

**Bid No.D-1108/07/2010/UIDAI(RO-Delhi/Housekeeping**

# **Request for Proposal**

**FOR**

## **Housekeeping**

**MARCH, 2016**

**UNIQUE IDENTIFICATION AUTHORITY OF INDIA,  
Department of Electronics & Information Technology (DeitY)  
GOVERNMENT OF INDIA,  
REGIONAL OFFICE  
DELHI**

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## CHECK LIST

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

| S. No. | Pre-Qualification Condition  | Whether Enclosed (Y/N) |
|--------|--|------------------------|
| (i)    | Bid Document Fee Demand Draft (in original) in case RFP document is downloaded, else copy of document purchase receipt from UIDAI, RO-Delhi.   |                        |
| (ii)   | Bid Security (in original) of the prescribed amount and validity pursuant to Clause 10 of Section II   |                        |
| (iii)  | The bidder should not have been <b>blacklisted</b> / under a declaration of ineligibility for corrupt and fraudulent practices with any of the departments of the Central, State Governments and PSUs. Undertaking from bidder in this regard to be submitted. |                        |
| (iv)   | The Bidder should have office in Delhi, India.   |                        |
| (v)    | Bidder should have a valid Sales Tax Number/ VAT Number, Service Tax Registration, PAN/TAN Number and PF code.   |                        |
| (vi)   | The Service Provider Company / Firm / Agency must have a minimum turnover of <b>Rs.30,00,000 (Rupees thirty lakh)</b> per year during the last three financial year till year ended on 31.03.2015.   |                        |
| (vii)  | Service Provider Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.   |                        |

|        |  |  |
|--------|--|--|
| (viii) | Service Provider Company / Firm/ Agency should have <b>at least five years'</b> experience in providing Housekeeping services to reputed private and/or public sector companies/banks/Government Departments etc. Details need to be provided as per <b>Annexe 4.1.6 of Section IV.</b>                      |  |
| (ix)   | The bidder must have executed at least three (3) contracts of <b>at least Rs. 10,00,000 (Rupees Ten Lakh) per annum</b> from the services of Housekeeping for the financial year ended on 31.03.2015. For each of such order, the bidder should submit the details as per <b>Annexe 4.1.5 of Section IV.</b> |  |

**Important Note: This list should be duly filled, signed and placed in the cover containing the Bid.**

**Check List of Annexe to be enclosed in Technical Bid**

(i) **Section IV** comprising of :

| <b>S. No.</b> | <b>Description</b>  | <b>Whether Enclosed (Y/N)</b> |
|---------------|---|-------------------------------|
| (i)           | Bid Particulars (Annexe 4.1.1)                            |                               |
| (ii)          | Technical Bid Letter (Annexe 4.1.2)                       |                               |
| (iii)         | Manpower Required for Housekeeping Service (Annexe 4.1.3) |                               |
| (iv)          | Features of Premises(Annexe 4.1.4)                        |                               |
| (v)           | Details of the past contracts (Annexe 4.1.5)              |                               |

|       |  |  |
|-------|--|--|
| (vi)  | Project and Manpower Details (Annexe 4.1.6)          |  |
| (vii) | Details of Scope and Schedule of work (Annexe 4.1.7) |  |

**Important Note:**

- a) **This list should be duly filled, signed and placed in the cover containing the Technical Bid cover No TQ.**
- b) The Annexures supporting the above list shall be placed in the cover containing the Technical bid Cover No TQ.

**2. Check List of Annexe to be enclosed in the Commercial Bid**

| <b>S. No.</b> | <b>Description</b>   | <b>Whether Enclosed (Y/N)</b> |
|---------------|--|-------------------------------|
| (i)           | Commercial Bid Letter (Annexe 4.2.1)                               |                               |
| (ii)          | Details of Cost for providing housekeeping services (Annexe 4.2.2) |                               |

**Important Note:**

- a) The Annexures supporting the above list shall be placed in the cover containing the Commercial bid Cover No CQ.

## SECTION I – Invitation to Bid

This invitation to bid is for “**Housekeeping Services**” in the office of Unique Identification Authority of India in UIDAI RO-Delhi, India.

1. Bidders are advised to study the Bid document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Sealed offers prepared in accordance with the procedures enumerated in **Clause 1 of Section II** should be submitted to UIDAI, RO-Delhi not later than the date and time laid down at the address given in the **Schedule for Invitation to Bid under Clause 4**.
2. All Bids must be accompanied by an **EMD (Earnest Money Deposit) / Bid Security of Rs. 25,000/- (Rupees Twenty five Thousand Only)** in the form of Bank Demand Draft or proforma of EMD Bank Guarantee as mentioned in **Appendix D of section VI** or demand draft to be drawn on a Scheduled Bank in favour of “**PAO, UIDAI**” and payable at **Delhi**.
3. The Bid Document is not transferable.
4. **Schedule for Invitation to Bid**

**a) Name of the Purchaser:**

**The President of India acting through the Deputy Director General  
Unique Identification Authority of India, Regional Office-Delhi  
Department of Electronics & Information Technology,  
Government of India,  
Ground Floor, Pragati Maidan Metro Station,  
Pragati Maidan,  
New Delhi – 110001.**

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

**Assistant Director General (Administration),  
UIDAI, Regional Office-Delhi,  
Department of Electronics & Information Technology (DeitY),  
GOVERNMENT OF INDIA,  
Ground Floor, Pragati Maidan Metro Station,  
Pragati Maidan, New Delhi-110001.**

c) Latest Time and Date for receipt of bids

**On or before 14.30 hours of 1<sup>st</sup> April, 2016**

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

**UIDAI, RO, DELHI  
Ground Floor,  
Pragati Maidan Metro Station,  
Pragati Maidan,  
New Delhi**

**At 1530 hours of 1<sup>st</sup> April, 2016**

e) Name of the Contact Person for any clarification :

