

## CONTENTS OF TENDER DOCUMENT

S.NO.	Description of contents
1.	Tender notice
2.	Part I- Proforma for Technical Bid
3.	Part-II - Proforma for Financial Bid
4.	Part-III – Draft Agreement Format (to be made on Rs. 100/- Non-Judicial Stamp Paper)
5.	Annexure to Agreement – Part-IV A- Scope of work B- Eligibility Criteria C- Information and conditions relating to Submission of Bids D- Terms and Conditions of agreement

## **TENDER NOTICE FOR CANTEEN SERVICES**

**FOR**

**UIDAI**

**ON BEHALF OF Unique Identification Authority of India, Planning Commission** sealed tenders under **two-bid** system are invited from reputed and experienced agencies for supply of consumables for preparation of drinks and snacks at the given below address.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super scribed "**Tender for Canteen Services for UIDAI**" and should reach at the office of "**The Assistant Director General, Jeevan Bharti Building, Tower-I, 2<sup>nd</sup> Floor, New Delhi-110 001**, before **1500 hrs on or before 04.02.2011**. The technical bids shall be opened on the same day at 1600 hrs at office of the Assistant Director General(Admn.), IInd Floor, Tower-I, Jeevan Bharti Building, Janpath, New Delhi in the presence of bidders or their representatives.

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be obtained from the undersigned by remitting an amount of Rs. 500/- in cash or DD in favour of "**PAO, UIDAI**" or downloaded from the website [www.uidai.gov.in](http://www.uidai.gov.in). Those who download the tender document from website should enclose an additional DD for Rs 400.00 in favour of "**PAO, UIDAI**", payable at New Delhi, along with their tender bid in the Cover-I "Technical Bid. The bid security (EMD) of Rs 10,000/- (Rupees ten thousand only) should be paid by Demand Draft in favour of "**PAO,UIDAI**" payable at New Delhi.

Any future clarifications and/or corrigendum(s) shall be communicated through Admin. Division on the UIDAI website: [uidai.gov.in](http://uidai.gov.in)

**BK Verma**

**Asstt. Director General,**

**Jeevan Bharti Building,**

**Tower-I, 2<sup>rd</sup> floor**

**New Delhi-110 011**

**Tel: 01147312840**

**E-Mail:**

**Website: [www.uidai.gov.in](http://www.uidai.gov.in)**

**TENDER DOCUMENT**

**UIDAI INVITES QUOTATION FOR PROVIDING “CANTEEN SERVICES”**

**MANDATORY CONDITIONS FOR QUALIFICATION OF BIDDER:**

**PROFORMA FOR TECHNICAL BID**

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

1. Name & Address of the Tenderer Organization/Agency with phone number, email and name and telephone/mobile number of contact person.					
2. Experience in the work of supplying consumable drinks (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 3 years along with a certificate from the agency where the job was carried out.		In following format			
<b>Sl.No.</b>	<b>Name of Organization with complete address and telephone numbers to whom services provided</b>	<b>From</b>	<b>To</b>	<b>Contracted Amount (Rs. Per Month)</b>	<b>Reason for Termination</b>
3. Please attach copy of last return of Income Tax					
4. PAN No. (Please attach copy)					
5. VAT No. (Please attach copy)					
6. Trade Licence No. (Please attach copy)					
7. Service Tax Registration No. (Please attach copy)					
8. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document.					
9. Power of Attorney/authorization for signing the bid documents					
10. Details of the DD/Pay Order of Rs 10,000/-towards bid security (EMD) and a DD for Rs 400/- in case tender document is downloaded from UIDAI website. DD/PO No. Date: 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.

