

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

No: 01 /UIDAI/RO-BLRE/2012-13

Date: 17.1.2013

NOTICE INVITING TENDER

**FOR
House Keeping Services
FOR UIDAI REGIONAL OFFICE, BANGALORE**

LAST DATE FOR SUBMISSION OF TENDER: 25.02.2013

Sub: Invitation to bid for House Keeping Services for UIDAI RO, 3rd Floor, Khanija Bhavan (South Wing), #49, Race Course Road, Bangalore-1

Sealed Tenders are invited for providing House Keeping Services at 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 : ksatyavati@gmail.com

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Date of publication of tender	17.01.2013
Last date for tender related enquiries	29.01.2013
Last Date & Time for Submission of Tenders	25.02.2013 at 1500 hrs
Time & Date of Opening Tenders	25.02.2013 at 1530 hrs

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 etc. This will include cleaning of the floors, windows, furniture, office equipments etc. The Agency has to deploy three persons from Monday to Saturday.

Timings: 07:30 AM to 03:30 PM.

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 :

1. 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:

D) The Agency should have undertaken the housekeeping services for the last three years, i.e. for the FY 2009-10, 2010-11 & 2011-12. Experience with PSU /Central / State Government agencies will be given weight age. 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 2009-10, 2010-11 & 2011-12 (Copy of Balance Sheet and ITR filed for the above years - Attested by a Chartered Accountant 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 extended for a period of 1 year 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 month's 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 Deputy Director General, 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 tendering 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 outright.
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 shall be opened on the scheduled date and time (At 1530 hrs on 25.02.2013), in, Regional Office, **No.49, Khanija Bhavan, Race Course Road, Bangalore – 575001**, 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.
9. 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.

COMMERCIAL BID:

The Agencies are expected to quote **ALL INCLUSIVE RATES (material + services + taxes+ wages) per hour per person per day.** While quoting the rate, the Agency is expected to keep the Minimum Wages Act approved by Regional Labour Commissioner in mind. The Commercial Bid should be submitted in a separate sealed cover along with tender documents. Opening of the commercial bid will be intimated later.

EVALUATION OF THE OFFER:

The offers will be opened on the nominated time/venue/date & day. The committee will verify the Technical Bid and related documents. The Commercial Bid of those Agencies, who qualify the requirements of the Technical Bid, will only be opened. The decision of the Committee as approved by the competent authority shall be final.

EARNEST MONEY DEPOSIT:

The Agencies have to enclose a Demand Draft for Rs.5000/- (Rs. Five thousand only) drawn on any Nationalized 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 . This will be free of cost.

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.		
2A. ELIGIBILITY : (a) The Agency should be registered with the Labour department. (copy of registration certificate to be enclosed) (b) The Agency should have Registered Office in Bangalore. (c) The Agency should have its own Bank Account for crediting the payments. (d) The Agency should be registered with Income Tax department. (PAN) (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.	Status (Yes/No)	Relevant Documents submitted (Yes/No)
B. EXPERIENCE: i) I) The Agency should have undertaken the housekeeping services for the last three years, i.e. for the FY 2009-10, 2010-11 & 2011-12. Experience with PSU /Central / State Government agencies will be given weightage. Certificates duly attested by a Gazetted officer should be		

<p>submitted for verification ie., 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> <p>ii) The Agency's turnover has to be more than Rs. 5 lakhs (Rupees Five lakhs) in each FY 2009-10, 2010-11 & 2011-12 (Copy of Balance Sheet and ITR filed for the above years - Attested by a Chartered Accountant to be enclosed.)</p>		
3. Power of Attorney/ authorization for signing the bid documents		
4. Details of the DD of Rs. 5000/- towards bid security (EMD) 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.

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 (O) :

PART-II PROFORMA FOR COMMERCIAL BID
(In a separate sealed Cover- superscribed "Commercial Bid")

SI No.	Description of the work to be done by the agency from 7:30 am to 3:30 pm (Total Cost)	Per month (in Rs.) Per person	Per annum (in Rs.) Per person
1	Wages		
2	Material		
3	Taxes		
4	Services		
Total			

All inclusive wages computed at the rate ofper person per person per hour as mentioned in para 9 in page no.5 has to be quoted.

Amount in words:

Note:

1. **The agency has to quote all inclusive** (material + services + taxes). The rates should be inclusive of material and other costs also. Quoted rates have **to be as per the minimum wages approved by Regional Labour Commissioner (Central)**.
2. The agency is expected to supply 3 persons per day.
3. If the agency fails to provide three persons on any day/half-a-day, proportionate amount will be deducted as penalty from the monthly bills.
4. The payment will be made on monthly basis i.e. within 15 working days from the date of submission of bills.
5. Rates should be inclusive of material cost and taxes.
6. **Total working hours for one person will be 8 hours a day.**
7. **A cost per person per day should be indicated separately for calculation of penalty.**
8. **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.**

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. However the rates under Minimum wages act will be ensured.