**Shri Ashok Kumar Sharma, Section Officer**

**Unique Identification Authority of India (UIDAI),**

**Queries should be submitted via E-mail and followed by paper copy by post**

**E-mail –ashok.sharma@uidai.net.in**

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

**90 days from the last date of submission of bids.**

**g) Important Dates :**

The following table provides information regarding the important dates of the Bid process for this Bid :

| <b>Activity</b>                                 | <b>Date</b>   |
|---|---|
| Release / Issue of Bid Document                 | <b>11<sup>th</sup> March, 2016</b>                      |
| Last date of submission of Bids                 | <b>1<sup>st</sup> April, 2016 on or before 1430 hrs</b> |
| Opening of Pre-Qualification and Technical Bids | <b>1<sup>st</sup> April, 2016 at 1530 hrs</b>           |
| Opening of Financial Bids                       | <b>To be announced separately</b>                       |

5. The Bidder is required to pay **Rs.100/-** (Rupees One Hundred Only) towards Bid Document Fee, at the time of submission of Bids, in the form of a Bank Demand Draft **failing which the Bids submitted by the Bidder shall not be entertained and shall be summarily rejected.** The Bank Demand Draft should be drawn on a Scheduled Bank in favour of “PAO, UIDAI ” and payable at Delhi. **The Bid Document Fee is non-refundable.**

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

## SECTION II- Instruction to Bidders

### 1. Procedure for Submission of Bids

It is proposed to have a Two Bid System for this Bid process.

a) Technical Bid (2 copies) in one cover No TQ.

b) Commercial Bid (2 copies) in one cover No CQ.

1.2 Each copy of Technical Bid and Commercial Bid of the Bidder should be put in separate sealed Covers super-scribing the wordings, “Technical Bid (TQ)” and “Commercial Bid (CQ)” respectively. Each Copy in each bid should also be marked as “Original” and “First copy”. Both the copies of each bid should be put in a single sealed cover super scribing the wordings “Technical Bid” and “Commercial Bid” as the case may be.

1.3 The cover containing two copies of Technical Bid and the cover containing two copies of Commercial Bid should be put in another envelope and this envelope should be clearly marked “**Housekeeping Services**” in the office of Unique Identification Authority of India, Regional Office-Delhi. The Bid Covers are to be kept in a single sealed cover **super-scribed** with Bid Number, Due Date, Item and the wordings “**DO NOT OPEN BEFORE 1530 hours on 1<sup>st</sup> April, 2016**”.

1.4 The cover thus prepared should also indicate clearly the name, address and telephone number of the Bidder, to enable the Bid to be returned unopened in case it is declared “Late”.

### 2 Cost of Bid Document

2.1 The Bidder is required to pay **Rs.100/- (Rupees One Hundred Only)** towards Bid Document Fee, at the time of submission of Bids, in the form of a Bank Demand Draft **failing which the Bids submitted by the Bidder shall not be entertained and shall be summarily rejected.** The Bank Demand Draft should be drawn on a Scheduled Bank in



favour of “PAO, UIDAI ” and payable at **Delhi. The Bid Document Fee is non-refundable.**

### **3 Contents of the Bid Document**

3.1 The Schedule of Requirements of the housekeeping services required, Bid procedures and contract terms are prescribed in the Bid Document. In addition to the **Section I – Invitation to Bid**, the Bid Document includes:

- a. **Section II** – Instructions to Bidders;
- b. **Section III**- General Conditions of Contract;
- c. **Section IV** – Contents of the Bid
  - (i) **Technical Bid**
  - (ii) **Commercial Bid**
- d. **Section V**- Scope of Work and Schedule of Requirements
- e. **Section VI**- Appendices
  - (i) Contract Form (**Appendix A**)
  - (ii) Proforma of Bank Guarantee for Contract Performance Security (**Appendix B**)
  - (iii) Location of UIDAI (**Appendix C**)
  - (iv) Proforma of Bank Guarantee for EMD (**Appendix D**)

3.2 The Bidder is expected to examine all instructions, forms, general terms & conditions and Schedule of requirements in the Bid Document. Failure to furnish all information required by the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder’s risk and may result in the rejection of the Bid.

3.3 Bid Documents, Request for proposal are all part of the contract.

#### **4 Amendment of Bid Document**

At any time prior to the last time and date for receipt of bids, the UIDAI, RO-Delhi may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.

#### **5 Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the UIDAI, RO-Delhi. shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

#### **6 Bid Prices**

6.1 The Bidder shall indicate in the proforma prescribed at **Annexe 4.2.2 of Section IV**, the unit prices and total Bid Prices of the Housekeeping services, it proposes to provide under the Contract.

6.2 The unit prices quoted in the above mentioned proforma will be used to calculate charges for 'change orders', if any.

#### **7 Firm Prices**

7.1 Prices quoted shall not be subject to any upward modifications, on any account whatsoever. The Bidder shall, therefore, indicate the prices in **Annexe 4.2.2 of Section IV** enclosed with the Bid. The Bid Prices shall be indicated in Indian Rupees (INR) only.

7.2 The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. Such charges should be shown separately in **Annexe 4.2.2 of Section IV**.

## **8 Discount**

The Bidders are advised not to indicate any separate discount. Unconditional Discounts, if any, should be merged with the quoted prices. Discount of such type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, the UIDAI, RO-Delhi. shall avail such discount at the time of award of contract.

## **9 Bidder Qualification**

9.1 The "**Bidder**" as used in the Bid documents shall mean the one who has signed the Bids. The Bidder may be either the Constituted attorney of the company or the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, be furnished and signed by the Bidder.

