



**United India Insurance Co.Ltd.
Mumbai Regional Office No. II, Maker Bhavan No.I
Third floor, Sir V. T. Marg, Mumbai – 400 020.
phone no.:22624526/34/50/65**

GST NO 27AAACU5552C1ZJ

TENDER DOCUMENT

**For Providing House Keeping Services To United India Insurance Company Ltd
(UIIC) REGIONAL OFFICE – MUMBAI II**

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SECTION-I

INVITATION FOR THE BIDS

Sub: Inviting Tenders for engagement of Housekeeping Agency for providing Housekeeping services at United India Insurance Company Ltd, Mumbai Regional Office II, Maker Bhavan No.I Third floor, Sir V. T. Marg, Mumbai – 400 020. phone no.:22624526/34/50/65 & also to its various offices under its control.

1. United India Insurance Company Ltd (UIIC) is a General Insurance Company wholly owned by Government of India with its Regd & Head office located at 24, Whites Road, Chennai 600014.
2. The website of UNITED INDIA INSURANCE COMPANY LTD is www.uiic.co.in
3. Sealed bids are invited on behalf of UIIC under two bid system i.e., Technical Bid and Financial Bid from reputed well established and financially sound service providers to provide the housekeeping services at UIIC Mumbai II and also to its various offices under its control in Maharashtra and Goa of Mumbai II (location of offices are given in Annexure I)
4. The bids duly filled in all respect enclosing necessary documents may be submitted to Regional Manager, Administration Department, **Mumbai Regional Office II, Maker Bhavan No.I Third floor, Sir V. T. Marg, Mumbai – 400 020** so as to reach on or before the scheduled time and date as mentioned in Section II

5. The Technical bids will be opened on the scheduled time and date as mentioned in section II at **United India Insurance Company Ltd, Mumbai Regional Office II, Maker Bhavan No.I Third floor, Sir V. T. Marg, Mumbai – 400 020** in the presence of bidders who may wish to be present, either by themselves or through their authorized representatives.

6. Tenders should be accompanied by Earnest Money Deposit(EMD) for an amount of Rs.50,000/- submitted in the form of demand draft in favor of” **United India Insurance Company Limited**” payable at Mumbai II.

7. **The agency who wish to submit the tender for housekeeping service shall provide a certificate of satisfactory performance from the principal employer along with tender if they have previously rendered housekeeping services to insurance sector or allied industry.**

SECTION-II
IMPORTANT INFORMATION RELATED TO TENDER

1	Date of issue	12/09/2022
2	Earnest Money Deposit	Rs.50,000/-(Fifty Thousand Rupees only)
3	Last date for submission of bid	03/10/2022 3:30 PM
4	Bid Validity	90 days
5	Address for submission of bids	Regional Manager, Administration Department, United India Insurance Co. Ltd., Mumbai Regional Office II, Maker Bhavan No.I Third floor, Sir V. T. Marg, Mumbai – 400 020
6	Date of opening of technical bid	03/10/2022 4 pm
7	Date of opening of Financial bid	To be notified at a later date after the technical evaluation is completed. Shortlisted service providers shall be notified through E-mail.
8	Contact for any queries	sunilbhave@uiic.co.in

SECTION-III
INSTRUCTIONS TO THE BIDDERS

1. **Scope of services**: The scope of services is given in Section IV

3. **Eligibility Criteria:**

Criteria	Documents required in support of eligibility criteria and the same should be submitted alongwith Technical Bid
a) The bidder should be located in Mumbai & registered office in Mumbai under Company under Companies Act 1956/2013 or as a partnership (including limited liability partnership) under Partnership Act,1932 as the case may be and should be in existence as such entity for not less than three years as on 12/09/2022 as a company or firm as the case may be.	Self-attested copy of certificate of incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.
b)The bidder should have minimum three years' experience in doing similar nature of works as on 12/09/2022	Self-attested copies of work order.
c) Bank account should be in the name of the bidding company/firm	Extracts of the Bank Account duly certified by the bank <u>containing transactions for three months i.e June 2022 to August 2022.</u>
d)Should have valid PAN and GST registration No.	I. Attested copy of PAN card II. Attested copy of GST registration certificate.