**Encls:**

1. DD/Pay Order 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.**

**(O):**.....

**PROFORMA FOR FINANCIAL BID****(In sealed Cover-II super scribed "Financial Bid")**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Unit</b>	<b>Rate per Unit (In Rs)</b>	<b>Estimated consumption per Annum</b>
1.	Roasted Coffee Beans	1 Kg		600 Kg
2.	Tea bags plain	100 Nos		55,000 bags
3.	Tea bags (Elaichi)	100 Nos		
	Tea bags (Ginger)	100 Nos		
	Tea bags (Green Tea)	100 Nos		
	Tea bags (Lemon)	100 Nos		
	Tea bags (Cardmom)	100 Nos		
4.	Sugar Cube	1 Kg.		1000 Kg
5.	Sugar Sachet	100 Nos		17,000 Sachets
6.	Stearer	1000 Nos.		11,000 Nos.
7.	Milk Double toned (i) DMS (ii) Mother Dairy (iii) Amul	1 Kg. 1 Kg. 1 Kg.		3500 Kg
8.	Amul Tetra Milk	1 Litre		300 Kg
9.	Paper Cups (150 ml) (Premium Quality)	100 Nos		1,20,000 Nos.
10.	Soup Sachets (i) Tomato (ii) Vegetable	100 Nos 100 Nos		45,000 Nos.
11.	Water Bottle with 20 Litre Water	1		2000 Nos.
12.	Plastic Cup	100 Nos.		1 Lakh Nos.
13.	Rental, if any, of Coffee/Tea/Soup Machine	01	—	—
14.	Rental, if any, of Water Machine	01	—	—
15.	Wafers / Chips (of reputed brands in different packs)			
16.	Biscuits(of reputed brands in different packs)			
17.	Burger / patties (of reputed brands in different packs)			
18.	Soft Drinks (of reputed brands in different packs)			

The Rate of following brands will be preferred rate of which will be quoted for each brand separately:

SI. No.	Particular	Name of Brands
(a)	Coffee beans	Nes Cafe/Bru/Coffee Day Coffee Board
(b)	Tea	Tata/Brooke Bond/Lipton
(c)	Water Bottle	Kinley/ Bislery
(d)	Soup	Knor/Maggi

The bidder shall submit sample of each items. Multiple sample of an item shall be submitted, if the rates are quoted for different brands.

**Declaration by the Bidder:**

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 except provision under the terms and conditions.
- iii) The rates arrived at and quoted by Bidder in Row 4 above will be considered as the price bid and will be payable to the selected bidder.

**(Signature of Bidder with seal)**

**Name:**.....

**Seal:**.....

**Address** .....

..... **Phone**

**No (O):**.....

**Fax No.** .....

**E-mail:** .....

**Place:** .....

**Date:**.....

(To be made on Rs 100.00 Non Judicial Stamp Paper)

**DRAFT AGREEMENT FORMAT**

This agreement is made at New Delhi on the \_\_\_\_\_ day of \_\_\_\_\_ Two thousand ten between \_\_\_\_\_ acting through Shri \_\_\_\_\_, \_\_\_\_\_, **UIDAI , Government of India having its office at Jeevan Bharti Building, Tower-I, 2<sup>rd</sup> Floor New Delhi-110 011** (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

\_\_\_\_\_

\_\_\_\_\_

(hereinafter 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 Canteen Services for UIDAI as per the terms and conditions stated below:-

1. The Agency will install Machine for Coffee/Tea/Soup and Water and supply consumables for preparation of drinks and snacks as mentioned in the Financial Bid.
2. The Agency is required to supply consumables for preparation of tea, coffee and soup and water to the Machines and snacks at the O/o UIDAI at **2<sup>nd</sup> and 9<sup>th</sup> Floor, Tower-I and 3<sup>rd</sup> Floor, Tower-II.**
3. The consumables for preparation of drinks and snacks would be required for an approx. 200 employees of UIDAI. The number of employees is indicative and subject to change depending upon the posting of staff.
4. The Agency would supply consumables for preparation of drinks and snacks on all working days from 8.30 A.M. to 6.30 P.M. except for the holidays observed in accordance to the holiday list announced at the beginning of the year. Further, in addition to the working days indicated, in case UIDAI feels a need for supply of the consumables for preparation of drinks and snacks on any other day which may be closed day or a holiday, the same would be required to be carried out by the Agency.
5. The Agency shall provide disposable to serve water/tea/coffee/soup/snacks in approved quality & standards approved by the UIDAI.
6. The sale of snacks to staff will be on cash and on daily basis. The amount shall be collected from the staff by the Agency directly. Credit sales to employees, if any, affected by the Agency shall be at its own risk and UIDAI shall not be held responsible for recovery of any such arrears. However, payment towards supply of consumables for preparation of drinks will be made by UIDAI on production of Bill by the Agency on completion of the Calendar month.