9.2 It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:

a) Constituted attorney of the company.

**OR**

b) The Principal Officer or his duly Authorized Representative of the company, in which case he/she shall submit a certificate of authority on behalf of the company.

The Bidder shall sign its Bids with the exact name of the Company to whom the contract is to be issued. The Bids shall be duly signed and sealed by an executive officer of the Bidder's organization. Each bid shall be signed by a duly authorized officer executed under seal.

The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.

The power or authorization, or any other document consisting of adequate proof of the

ability of the signatory to bind the Bidder shall be annexed to the bid. UIDAI, RO-Delhi may out rightly reject any bid not supported by adequate proof of the signatory's authority

## **10. Bid Security**

The bid security may be forfeited, if a Bidder withdraws its bid during the period of bid validity (**Clause 11**) specified by the Bidder in the Bid.

## **11. Period of Validity of Bids**

11.1 Bids shall remain valid for **90 days** after the last date of bid submission as prescribed by the UIDAI, RO-Delhi. A bid valid for a shorter period may be rejected by the UIDAI, RO-Delhi.as non-responsive.

11.2 In exceptional circumstances, the UIDAI, RO-Delhi. may ask the Bidder to extend the validity of the Bid.

## **12. Headings**

Headings of conditions hereto shall not affect the construction thereof.

## **13. UIDAI's Right to Vary Scope of Contract at the time of Award**

13.1 Accordingly, the UIDAI, RO-Delhi.reserves the right to place repeat order(s) within the **Contract Period**, of up to 50% of the Contract value. In case of any increase/ decrease in the manpower, the service charges, if any quoted, shall be correspondingly increased/ decreased on pro-rata basis.

13.2 The UIDAI, RO-Delhi. shall reserve the right, **not to purchase** Housekeeping Services quoted by the bidder in this invitation to bid.

## **14. UIDAI's Right to Accept Any Bid or Reject**

- 14.1 The UIDAI RO-Delhi reserves the right to accept the bid, and to annul the Bid process and reject the bid at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for the UIDAI's action.

## 15 Conditions for Pre-Qualification of Bidders

The Bidder Company / Firm / Agency should fulfil the following pre-qualification specifications:

- 15.1 The Bidder should have office in Delhi, India.
- 15.2 The Bidder should not have been **blacklisted** / under a declaration of ineligibility for corrupt and fraudulent practices with any of the departments of the Central, State Governments and PSUs. Undertaking from bidder in this regard needs to be submitted.
- 15.3 Bidder should have a valid Sales Tax Number/ VAT Number, Service Tax Registration, PAN/TAN Number and PF code.
- 15.4 Bidder's Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.
- 15.5 The Service Provider Company / Firm / Agency must have a minimum turnover of **Rs.30,00,000 (Rupees thirty lakh)** per year during the last three financial year till year ended on 31.03.2015.
- 15.6 Bidder Company / Firm/ Agency should have **at least five years' experience** in providing Housekeeping services to reputed private and/or public sector companies/banks/Government Departments etc.
- 15.7 The bidder must have executed **at least three (3) contracts of Rs. 10,00,000 (Rupees Ten Lakhs)** per annum from the services of Housekeeping for the financial year ended on 31.03.2015. For each of such order, the bidder should submit the details as per **Annexe 4.1.5 of section VI.**

## 16 Late Bids

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

## **17 Modification and Withdrawal of Bids**

17.1 The Bidder may modify or withdraw its bid after the Bids' submission (but not later than the last date of submission), provided that written notice of the modification or withdrawal is received by the UIDAI, RO-Delhi prior to the last date prescribed for receipt of bids.

17.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and submitted in accordance with the provisions of **Clause 1**. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

## **18 Clarification**

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

## **19 Preliminary Examination**

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

19.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the

Bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

- 19.3 A bid determined as not substantially responsive will be rejected by the UIDAI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- 19.4 The UIDAI RO-Delhi may waive any minor informality or nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

## **20 Contacting the UIDAI RO-Delhi**

- 20.1 No Bidder shall contact the UIDAI RO-Delhi on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded.
- 20.2 Any effort by a Bidder to influence the UIDAI's Bid evaluation, Bid comparison or Contract award decisions may result in the rejection of the Bidder's Bid.

## **21 Post Qualification**

- 21.1 The UIDAI RO-Delhi will determine to its satisfaction whether the Bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the Contract.
- 21.2 This determination will take into account the Bidder's financial, technical, implementation and post-implementation capabilities. It will be based upon an examination of the documentary evidence submitted by the Bidder as well as such other information as the UIDAI RO-Delhi deems necessary and appropriate.
- 21.3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which

event the UIDAI RO-Delhi will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

## 22 Criteria for Evaluation of Bids

### i. Technical Bid Evaluation Criteria

| Sl. No. | Parameters  | Marks |
|---------|---|-------|
| 1.      | Number of Orders executed during last 3 years                                     | 20    |
| 2.      | Annual Turnover of the firm   | 15    |
| 3.      | Number of years of experience in providing similar type of Housekeeping services. | 20    |
| 4.      | Manpower on bidder's payroll  | 20    |
| 5.      | Number of Satisfactory reference checks   | 25    |

**Minimum score of 70 is a must to open the Financial Bid.**

Bidder with the maximum number of orders (minimum criteria is defined in **Clause 15**) will be awarded maximum number of marks (25) and other bidders will get proportionate marks.

Bidder should submit details as per **Annexe 4.1.5 of Section IV** for parameters 1 and 5 in the above table.

Similarly, bidder with maximum turnover i.e parameter 2 (minimum criteria is defined in **Clause 15**), maximum number of years of experience in similar services i.e parameter 3 (minimum criteria is defined in **Clause 15**), and bidder with maximum manpower on bidder's payroll i.e parameter 4 (as a part of manpower bidder should submit the details as mentioned in **Annexe 4.1.6 of Section IV**) will be awarded maximum marks and the consecutive lower bidders will get the proportionate marks.