e) They should be registered with appropriate authorities under Employees provident Fund, Employees state insurance Act and the Contract Labour(Regulation and Abolition) Act.	I. Attested copy of the Employee Provident Fund registration letter/certificate. II. Attested copy of the Employee State Insurance registration letter/ certificate. III. Attested copy of the Labour Licence under the Contract Labour (Regulation & Abolition) Act.
f) The bidder should have satisfactorily provided during the last three years as on 12/09/2022, housekeeping support and maintenance services to insurance or allied sector	Copies of the work order agreement starting from 2019-2020, 2020-2021, 2021-2022 and Specifying value, period of contract.
g) Should have not been blacklisted.	Declaration for not having been blacklisted by any State Government or by Government of India as per the format in section VIII of this tender document.
h) Should have at least three completed contracts with Public Sector Undertakings/ Government Undertakings and should have been rendering services to any such institutions.	Copies of the work order.
I) Whether previously rendered housekeeping services to insurance or allied sector	A certificate of satisfactory performance from the principal employer
j) Must have achieved minimum annual turnover of Rs. 50 lakhs each during the last 3 completed financial years 2019-20(Assessment Year 2020-21), 2020-21(Assessment year 2021-22) , 2021-22 (Assessment year 2022-23) and should be a profit making entity.	Statement of annual turnover and profit of the last three years completed financial years(2019-2020, 2020-2021, 2021-2022) from a registered practicing Chartered Accountant of the entity.

Inspection of premises where housekeeping service is being provided presently by the bidder shall be carried out by UIIC at its option.

4. Tender Validity:

The validity period of the bid will be **90 days** from the date of opening of tender documents.

5. Bid Security/ Earnest Money Deposit(EMD)

- a) Interested bidders may submit the tender document complete in all respects along with Earnest Money Deposit(EMD) of Rs.50,000/-(Fifty Thousand Rupees only) by a Demand draft from a scheduled bank in favor of “ United India Insurance Company Limited” Payable at Mumbai II.
- b) The bidder holding MSMEs / NSIC certificate would be entitled for exemption from EMD. In case of any issue on the subject matter, the MSMEs / NSICs may approach the tender inviting authority to resolve their grievances.
- c) Any tender not accompanied by the EMD unless exempted as stated in "point b" above, shall be summarily rejected and will not be considered at all.
- d) EMD amount of the unsuccessful bidders will be returned to them without interest on completion of the bid process.
- e) The EMD of successful bidder along with further deposit of Rs.2,00,000/- (Total Rs. 2,50,000/- (emd inclusive)) will be converted as Security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited if any of the conditions of the contract are contravened besides any action taken against the contractor or for breach of conditions of contract. The Security Deposit will not carry any interest.
- f) EMD amount submitted shall be forfeited if the bidder withdraws his bid during the validity period of tender.
- g) Bid security of the successful bidder shall be forfeited if the successful bidder refuses or neglects to execute the contract within the time frame specified by the company.

6. Preparation and submission of Bids:

- a. Tenders are to be submitted as per two bid system i.e: Technical bid and Financial bid.
- b. All entries in the tender form should be legible and filled clearly.
- c. The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d. All documents/papers should be numbered, signed and sealed by the bidder on each page.
- e. Technical bid should also contain all the documents required and EMD as specified.
- f. Financial bid should only contain the price schedule duly filled as per format given in section VII.
- g. Bidders are advised to submit financial bids as per Minimum Central Wages Act in sealed covers.**
- h. No overwriting, corrections, interlineations etc. are permitted in the financial bid. If found, bid shall liable to be rejected.
- i. The rates should be quoted for the services to be provided as per instructions given in the tender document and should not be less than minimum wages act as prescribed under the notified minimum wages as per Central Government guidelines. The bids which do not comply with this condition shall be rejected.

j. Both the bids (Technical and Financial) separately sealed in envelopes super-scribing as Technical bid and financial bid quoting as per central minimum wages and state minimum wages respectively in two separate sealed covers should be put in a third sealed envelope and should scribed as “ Tender for housekeeping services at UNITED INDIA INSURANCE COMPANY LTD , Mumbai II.

k. Sealed tenders with requisite documents should be addressed to Regional Manager, Administration Department, UNITED INDIA INSURANCE COMPANY LTD, Mumbai Regional Office II, Maker Bhavan No.I Third floor, Sir V. T. Marg, Mumbai – 400 020 and should be dropped in tender box kept at the above address.