(Signature of Bidder with seal)

Name :

Seal :

Address :

.....

Phone No (O) :

Fax No :

E-mail :

Place :

Date :

Copy of the latest order on Minimum Wages Act and wages approved by Regional Labour Commissioner (Central) may be enclosed.

PART-III

TERMS & CONDITIONS OF THE TENDER

GENERAL:

1. The contracting 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, Unique Identification Authority of India reserves right to terminate the contract duly giving a week's notice to the contracting agency.
5. **The manpower employed by the agency shall be required to work from Monday to Saturday. The manpower may also be called upon to perform duties on Sundays and other Gazetted holidays, if required.**
6. The contracting 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 amount is not eligible 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 site 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.

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 his 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.
12. A supervisor shall be nominated by the agency. The frequency of supervision shall be every week ie., on every Wednesday.
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.

LEGAL

1. The tendering agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this office.
2. Tendering agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to this Office to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
3. The tendering agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same, on demand, to the concerned authority of this office or any other authority under Law.
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 tendering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Office of the Unique Identification Authority of India is put to any loss / obligation, monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

(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 twelve between _____ acting through Shri _____, _____, **UIDAI, Government of India having its 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

(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 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 one month notice on either side.
5. **PENALTY:**
 - a) If the agency fails to provide all the three persons on any day/half-a-day, proportionate amount will be deducted as a penalty from the monthly bills.
 - b) 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 Nationalized 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 10 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.
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 twelve 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 _____

SCOPE OF WORK:

- 1) The **O/o the UIDAI, Regional Office, Bangalore No.49, Khanija Bhavan, Race Course Road Bangalore-1** requires the services of reputed, well established and financially sound Manpower Companies / Firms / Agency to provide housekeeping services.
- 2) The contract is initially for one year from the date of award of tender. The period of the contract may further extended for a period of 1 year after the completion of contract provided the requirement of the Housekeeping persists at that time and under the same terms and conditions mutually agreed upon. The contract may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of housekeeping by the selected Company / Firm /Agency within one month notice.
- 3) The requirement of the office may increase or decrease during the period of contract also. In such cases, payment will be on proportionate basis.
- 4) The successful Tenderers will have to deposit a Performance Security Deposit @ of 5% of Contracted value at the time of signing of the agreement. The Performance Security should be furnished in the form of the Bank Guarantee drawn in favour of Deputy Director General, 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.

TERMS & CONDITIONS OF THE TENDER

1. The contracting Company / Firm / Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this office.
2. The total office space is 14423 Sqft. (9723+4700 Square feet) on the two sides of the floor.
3. The tenderer 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, Unique Identification Authority of India reserves right to terminate the contract duly giving a week's notice to the contracting agency.
5. **The manpower employed by the agency shall be required to work from Monday to Saturday. The manpower may also be called upon to perform duties on Sundays and other Gazetted holidays, if required.**
6. The contracting Agency shall furnish the following details in respect of individual deployed by it in this office before commencement of work(Name of the person, id issued by the agency.
 - a) List of Safaiwalas short listed by agency for deployment in Office of UIDAI , REGIONAL OFFICE, Bangalore containing full details i.e. date of birth, marital status, address etc;
 - b. Certificate or verification of antecedents of persons by local police authority at the cost of the agency. The amount is not eligible for reimbursement.
7. In case, the person deployed by the successful Company / Firm / Agency commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence and security risks, the successful Company / Firm / Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the Department, within 2 days of being brought to their notice. In case of any theft or pilferages, loss or other offences by the deployed personnel, the agency will have to compensate the damages/losses.
8. The tendering company shall provide identity cards to the personnel deployed in the office carrying the photograph of the personnel and personal information as to Name, DOB, Photo, Age and Identification mark etc.

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 his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work etc.
11. The person deployed shall be required to report for work at 0730 hrs. and start cleaning/Washing/ Dusting as mentioned in the schedule.
12. A supervisor shall be nominated by the agency. The frequency of supervision shall be every week i.e on every Wednesday.
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 in this Ministry. The persons deployed by the agency in the office shall not have claims of any Master and Servant relationship nor have any Principal and Agent relationship with or against Office of the Unique Identification Authority of India.
14. The service providing agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. This office shall, in no way, be responsible for settlement of such issues whatsoever.
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.

LEGAL

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

2. Tendering agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to this Office to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
3. The tendering agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same, on demand, to the concerned authority of this office or any other authority under Law.
4. The Tax Deducted 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 tendering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Office of the Unique Identification Authority of India is put to any loss / obligation, monetary or otherwise, the office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

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_____