- a. A proposal shall be rejected at this stage if it does not respond to important



aspects of the Technical bid, and if it fails to achieve the minimum technical score.

- b. Commercial bids shall be taken up only for those bidders who meet the minimum technical score criteria.

ii. **Commercial Bid Evaluation Criteria**

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

**23 Notification of Award**

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

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

**24 Signing of Contract**

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

24.2 Within **15 days** of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the UIDAI RO-Delhi.

**25 Performance Security**

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

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

## SECTION III - GENERAL CONDITIONS OF CONTRACT

### 1. **Period of Contract**

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

### 2. **Payment**

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

### 3. **Currency of Payment**

Payment shall be made in Indian Rupees only.

### 4. **Repeat Orders**

The Purchaser may at any time, can order upto 50% of the services under the present contract within six month from the date of supply/successful completion of the contract, the cost, terms and conditions remaining the same. It will be entirely the discretion of the Purchaser to exercise this option or not.

### 5. **Contract Amendments**

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

**6. Assignment**

The Vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent. The permission, if any, of the purchaser has to be taken within **15 days of award** of the contract.

**7. Sub-contracts**

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

**8. Delays in the Vendor's Performance**

8.1 Delivery of the Housekeeping services and performance of service shall be made by the Vendor in accordance with the Timelines specified by the Purchaser in **Clause 3 of Section V**.

8.2 An un-excused delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to any or all of the following sanctions: forfeiture of its performance security, imposition of liquidated damages, and/or termination of the Contract for default.

8.3 If at any time during performance of the Contract, the Vendor or its sub-contractor(s) should encounter conditions impeding timely supply of services, the Vendor shall

promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract. If the vendor request to delay the delivery of services and performance of services is not found acceptable to the purchaser, **Clause 8.2** would be invoked.

## 9. Liquidated Damages

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

| Sr. No. | Types of Service Deficiency/ Default                              | Severity Level | Penalty Rs. |
|---------|---|----------------|-------------|
| 01      | Non-Deployment of the Manpower (per day)                          | 1              | Rs. 300/-   |
| 02      | Poor housekeeping services, improper upkeep or cleaning (per day) | 2              | Rs. 1,000/- |

## 10. Termination for Default

- 10.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or in part by giving **1(One) month** notice:

- (a) If the Vendor fails to provide Housekeeping services within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser pursuant to **Clause 8**; OR
- (b) The Purchaser has noticed that the Bidder has utilized the services of

any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

- (c) The bidder is delayed due to causes of Force Majeure by **more than 1(One) month**; OR
- (d) If the Vendor fails to perform any other obligation(s) under the contract.

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

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

## **11. Force Majeure**

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

11.2 For Purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not

restricted to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

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

## **12. Termination for Convenience**

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

## **13. Dispute Resolution**

- 13.1. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavour to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days notice to refer the dispute to arbitration

to the other Party in writing.

- 13.2. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
- 13.3. The Arbitration proceedings shall be held in Delhi, India.
- 13.4. The Arbitration proceeding shall be governed by the substantive laws of India.
- 13.5. The proceedings of Arbitration shall be in English language.
- 13.6. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting of three Arbitrators. Each party shall appoint one Arbitrator and the Arbitrators so appointed shall appoint the third Arbitrator who will act as Presiding Arbitrator.
- 13.7. In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, the Chief Justice of India or any person or institution designated by him (in case of International commercial Arbitration) shall appoint the Arbitrators/Presiding Arbitrator. In case of domestic contracts, the Chief Justice of the High Court or any person or institution designated by him within whose jurisdiction the subject purchase order/contract has been placed / made, shall appoint the arbitrator/Presiding Arbitrator upon request of one of the parties.
- 13.8. If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for



any reason from the proceedings, it shall be lawful for the concerned party/ arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo.

13.9. It is a scope of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.

13.10. It is also a scope of the contract that neither party to the contract shall be entitled for any interest on the amount of the award.

13.11. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.

13.12. The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

13.13. Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.

13.14. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.

**14. Applicable Law**

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

**15. Notices**

15.1 Any notice by one party to the other pursuant to the Contract shall be sent in writing or by email and confirmed in writing to the address specified for that purpose in the contract.

15.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

**16. Price Fall**

16.1 The prices charged for the services supplied under this contract by the Vendor shall in no event exceed the lowest price at which the Vendor sells the Services or offers to sell Services of identical description to any persons/organizations including the Purchaser or any department of the Central or State Government or any statutory undertaking of the Central or State Govt., as the case may be, during the currency of the contract.

16.2 If any time during the contract period the Vendor reduces the sale price, sells or offers to sell such Services to any person/organization including the purchaser or any department of State or Central Govt. or any department. of a State Govt. for statutory undertaking of the Central or State Govt. as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such

reduction of sale or offer to sell to the purchaser and the price payable under the contract for the Services supplied after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced.

- 16.3 Prices shall remain firm and shall not be subject to any upward revision on any account whatsoever throughout the currency of contract. The Purchaser, however, reserves the right to review and negotiate the charges payable for Services at the beginning or at any time, whichever is earlier, to incorporate downward revisions as applicable and necessary.

## **17. Prices**

**Prices to be firm:** The prices quoted for the Services shall be firm throughout the currency of contract and shall not be subject to any variation.