7. Late Bids:

Tender submitted or received after the closing date and time will not be considered and shall be returned to the bidder unopened. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.

8. Opening Tenders

a. The tenders shall be opened at the scheduled date, time and venue as mentioned in Section II by the committee constituted by the UIIC. The bidders' representative may attend the tender opening.

b. The bids shall be opened on the scheduled time and date as mentioned in section-II at UNITED INDIA INSURANCE COMPANY LTD, Mumbai Regional Office II, Maker Bhavan No.I Third floor, Sir V. T. Marg, Mumbai – 400 020 in the presence of the representatives of the housekeeping service providers(restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.

c. During the tender opening as above, the envelopes containing technical tender shall be opened first. The envelopes containing financial bids shall be signed by all committee members and kept unopened

For opening at a later date.

d. The date and time of opening of financial bids shall be informed to all such bidders who qualify in the technical evaluation. The bidder's representative may choose to attend the opening of financial bids.

9. Evaluation of Tenders:

a) The committee constituted by the UIIC shall evaluate the technical bids with reference to technical requirements and various other criteria in the tender document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.

b) The bid in the proper format and with required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.

c) Any conditional bids received shall not be considered and will be summarily rejected in the very first instance without any recourse to the bidder and shall not be evaluated.

d) UIIC may seek such clarification/document either by E-mail or letter as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may result in disqualification of the bid of such bidder.

e) The technically qualified bids shall be further considered for opening and evaluation of financial bids.

f) From among the technically qualified bidders, the bidder quoting the lowest bid amount for the services defined in the scope of work shall be considered for award of contract.

10. Award of Contract

a) UIIC may award the contract to the successful bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

b) UIIC will communicate to the successful bidder that its proposal has been accepted.

- c) The successful bidder will be required to execute an agreement with UIIC.
- d) Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.

11. Security Deposit and award of contract

- a) The EMD of successful bidder will be converted as security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited, if any of the conditions of the contract are contravened, besides any action taken against the contractor or for breach of conditions of contract. The security Deposit will not carry any interest.
- b) The successful bidder shall execute an agreement on a non-judicial stamp paper of value Rs.100/- (stamp duty to be paid by the bidder) within 15 days from the date of intimation from Tender inviting authority.
- c) If the successful bidder fails to execute the agreement within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the tender shall stand forfeited.
- d) If the successful bidder is exempted from EMD at the initial tender submission stage, upon receipt of intimation of his selection, shall submit a Demand Draft for an amount of Rs.2,50,000/- as security deposit failing which work order will not be released by UIIC.

12. Effectiveness and Duration of Contract

The contract shall come into effect on the date of signing the contract by both parties. The contract shall be valid for a period of 12 (Twelve) months from the date of commencement of services.

13. Administrative charges quoted by the service provider would be fixed for the period of contract and any statutory increase in Minimum Wages Act as prescribed under the notified minimum wages as per Central Government guidelines for skilled and semi-skilled and variable DA as notified by Ministry of Labour & Employment from time to time will be borne by UIIC.

14. Commencement of services

The housekeeping service provider should commence the housekeeping service **within 5 days** of signing of contract or any other date mutually agreed by both the parties. However the same can be further extended with the mutual consent of both the parties.

15. The competent authority of the UIIC reserves the right to annul all bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.

16. The bidder will be bound by the details furnished to UIIC while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the bidder for legal action, besides termination of contract.

17. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the housekeeping service provider described herein.

18. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the housekeeping service provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the housekeeping service provider. While this document has been prepared in good faith, neither UIIC, nor any of their officers or subscribes make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly

Disclaimed by UIIC and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of UIIC or any of their officers or subscribers, whether negligent or otherwise.

19. By acceptance of this document, the bidder agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of UIIC. UIIC and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent and they reserve the right at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.

