,000/-** will likely be deducted from the bill of defaulting tenderer.

(f) Tenderer shall ensure that the staff does not wander here and there and sit idle in groups during working hours. Due Discipline will have to be maintained by the staff. If found, any violation to aforementioned, a penalty of Rs. 50/- per personnel shall be levied for any instance of this kind.

(g) Tenderer will ensure weekly general disinfestations. If the tenderer fails to provide weekly services, a penalty of **Rs. 100/-** per week (maximum three weeks) shall be levied thereafter. UIDAI has the right to invoke the risk clause of the contract.

(h) The total penalty to be levied on the selected vendor will be limited to 10% of the total contract value.

**(L). Risk Clause**

UIDAI reserves the right for discontinuation of the service at any time without giving notice if the services were found to be unsatisfactory and also UIDAI has the right to award the contract to any other agency at the costs, risks and responsibilities of the current agency and excess expenditure incurred on account of this could be recovered from the Performance Bank Guarantee or pending bill or by raising a separate claim on defaulting service provider agency.

**(M). Force Majeure**

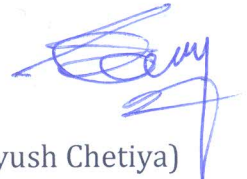
If either of the parties suffer delay in due execution of their contractual obligation due to the operation of one or more of the majeure events such as but not limited to, act of God, war, flood, earthquake, strikes, lockouts, fire, epidemics, riot, civil commotions etc., the agreed time for the completion of respective obligations shall be extended by a period of the time equal to the period of the delay occasioned by such events. On the occurrence and cessation of any such event, the party affected thereby shall give notice in writing to the other party. Such notices to be given within 15 days of occurrence/cessation of the event concerned. If the force majeure conditions continue beyond 30 days the parties shall mutually decide about the future course of action.

**(N). Settlement of Disputes Clause**

Any dispute and difference whatsoever arising between the tenderer and UIDAI shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996. Both UIDAI and the tenderer shall have the right to appoint an arbitrator each and the third, presiding arbitrator shall be appointed by the two arbitrators so nominated. The decision of the arbitrators shall be final and binding on both the parties. The venue of the arbitration shall be at Guwahati. Legal issues, if any, will strictly be under jurisdiction of courts in Guwahati only.

For any query and clarifications on the tender document, please contact the undersigned.

The tender document can be obtained free of cost from Unique Identification Authority of India, Block-V, 1<sup>st</sup> Floor, Housefed Complex, Guwahati-781006 from 20/06/2018 to 10/07/2018 during working hours (9:30am to 6:00pm). Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the website <https://www.uidai.gov.in>



(Piyush Chetiya)  
Assistant Director General  
UIDAI, RO Guwahati  
PH : 0361-2265137  
E-mail:piyush.chetiya@uidai.net.in

**Scope of Work and Services:-**

**The required services will extend to the following offices:-**

Unique Identification Authority of India, Regional Office Guwahati , Housefed Complex, Block-V, 1<sup>st</sup> floor, having floor area of 3300 sq. ft . and Central(Rear) block, 7<sup>th</sup> floor, having floor are of 4200 sq. ft.

**Cleaning Services**

The aim and objective is to provide a clean, hygienic and presentable look to the entire area. Administrative Section of UIDAI will monitor the cleanliness of the entire work, staff deployed by the tenderer. Daily cleaning services involves cleaning of office premises and its various ICT equipments, shifting of office assets within the offices etc.

**Daily & Weekly Housekeeping Services**

Housekeeping/ cleaning services should be done daily from Monday to Friday from 8.45 am to 4.45 pm daily. The cleaning in occupied area should be done, as and when, the halls/ rooms/ cabins are opened and in the presence of the officer concerned or and in the presence of his/her authorised representative twice in a day or on call basis by the officer concerned during office hours on all working days only. The in-depth cleaning of the entire area will be done by the tenderer once in a week.

**Plumbing and Electrical Repairing (Labour Charges) on call basis**

Small plumbing works excluding materials for replacement for the Gents/Ladies toilets including rectification of water pipe line for leakage/damage of delivery lines etc. This work will be done on call basis through the skilled labour. Material will be supplied by the office.

Minor Electrical Works including labour charges towards Replacement of lights /fans etc. This will be done on call basis through skilled labour. Materials will be supplied by office. In case of major fault consultation with ASEB will be required.

Schedule of Requirement			
Working Hours: 08.45 - 16.45 hrs			
WORK SCHEDULE			
Sl.No.	Area & Activity	Frequency	Frequency
<b>1</b>	<b>Office Area</b>		
	Dust Bin Cleaning	Daily	
	Sweeping & Mopping of floors	Twice Daily	
	Cleaning 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	
<b>2</b>	<b>Reception</b>		
	Cleaning of Floor Dry & Wet Mopping	Twice Daily	
	Cleaning of Sofa, Table, Reception Table & Chairs	Daily	
	Cleaning of Dust Bin	Daily	
	Cleaning of Glass Doors	Daily	
<b>3</b>	<b>Toilets</b>		
	Cleaning of WC's	Twice Daily	
	Cleaning of washbasins	Twice Daily	
	Check working of exhaust fans	Daily	
	Cleaning of Dustbins	Daily	
	Cleaning of Floors	Daily and as and when required	
	Changing toilet rolls, Towels	Daily	
	Thorough checking of consumables	Daily	