## **18. Deductions**

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

## **19. Taxes and Duties**

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

## **20. Continuing Support**

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

## **21. Relationship between the parties**

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

## **21. Governing Language**

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

## **22. Services and other conditions**

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

22.2 **UIDAI RO-Delhi shall provide the Housekeeping consumables.**

22.3 The Bidder should abide by and conform to the various provisions in so far as

they relate to him as specified in the Contract Labour (R&A) Act, 1970.

- 22.4 The Bidder shall indemnify and shall keep the purchaser indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the purchaser shall not be liable to pay for any damages or compensation to such person or to third party.
- 22.5 The Bidder shall, at all times, indemnify the purchaser against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the bidder. The bidder shall insure all the employees engaged for this job and such policy shall be produced to the purchaser on demand.
- 22.6 In the event of any exigencies, the purchaser shall have discretion to call upon the bidder to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.
- 22.7 The bidder shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
- 22.8 That it shall be clearly agreed and understood by the bidder that all the persons provided shall be the employees of the bidder and all disputes between the bidder and its employees shall have no bearing on the Purchaser. The Purchaser shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the bidder. The bidder is fully responsible for disciplined behavior of its workmen. The bidder shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises.
- 22.9 All damages caused by the bidder or that of the bidder's employees or arising out of its employee's instruction shall be charged to the bidder and recovered from his dues/bills or adjusted against the performance guarantee.
- 22.10 If the performance of any worker/employees is not found satisfactory by the Purchaser, the Bidder will be asked to replace him.

22.11 The UIDAI RO-Delhi or the bidder in case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance beyond its reasonable control and it was not due to negligence or default on its part.

### **23 Performance Security**

- 23.1 Within **10 days** after the receipt of notification of award of the Contract from the Purchaser, the successful Vendor shall furnish performance security to the Purchaser, which shall be equal to **10 percent (Ten Percent)** of the value of the contract in the form of a bank guarantee bond from a scheduled bank.
- 23.2 The Performance Security Bank Guarantee shall be released on completion of the **Contractual Obligations**.
- 23.3 The performance security should remain valid for a period of **60 days** beyond the date of completion of all contractual obligations of Vendor.

**SECTION IV- CONTENTS OF BIDS**

**Annexe 4.1.1**

**TECHNICAL BID**

**BID PARTICULARS FOR Bid No. \_\_\_\_\_**

- 1. **Name of the Bidder** \_\_\_\_\_
- 2. **Address of the Bidder** \_\_\_\_\_
- 3. **Name of the housekeeping service provider** \_\_\_\_\_
- 4. **Address of the housekeeping service provider** \_\_\_\_\_
- 5. **Place of housekeeping service provider** \_\_\_\_\_
- 6. **Bidders Proposal Number and date** \_\_\_\_\_
- 7. **Name and address of the officer to whom  
all references shall be made regarding  
this bid** \_\_\_\_\_

**Tel. No.** \_\_\_\_\_

**Cell No.** \_\_\_\_\_

**Fax No.** \_\_\_\_\_

**Witness :**

**Bidder :**

Signature -----

Signature -----

Name -----

Name -----

Address -----

Address -----

Date

-----

Date

-----

**Company Seal**



**Technical Bid Letter**

**To**

**The Assistant Director General (Administration),  
Unique Identification Authority of India (UIDAI)  
UIDAI Regional Office, Delhi  
Ground Floor, Pragati Maidan Mетро Station,  
Pragati Maidan, New Delhi-110001,**

**Ref : Bid No. \_\_\_\_\_**

**Sir,**

We declare:

- (i) That we are provider of Housekeeping Services.
- (ii) That we/our principals are equipped with adequate manpower required for Housekeeping and that our establishment is open for inspection by the representatives of the Unique Identification Authority of India.

**2.** We hereby offer to supply the Housekeeping Services at the prices and rates mentioned in the **Annexe 4.2.2** of the Commercial Bid.

**3. PERIOD OF DELIVERY**

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

**4. TERMS OF DELIVERY**

The prices quoted are inclusive of all charges in the UIDAI RO-Delhi at the location as mentioned in **Appendix C**.

5. We agree to abide by our offer for a period of **90 days** from the last date of submission of bid and that we shall remain bound by a communication of acceptance within that time.
6. We have carefully read and understood the terms & conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to supply of services as per these terms and conditions.
7. Certified that the bidder is :
- a) The Constituted attorney of the company and the person signing the bids is the constituted attorney of the Company.
- OR**
- b) The Principal Officer or his duly Authorized Representative of the Company, and he has the authority to refer to arbitration disputes concerning the business of the Company by virtue of the general power of attorney.

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

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

Dated this    day of    2016

**Signature of the bidder**

**Name**            :

**Full Address**    :

**Telephone No**    :

**Fax No**            :

**Details of enclosures:**

**1.**

**2.**

**3.**

**4.**

**.**

**.**

**.**

**Details of Manpower Required for Housekeeping Service**

**(A) Service Required**

1. Housekeeping Service

**(B) Requirement of Manpower for the services**

| Sr. No. | Description                      | No. of Resources (min) | Qualification / Experience (min) | Work Timing                                 | Work days / week |
|---------|----------------------------------|------------------------|----------------------------------|---|------------------|
| 01      | Housekeeping Staff<br>Un-Skilled | 04 (four only)         | One year work experience.        | Mon – Fri<br>(0800 -1730)<br>Sat(1000-1300) | 06               |

**Annexe 4.1.4****Salient features of the premises**

Premises current / proposed usages are as under:

Regional Office, Delhi

|    | Floor/<br>Level | Type of<br>Usage/Rooms             | Cubicles<br>(Nos.) | Toilets<br>(Nos.) | Open<br>Area<br>(approx.) | Total covered Area<br>(sq. mtrs) |
|----|-----------------|------------------------------------|--------------------|-------------------|---------------------------|----------------------------------|
| 01 | Ground<br>Floor | 20 rooms<br>+<br>Reception<br>area | 31<br>cubicles     | 03                |                           | 937.65                           |
|    |                 |                                    |                    |                   |                           |                                  |