7. No items except those mentioned above shall be provided by the Agency in the pantry premises. Any additional items required to be served, will be served only with the prior approval of UIDAI. Rates for such additional items will be decided by mutual consultation and it shall be displayed in the pantry premises.
8. The Agency shall supply the consumables for preparation of drinks in most clean and hygienic condition and shall comply with the Municipal and other regulation, rules and bye laws relating to the preparation and sale of food stuff.
9. If the Agency fails to provide service, then penalty at Rs. 1000/- per day shall be imposed. In case of complaint regarding quality/quantity, the matter will be investigated by the UIDAI, if found correct then a penalty of Rs. 100/- per occasion shall be levied. The decision of the UIDAI shall be final and binding to the Agency. In case of supply of any contaminated Consumables, the Agency will liable to be tried legally.
10. The rates of bid will remain valid for one year from the date of acceptance of bid which can be further extended for period of another one year by the competent authority. The Agency, instructions to Tenderers, General Terms & Conditions, amount quoted in the tender, Letter of Intent awarding the work and Agreement shall form part of the contract.
11. The Agency shall deposit security of Rs.60,000/- (Rupees Sixty thousand only) in the form of Bank Guarantee or in the shape of Bank draft and will be liable for forfeiture in case of premature termination of Contract by the tenderer without giving due notice, and / or in case of termination by UIDAI for any reason amounting to breach of contract by the tenderer or any other grave misconduct, the security deposit in full will be forfeited. However, on completion of the agreement satisfactorily, the security deposit will be refunded to the agency within 60 days of the successful completion of contract, on receipt of final clearance of all dues and statutory obligations.
12. UIDAI reserves the right to recover/adjust any amount which may be due from the Agency from their earnest money, security deposit and against any payment due to the Agency from UIDAI.
13. No escalation during the period of contract would be allowed on any account.



THIS AGREEMENT will take effect from \_\_\_\_\_ day of \_\_\_\_\_ Two thousand nine and shall be valid for one year.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in New Delhi 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 \_\_\_\_\_ Name

By the said \_\_\_\_\_ Name

\_\_\_\_\_ on behalf of the '**Agency**' in presence of

\_\_\_\_\_ on behalf of the ' \_\_\_\_\_ ' in presence of

Witness \_\_\_\_\_

Witness \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**A. SCOPE OF WORK**

- 1) The Agency will install Machine for Coffee/Tea/Soup and Water and supply consumables as mentioned in the Financial Bid.
- 2) The Agency is required to supply consumables for preparation of tea, coffee and soup and water to the Machines at the O/o UIDAI at **2<sup>nd</sup> and 9<sup>th</sup> Floor, Tower-I and 3<sup>rd</sup> Floor, Tower-II.**
- 3) The consumables for preparation of drinks and snacks would be required for an approx. 200 employees of UIDAI. The number of employees is indicative and subject to change depending upon the posting of staff.
- 4) The Agency would supply consumables for preparation of drinks and snacks on all working days from **8.30 A.M. to 6.30 P.M.** except for the holidays observed in accordance to the holiday list announced at the beginning of the year. Further, in addition to the working days indicated, in case UIDAI feels a need for supply of the consumables for preparation of drinks and snacks on any other day which may be closed day or a holiday, the same would be required to be carried out by the Agency.
- 5) The Agency shall provide disposable to serve water/tea/coffee/soup/snacks in approved quality & standards approved by the UIDAI.
- 6) The sale of snacks to staff will be on cash and on daily basis. The amount shall be collected from the staff by the caterer directly. Credit sales to employees, if any, affected by the Agency shall be at his own risk and UIDAI shall not be held responsible for recovery of any such arrears. However, payment towards supply of consumables for preparation of drinks will be made by UIDAI on production of Bill by the Agency on completion of the Calendar month.
- 7) No items except those mentioned in the Financial Bid shall be provided by the Agency in the pantry premises. Any additional items required to be served, will be served only with the prior approval of UIDAI. Rates for such additional items will be decided by mutual consultation and it shall be displayed in the pantry premises.
- 8) The Agency shall supply the consumables for preparation of drinks and snacks in most clean and hygienic condition and shall comply with the Municipal and other regulation, rules and bye laws relating to the preparation and sale of food stuff.

## **B. ELIGIBILITY CONDITIONS FOR TENDERS**

The following conditions must be fulfilled by the Agency to be eligible for undertaking the catering services:

- (a) Must be an Individual or a reputed firm dealing with catering/hotel industry/ Canteen Services in reputed Firms/Organization.
  
- (b) The caterer should have minimum of Three years experience in providing canteen/catering services. The experience Certificate duly certified by the firm/organization to be submitted in support.
  
- (c) Partnership deed or Proprietorship deed or Memorandum of Article of Association as the case may be.
  
- (d) The Agency/Firm should be registered for VAT, Service Tax etc.