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

**Number of Manpower Requirement**

S.No.	Manpower Description	No. of person
1.	Housekeeping Personnel (1 for UIDAI, Block-V, 1 <sup>st</sup> Floor and, 1 for UIDAI, Central(Rear) Block, 7 <sup>th</sup> Floor.	2
2.	Skilled Labour for plumbing works	On call basis
3.	Skilled Labour for electrical works	On call basis

Technical BidDocuments essentially required in a Separate Envelope 'B'

- 1) Duly signed and completed tender document set. All pages of the tender document is to be signed.
- 2) Duly signed Annexure-V of the tender in token of proof to have read and accepted all the terms and conditions mentioned therein.
- 3) Documentary evidence certifying turnover of **Rs. 3,00,000/- (Rupees Three lakh only)** on an average per year calculated on the basis of past three years (2015-16, 2016-17 & 2017-18).
- 4) Undertaking on affidavit about non-black listed company/firm.
- 5) Permanent Account Number (PAN) (Attach copy).
- 6) ESI & EPF Registration No. (Attach copy of the certificate).
- 7) GST No. (Attach copy of the certificate).
- 8) Details of Government sector client (s):- [attach proof]

Sl.No.	Name and Address of Government Organization	Name & Designation of Nodal Officer	Telephone & Fax Number	Contract Validity	Annual Value of Contract in Rs.

- 10) Name & Designation of the Authorised Signatory:

- (i) Name\_\_\_\_\_
- (ii) Designation\_\_\_\_\_
- (iii) Office Address\_\_\_\_\_
- (iv) Office Phone\_\_\_\_\_
- (v) Residence Phone\_\_\_\_\_
- (vi) Mobile No.\_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorised signatory

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

Name.....

SEAL .....

**AENNEXUR-IV**

**Financial Bid**

**This Annexure is required in a Separate Envelope 'C'**

**(A). For Housekeeping Personnel**

Sl. No.	Particulars	Rate per person per month
1	Basic Pay + DA	
2	EPF 13.61%	
3	ESI 4.75%	
4	GST @ 5%	
5	Uniform Charges	
6	<b>Cost per Personnel</b> <b>[1 to 5]</b>	

- Copy of the Govt. Order on Minimum Wages and wages approved by Regional Labour Commissioner (Central) may be provided.
- Taxes wherever applicable will be paid for the above services as per the prevailing rates.

Place: \_\_\_\_\_

Signature of Authorised signatory

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

Name:.....

SEAL .....

**(B) For Materials and on call basis labour**

**Housekeeping Items for UIDAI must be brought monthly as per specimen brand/ quantity given below:**

Sl. No.	Name of Items	Brand Name	Quantity per Month [I]	Unit Rate in (Inclusive of taxes) [II]	Total Cost [III]= [I]X[II]
1.	Liquid Hand Wash (200ml)	Branded	6		
2.	Urinal/Sanitary Cube	Branded	6		
3.	Washing powder(500gm)	ISI Mark	2		
4.	Cleanse Phenyl (500ml)	ISI Mark	5		
5.	Toilet Cleaning Agent (500 ml)	ISI Mark	5		
6.	Glass cleaning Agent Colin (500ml)	ISI Mark	2		
7.	Room/Air freshener (150 gm)	Sandal/Jasmine	5		
8.	Mosquito Killer Refill	All-out/Goodnight	4		
9.	Sanitary Naphthalene (500gm)	ISI	1		
10.	Mopper	ISI	2		
11.	Insect Killer ( 400 ml )	Hit/Baygon	1		

12.	Floor Cleaning Agent ( 500ml )	Lizol/ Mr. Clean	6		
13	Rates for labour charges for plumbing works on call basis	Per skilled labour/day	1		
14	Rates for labour charges for minor electrical works on call basis	Per skilled labour/day	1		
<b>GRAND TOTAL =</b>					

Note: Cost of above items will be reimbursed by UIDAI as per actuals subject to the certificate of the Officer concerned.

Place: \_\_\_\_\_

Signature of Authorised signatory

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

Name:.....

SEAL .....

**ANNEXURE-V**

**DECLARATION**

1. I, \_\_\_\_\_, Son/Daughter of  
Shri \_\_\_\_\_ Proprietor/ Partner/ Director/ Authorised Signatory  
of M/s \_\_\_\_\_ am competent to sign the  
declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender  
which are fully acceptable to me.
3. The information / documents furnished along with the above tender are true and  
authentic to the best of my knowledge and belief. I/we am/ are well aware of the  
fact that furnishing of any false information/fabricated document would lead to  
rejection of my tender at any stage besides liabilities towards prosecution under  
appropriate law.

(Signature of Authorised Person)

Date:

Full Name:

Place:

Seal:

- Note: 1. The above declaration, along with a copy of the terms and conditions, duly  
signed and sealed in each page, by the authorised signatory of the tenderer in  
token of acceptance of the terms and conditions should be enclosed with  
Technical Bid.
2. The above declaration can also be made on the letterhead of tenderer.