**Details of the past contracts of Housekeeping**

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

*(Also attach attested copies from various clients that will be considered as reference checks).*

| <b>Sl. No.</b> | <b>Details of client along with address, telephone and Fax numbers</b> | <b>Amount of Contract. (Rs. in Lakh)</b> | <b>Duration of Contract. Form</b> | <b>Duration of Contract. To</b> |
|----------------|--|--|-----------------------------------|---------------------------------|
|                |  |  |                                   |                                 |
|                |  |  |                                   |                                 |
|                |  |  |                                   |                                 |
|                |  |  |                                   |                                 |

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

**Note:** UIDAI RO-Delhi can contact the clients to confirm the references provided.

Signature of authorized person

Full Name:

Seal:

Place:

Date:

### Project and Manpower Details

#### Details of Projects and Manpower:

| Sl No . | Name of the Projects On-going and Completed (with the location details) | Start Date of Project | End Date of Project | Cost of Project (in Rs.) | No. of Supervisor (Housekeeping) (Skilled ) | Housekeeping Boys (Unskilled) |
|---------|---|-----------------------|---------------------|--------------------------|---|-------------------------------|
|         |   |                       |                     |                          |   |                               |
|         |   |                       |                     |                          |   |                               |
|         |   |                       |                     |                          |   |                               |

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

Signature of authorized person

Date:

Name:

Place:

Seal:

## Scope and Schedule of work

| <b>WORK SCHEDULE</b> |  |                                       |
|----------------------|--|---------------------------------------|
| <b>S. No.</b>        | <b>Area &amp; Activity</b>   | <b>Frequency</b>                      |
| <b>1</b>             | <b>Office Area –<br/>Ground floor, open area and Reception area</b>      | <b>Daily</b>                          |
|                      | Dust Bin Cleaning  | Daily                                 |
|                      | Sweeping & Mopping of floors   | Daily / Hourly basis at ground floor. |
|                      | Cleaning of Tables, Chairs, Workstations, Storage, Computers             | Daily                                 |
|                      | Cleaning of phones   | Daily                                 |
|                      | Cleaning of partitions   | Weekly                                |
|                      | Cleaning of Window edges   | Daily                                 |
|                      | Cleaning of Carpet area  | Weekly( With Vacuum Cleaner)          |
|                      | Removing of Stains   | Weekly                                |
| <b>2</b>             | <b>Cleaning of Ground floor common area</b>                              |                                       |
|                      | Cleaning of electrical fittings  | Once in fortnight                     |
|                      | Cleaning of doors, windows, glass, walls, skirting, doormats and carpets | Once in a week                        |
|                      | Stains, spills, footmarks on floor                                       | Immediately                           |
|                      | Reception area   | Daily                                 |



|          |                                     |                     |
|----------|-------------------------------------|---------------------|
| <b>3</b> | <b>Outside Common Area</b>          | Daily               |
| <b>4</b> | <b>Toilets in building premises</b> |                     |
|          | Cleaning of toilets                 | Daily/ Hourly basis |
|          | Cleaning of washbasins              | Daily/ Hourly basis |
|          | Check working of exhaust fans       | Daily               |
|          | Cleaning of Dustbins                | Hourly              |
|          | Cleaning of Floors                  | Hourly              |
|          | Changing toilet rolls, Towels       | Hourly              |
|          | Stair case cleaning                 | Daily               |
|          | Washroom cleaning                   | Hourly              |

**Commercial Bid Letter**

**To**

**The Assistant Director General(Administration),  
Unique Identification Authority of India (UIDAI)  
UIDAI Regional Office, Delhi  
Ground Floor, Pragati Maidan Mетро Station,  
Pragati Maidan, New Delhi-110001,**

**Ref : Bid No. \_\_\_\_\_**

**Sir,**

We declare:

- (i) That we are provider of Housekeeping Services.
- (ii) That we/our principals are equipped with adequate manpower required for Housekeeping and that our establishment is open for inspection by the representatives of the Unique Identification Authority of India.

**2.** We hereby offer to supply the Housekeeping Services at the prices and rates mentioned in the **Annexe 4.2.2** of the Commercial Bid.

**3. PERIOD OF DELIVERY**

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

**4. TERMS OF DELIVERY**

The prices quoted are inclusive of all charges in the UIDAI RO-Delhi at the location as mentioned in **Appendix C**.

5. We enclose herewith the complete **Commercial Bid** as required by you. This includes:

| <b>S. NO.</b> | <b>CONTENTS</b>                                  |
|---------------|--|
| 1.            | Commercial Bid Letter (Annexe 4.2.1)             |
| 2.            | Cost for providing housekeeping services (4.2.2) |

6. We agree to abide by our offer for a period of **90 days** from the last date of submission of the bid and that we shall remain bound by a communication of acceptance within that time.
7. We have carefully read and understood the terms & conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to supply service as per these terms and conditions.

8. Certified that the bidder is :

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

**OR**

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

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

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

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

Dated this      day of      2016

**Signature of the bidder**

**Name            :**

**Full Address   :**

**Telephone No  :**

**Fax No         :**

**Details of enclosures:**

- 1.
- 2.
- 3.