### **C. INFORMATION AND CONDITIONS RELATING TO SUBMISSION OF BIDS**

1. The initial period of contract shall be for 12 months which may be extended by one year, depending on performance of the Agency and at discretion of DIRECTOR GENERAL, UIDAI.
2. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from UIDAI Website. Those who download the tender document from Website should enclose a DD for Rs 400/- in favour of “**PAO, UIDAI**”, payable at New Delhi, along with their bid in the Cover-I containing Technical Bid.
3. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing “Technical Bid” and sealed Cover-II containing “**Financial Bid**” should be placed in a third sealed cover super scribed “**Tender for Canteen Services**” should reach UIDAI before **1500 hrs** on or before **04<sup>th</sup> February 2011**. The technical bids shall be opened on the **same day at 1600 hrs** in presence of the bidders or their authorized representatives who choose to remain present.
4. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
5. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as a token of acceptance of terms and conditions.
6. The bidder shall pay Earnest Money Deposit (EMD) of Rs 10,000/- (Rupees Ten thousands only) along with the technical bid by Demand Draft in favour of “PAO, UIDAI” drawn on any Nationalized Bank/Scheduled Bank and payable at New Delhi. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc at any stage.
7. The Earnest Money Deposit (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract.
8. As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount Rs. 60,000/- towards Security Deposit by way of demand draft in favour of “ PAO, UIDAI” drawn on any Nationalized Bank/Scheduled Bank and payable at New Delhi.
9. The EMD deposited by successful agency will be adjusted towards Security deposit as demanded above. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work, his Earnest Money Deposit (EMD) shall be forfeited unless time extension has been granted by UIDAI.
10. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the contract.
11. The bid shall be valid and open for acceptance of the Competent Authority of UIDAI for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.

12. To assist in the analysis, evaluation and computation of the bids, the Authority may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
13. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying all the provisions. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by UIDAI shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc.
14. Taxes viz VAT, Sales should be quoted separately.
15. DIRECTOR GENERAL, UIDAI reserves the right to accept or reject any or all bids without assigning any reasons. DG, UIDAI also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability or any loss whatsoever it may cause to the bidder in the process.
16. The decision of the Competent Authority shall be final and binding for the Agency.

#### **D. GENERAL TERMS & CONDITIONS**

1. The Tenderer shall be bound to perform the assigned jobs. He/She shall also be bound to perform any other assigned catering jobs even though the same may not have been included in the description of services. The charges for these extra services shall be settled mutually between the said Caterer and UIDAI.
2. The Tenderer security deposit of Rs.60,000/- (Rupees Sixty thousand only) in the form of Bank Guarantee or in the shape of Bank draft will be liable for forfeiture in case of premature termination of Contract by the Tenderer without giving due notice, and / or in case of termination by UIDAI for any reason amounting to breach of contract by the Tenderer or any other grave misconduct, the security deposit in full will be forfeited. However, on completion of the agreement satisfactorily, the security deposit will be refunded to the agency within 60 days of the successful completion of contract, on receipt of final clearance of all dues and statutory obligations.
3. UIDAI reserves the right to recover/adjust any amount which may be due from the Tenderer from their earnest money, security deposit and against any payment due to them from UIDAI.
4. The Tenderer shall not appoint sub- contractor to carry out any obligations under the Contract.
5. The Tenderer shall ensure uninterrupted supplies of service as agreed herein.
6. The Tenderer shall also ensure effective supervision of the catering services for efficient service in all the locations.
7. No escalation during the period of contract would be allowed on any account.
8. Any sum of money due and payable to the caterer (including Security deposit) under this contract may be appropriated by UIDAI and set off the same against any claim of UIDAI for payment of a sum of money arising out of this contract made by caterer with UIDAI.
9. Successful Agency will be awarded the contract for period of one year, which may be extended by another one year by mutual agreement.
10. Intoxication is strictly prohibited in office premises.
11. UIDAI reserve right to reject any bid without assigning any reason.
12. UIDAI may terminate the contract due to any breach of terms and conditions at the risk and cost of the bidder.
13. The quantity and quality of raw material and finished product shall be checked by a committee formed by the UIDAI. If the quality/quantity is out of appropriate standard then it shall be rejected forthwith at the cost of contractor. Any incident of ill health arising out of unhygienic consumables for preparation of drinks will lead to legal action against the Agency.
14. Any deficiency in service shall make this contract liable for termination.

15. The contractor shall ensure payment of all statutory taxes etc. and shall be wholly responsible for any default.
16. Timing for canteen should be from 08.30 AM to 6.30 PM and consumables must be supplied well before the office time.
17. Tea/Water/Coffee/Soup should be supplied in disposable containers.
18. The Machine so installed will be put into order round the clock for which name & Mobile No. of the Mechanic will be furnished.

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