**Annexe 4.2.2**

**Commercial Bid**

(To be kept in a separate sealed envelope)

**Cost for providing housekeeping services –**

| <b>Sl. No.</b> | <b>Details of Scope of work</b>  | <b>Amount/Rs. per month (lump-sum inclusive of all)</b> |
|----------------|--|---|
| 1.             | Carrying out the housekeeping work as per the scope of work/requirement and by deploying appropriate manpower as |   |

|  |                                |                  |
|--|--------------------------------|------------------|
|  | mentioned in <b>Section V.</b> | <b>Rs.</b> _____ |
| <p><b>Total (per month)</b> <span style="float: right;"><b>Rs.</b> _____</span></p> <p><b>In word (Rupees</b> _____<br/> _____ )</p> |                                |                  |

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

Signature of authorized person

Full Name:

Seal:

Date:

Place:

**Notes:**

1. The rates quoted by the tendering Agency should be inclusive of all taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.

## SECTION V- SCOPE OF WORK

### 1. Services to be provided

#### 1.1 Nature of Services

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

- (h) The Bidder shall also arrange, shining of brass plates, other brass plates used and other name plates also.
- (i) The Bidder will have to do the work related to the upkeep and maintenance of entire premises for services of sweeping, mopping, dusting, cleaning and other maintenance services if required such as Electrical, Sanitary & Plumbing, Masonry, Carpentry, Welding work, Pests control services etc.
- (j) Any short supply or inadequacy with regard to manpower and equipment employed by the Bidder shall be viewed seriously and shall attract SLA penalties as mentioned **Clause 9 of Section III.**
- (k) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the Bidder shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.
- (l) The Bidder shall provide Identity Cards to all its personnel (including sub-contractor's personnel) and ensure that these personnel wear the said IDs in such a way that it is prominently displayed and visible for any person to identify the individual representing the Bidder.
- (m) The housekeeping supervisors shall be available in the UIDAI RO-Delhi building premises from 8.30 a.m. to 6.00 p.m. on Monday till Friday and 10:00 a.m. to 1:00 p.m. on Saturdays (mentioned in **Clause 3**). They shall be in-charge for the overall act of cleaning/pantry services in respect of the buildings and should monitor all jobs throughout the day and all the employees/workers must be at his disposal. A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.
- (n) The employees/workers of the bidder will have no right to claim with the UIDAI RO-Delhi or to claim absorption on completion of the above contract scheme.
- (o) If in the opinion of UIDAI RO-Delhi, the Bidder engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, UIDAI RO-Delhi may, at its sole discretion and without any written notice to the Bidder, get the work done through any third party Bidder, and recover the entire cost thereof from the Bidder's payment(s) and/or any

other security available with it.

- (p) The Bidder shall provide defined uniform (to be pre-approved by UIDAI RO-Delhi) to all its personnel (including sub-contractor's personnel) and ensure that these personnel wear the said uniform at all times when they are on the premises and for carrying out the services. The personnel should present themselves clean and tidy.
- (q) In the event of any exigencies, UIDAI RO-Delhi shall have discretion to call upon the Bidder to provide such additional personnel as may be necessary for the purpose of effectively carrying out the services contemplated in this agreement.
- (r) The Bidder and the employees engaged by the Bidder will follow the entry and exit procedures of the purchaser as may be determined by the purchaser from time to time.

## 1.2 Scope of Cleaning Works

### (a) Daily Cleaning

#### **Sweep Clean:**

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

Any chairs, trash, receptacles and easily movable items shall be moved to clean underneath and then replaced in the original position.

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

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

#### **Trash removal:**



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

**Glass surface cleaning:**

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

**Damp and dry cleaning:**

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

(b) **Weekly Cleaning**

**Deep Cleaning:**

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

**Window glass cleaning:**

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

**Sanitizing:**

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

**Polishing:**

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

**(c) Fortnightly Cleaning:**

**Dusting and wiping:**

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

**Scrubbing:**

- Scrubbing of all floor areas with scrubbing machines.

**(d) Other Tasks:**

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

**1.3 Other Works**

1.3.1 The Bidder's supervisory staff should be available at site every day during office hours as mentioned in **Clause 3**. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately.

1.3.2 The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.

1.3.3 The Bidder will have to maintain all types of records for consumption and receipt of material as desired by UIDAI RO-Delhi and instructions issued from time to time in this regard should be complied with by the Bidder.

**Scope and Schedule of work**

|                      |
|----------------------|
| <b>WORK SCHEDULE</b> |
|----------------------|

| S. No.   | Area & Activity  | Frequency                             |
|----------|--|---------------------------------------|
| <b>1</b> | <b>Office Area –<br/>Ground floor , open area and Reception area</b>     |                                       |
|          | Dust Bin Cleaning  | Daily                                 |
|          | Sweeping & Mopping of floors   | Daily / Hourly basis at ground floor. |
|          | Cleaning of Tables, Chairs, Workstations, Storage, Computers             | Daily                                 |
|          | Cleaning of phones   | Daily                                 |
|          | Cleaning of partitions   | Weekly                                |
|          | Cleaning of Window edges   | Daily                                 |
|          | Cleaning of Carpet area  | Weekly( With Vacuum Cleaner)          |
|          | Removing of Stains   | Weekly                                |
| <b>2</b> | <b>Cleaning of Ground floor common area</b>                              |                                       |
|          | Cleaning of electrical fittings  | Once in fortnight                     |
|          | Cleaning of doors, windows, glass, walls, skirting, doormats and carpets | Once in a week                        |
|          | Stains, spills, footmarks on floor                                       | Immediately                           |
|          | Reception area   | Daily                                 |
| <b>3</b> | <b>Toilets in building premises</b>                                      |                                       |
|          | Cleaning of toilets  | Daily/ Hourly basis                   |

|          |                               |                       |
|----------|-------------------------------|-----------------------|
|          | Cleaning of washbasins        | Daily/ Hourly basis   |
|          | Check working of exhaust fans | Daily                 |
|          | Cleaning of Dustbins          | Hourly                |
|          | Cleaning of Floors            | Hourly                |
|          | Changing toilet rolls, Towels | Hourly                |
|          | Stair case cleaning           | Daily                 |
|          | Washroom cleaning             | Hourly                |
| <b>4</b> | <b>Façade area</b>            | <b>Once in a year</b> |

## 2 Schedule of Requirements (SOR)

Schedule of Requirements should be as below:

### 3.1 Service Required

1. Housekeeping Service

### 3.2 Requirement of Manpower for the services

| Sr. No. | Description                      | No. of Resources (min) | Qualification / Experience (min) | Work Timing                               | Work days / week |
|---------|----------------------------------|------------------------|----------------------------------|---|------------------|
| 01      | Housekeeping Staff<br>Un-Skilled | 04 (four only)         | One year work experience.        | Mon – Fri (0800 - 1730)<br>Sat(1000-1300) | 06               |

## Appendix A

### CONTRACT

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

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

**AND WHEREAS** the **Vendor** has agreed to provide housekeeping services as listed in Bid Document No \_\_\_\_\_, as per the rate(s) given in **the table below mentioned hereinafter**.

#### **NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:

**A.** Bid Document No \_\_\_\_\_ regarding “Housekeeping Services” in the Unique Identification Authority of India in Regional Office-Delhi, India, including

- |  |                    |
|--|--------------------|
| (i) Instruction to Bidders               | <b>Section II</b>  |
| (ii) General Conditions of Contract      | <b>Section III</b> |
| (iii) Scope of Work                      | <b>Section V</b>   |
| (iv) Location of Services to be provided | <b>Appendix C</b>  |

**B.** Clarifications issued by the **Purchaser**.

**C.** Pre-Qualification, Technical and Commercial proposals submitted by the **Vendor**.

**D.** Order No. \_\_\_\_\_ dated \_\_\_\_\_ placed on the **Vendor**.

**E.** Acceptance of the order vide No. \_\_\_\_\_ dated \_\_\_\_\_ by the Vendor.

3. In consideration of the payments to be made by the **Purchaser** to the **Vendor** as hereinafter mentioned, the **Vendor** hereby covenants with the **Purchaser** to provide the services and manpower related to housekeeping and to remedy therein in conformity in all aspects with the provisions of the aforesaid Bid under reference.
4. The **Purchaser** hereby covenants to pay the **Vendor** in consideration of the provision of providing manpower for the housekeeping services as listed in Table below, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

| Sl. No.                       | Details of Scope of work   | Amount/Rs. per month (lump-sum inclusive of all) |
|-------------------------------|--|--|
| 1.                            | Carrying out the housekeeping work as per the scope of work/requirement and by deploying appropriate manpower as mentioned in <b>Section V</b> . | Rs. _____  |
| <b>Total (per month)</b>      |  | <b>Rs.</b> _____                                 |
| <b>In word (Rupees _____)</b> |  |  |
| _____ )                       |  |  |

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

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

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

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

Signature -----

Signature -----

Name -----

Designation \_\_\_\_\_

Address -----

Date -----

Place : Delhi

Name -----

Designation \_\_\_\_\_

Address -----

Date -----

Place : Delhi

**In the presence of:**

Signature -----

Name -----

Designation \_\_\_\_\_

Date -----

Place : Delhi

**In the presence of:**

Signature -----

Name -----

Designation \_\_\_\_\_

Date -----

Place : Delhi

**Appendix B**

**PERFORMANCE BANK GUARANTEE**

**(To be stamped in accordance with Stamp Act)**

**The non-judicial stamp paper should be in the name of issuing Bank**

**Ref.....**

**Bank Guarantee No.....**

**Date.....**

**To**

**Unique Identification Authority of India**

**Department of Electronics & Information Technology (DeitY),**

**Government of India,**

**Ground Floor, Pragati Maidan Metro Station,**

**Pragati Maidan, New Delhi-110001.**

Dear Sirs,

1. In consideration of the Unique Identification Authority of India, Department of Electronics & Information Technology (DeitY), Government of India, on behalf of the President of India, (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at ..... (hereinafter referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated ..... and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No..... dated.....valued at.....for **"Housekeeping Services at UIDAI RO-Delhi"** and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. .... (in words & figures).

2. We.....  
...(Name & Address of Bank Branch) having its Head office at ..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts



due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

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

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

**WITNESS**

.....  
(Signature)

.....  
(Signature)

.....  
(Name)

.....  
(Name)

.....  
(Official Address)  
Stamp)

.....  
(Designation with Bank

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

## Appendix C

### Location where Housekeeping Services to be provided

The supply and installation shall happen at the following locations:

| <b>S<br/>No.</b> | <b>City</b> | <b>Address</b>  | <b>Name of Contact Person</b>   |
|------------------|-------------|---|---|
| 1                | Delhi       | UIDAI, Regional Office- Delhi<br>Ground Floor, Pragati Maidan Metro<br>Station, Pragati Maidan,<br>New Delhi-110001.<br><br>INDIA | Sh. Ashok Kumar Sharma,<br>Section Officer,<br>UIDAI RO-Delhi<br><br>Ph: 23481108<br><br>E mail: ashok.sharma |

**Appendix D**

**BANK GUARANTEE FOR EMD**

**(To be stamped in accordance with Stamp Act)**

**The non-judicial stamp paper should be in the name of issuing Bank**

Ref.....

Bank Guarantee No.....

Date.....

**To**

UIDAI, Regional Office- Delhi

Ground Floor, Pragati Maidan Metro Station, Pragati Maidan,

New Delhi-110001.

INDIA

Dear Sirs,

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

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

**WITNESS**

.....  
(Signature)

.....  
(Signature)

.....  
(Name)

.....  
(Name)

.....  
(Official Address)

.....  
(Designation with Bank Stamp)

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

Dated.....