20. Accordingly, interested bidders should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.

21. This document has not been filed, registered or approved in any jurisdiction. Recipients of the document should inform themselves of and observe any applicable legal requirements.

22. This document constitute no form of commitment on the part of the UIIC. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed housekeeping service provider selection process.

23. When any proposal is submitted pursuant to this tender, it shall be presumed by UIIC that the bidder has fully ascertained and ensured about its eligibility to render service as a housekeeping service provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such housekeeping service provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.

24. UIIC reserves the right to vary/alter/amend the eligibility criteria or other terms and conditions for the housekeeping service provider at any time, at its discretion, before the last date of submission of proposals.

25. The housekeeping service providers shall comply with and abide by such directions that UIIC may issue from time to time.

26. The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated timelines shall become the property of UIIC and will not be returned.

27. Any matter relating to the appointment of housekeeping service provider or the procedure for the appointment of housekeeping service provider shall be governed by the laws of Union Of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of Courts at Maharashtra and Goa.

28.. Housekeeping Materials shall be provided by UIIC.

29. a) The agency will have to maintain an inventory of 100% of all consumable items at all times . b)The agency will be responsible for any indiscipline, damage to equipment, property and third party liabilities caused by acts on part of its deployed manpower at UIIC premises for housekeeping services.

c) The agency must provide necessary standard liveries to its housekeeping staff / supervisors with their identity properly displayed. No extra payment shall be claimed from UIIC for such items.

d) In the event of any theft/loss of UIIC property due to established negligence of the agency's deployed manpower, the bidder will make good the loss as decided by UIIC. Decision of UIIC on the compensation will be final.

30. Storage of Housekeeping equipment

UIIC will provide a space to the agency from its existing space for storing the equipment, materials during the contract period. The water, electricity & cleaning materials will be provided by UIIC from its existing resources.

Section IV

SCOPE OF WORK

The details of locations of offices are given in Annexure I. The contractor shall ensure that the said offices are to be kept in perfect state of cleanliness & hygiene at all times to the entire satisfaction of UIIC.

1. Housekeeping services at UIIC Mumbai II & also to its various offices under its control in Mumbai and Goa, will be comprehensive in nature relating to all areas within the premises and shall include the following:

a. Sweeping, vacuum cleaning/cleaning and wiping of floors of different types including carpet surfaces, staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 9.00 am so as to complete all the dusting/ cleaning/ moping work before 10:00 am. .

b. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signages etc. with dry/wet cloth, feather brush and duster.

c. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.

d. Replenishing all toiletries including hand towels (M-fold/C-fold), liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during day time.

e. Upkeep and maintenance of the pantry area to operate the necessary equipments such as fridges, microwave oven, water coolers, water dispensers, tea vending machine etc.

f. Maintenance of proper registers/records for the jobs carried out on daily, weekly and monthly basis.

g. The service provider has to supply labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the Administration Department.

3. **Jobs to be carried out :**

- Sweeping, cleaning, vacuuming and wiping of floors of different types including carpet surfaces, staircases, corridors, lifts and lobbies, meeting areas, cabins etc.
- Dusting and polishing/brushing of low high partitions, Glazed & Paneled partitions glass panes, venetian blinds, Door Mats, Tables, chairs, workstations, conference rooms, library, visitors' rooms,etc.
- Acid Cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including area at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet paper, air freshener, and sanitary cubes, hand towels (M-fold/C-fold) and naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during day time.
- Dusting of telephone sets, PC, printers, photocopier, machines, fans, network equipment.
- Sink, draining boards, platforms, cabinets, coolers, hot case exposed surfaces shall be cleaned and washed with approved quality liquid detergents, soap, air purifier, acids, and stain removers. Mopping, dusting all as directed (one time daily and also as and when required due to exigencies) shall also be carried out.
- Fridges, Microwave oven within the areas should be kept clean inside and outside, and defrosted when appropriate.
- Tea/coffee machines should be cleaned every day in the morning.
- Check & clean water dispenser & vending machine functioning every hour.
- Dirty glasses/cups/bottles should be removed immediately from conference/meeting rooms/cabins and workstations.
- Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender.(two times daily and as and when required)

- Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis(two times daily and as and when required)
- **Conference room / meeting rooms / discussion rooms to be** checked on regular intervals / call basis. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly so that the area never looks dirty, Tables, cabinets, switchboards, white boards, doors and partitions etc. should be cleaned every day, water Bottles to be replenished and kept clean, face tissues, notepads to be arranged.
- Spraying room fresheners / air fresheners daily at regular intervals.
- Shifting of furniture and other items from one floor to another or within the floor as and when required by the Administration Department.
- Vacuuming, brushing and shampooing of all carpet area, chairs and sofas(once in a week and as and when required)
- Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipment, name plates, artifacts, plant boxes, etc(once in a week)
- Thorough cleaning of water dispensers and water coolers(once in a week and as and when required)
- ∕ vacuum cleaning of floors.
- ∕ Toilets deep cleaning with chemicals.
- Any incidental work of similar nature but not mentioned in this section will be attended.

Section V
TERMS AND CONDITIONS

1. The contract shall be for a period of 12 months unless, it is curtailed or terminated by UIIC owing to deficiency of service, sub-standard quality of housekeeping personnel deployed, breach of contract, non-compliance with any relevant labor laws, or change in requirements of the UIIC or for any other reasons as stipulated in the contract to be entered into with successful bidder.
- 2.The contract shall automatically expire at the end of the 12 months unless extended further by mutual consent of contracting agency and UIIC.
- 3.The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and UIIC.
- 4.The contracting service provider 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 UIIC.
- 5.The bidder has to provide (16+1 (driver)) housekeeping staff as workforce in sufficient numbers to maintain the premises and technical support as required and to the satisfaction of UIIC.** The housekeeping agency shall not employ any person below the age of 18 yrs. and above the age of 55 years.
- 6.UIIC reserves right to terminate the contract at any point of time giving one month's notice to the selected housekeeping service provider
- 7.The housekeeping personnel deployed shall be the employees of the housekeeping agency at all times and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation etc. The housekeeping persons deployed by the agency should be properly trained, have requisite experience and having the skills of using appropriate materials and tools/ equipment.
- 8.For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish this details / information to UIIC, and a copy of the same shall be provided to UIIC. The bidder will provide identity cards to the manpower deployed to work at UIIC.

9.The agency at all times should indemnify UIIC against all claims, damages or compensation under the provisions of all applicable laws. Payment of minimum wages, notified by the Central Government, shall be ensured all the time.

10. Place of Duty, Working Hours and Punctuality:

a. Personnel so deployed shall have to report for duty at the places mentioned in Section IV, In case there is change of office no extra charges on this account will be borne by UIIC.

b.All the housekeeping services will be provided for six days a week.

c.Housekeeping staff deployed by the agency shall be required to work in for six days a week from Monday to S a t u r d a y from **09.00hrs to 18.00hrs with** 30minutes lunch break. The manpower will also be called upon to perform duties on Sunday and other holidays where required. No extra charges will be paid for attending the office on such holidays.

d.Cleaning activity shall start in the morning at 9.00am so as to complete all the dusting cleaning/ mopping ,etc work before 10:00 am.

e.Personnel will have to report to the office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by UIIC.

11. Adequate supervision will be provided to ensure correct performance of the said housekeeping in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the agency deployed, the supervisory staff will move in their areas of responsibility

12. Penalty

a. The housekeeping personnel engaged by the agency shall be dressed in neat and clean uniform (including proper name badges), failing which a penalty of Rs.500/- per person shall be levied on each such occasion and habitual offenders in this regard shall not be allowed to be deployed.

b) In case any of the personnel of the agency deployed under the contract is (are) absent and the agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty equal to double the wages of number of persons absent on that particular day shall be payable to UIIC and the same shall be deducted from the bills payable to the agency.

13. The agency is fully responsible for **obtaining licenses, workmen compensation insurance of employees, transportation, payment of salaries / wages** to all concerned in respect of this contract and the UIIC will not be responsible in any manner

14. It shall be the responsibility of the agency to issue the employment card/photo identity card to the workers and maintain the muster roll, the wage register and other registers as per applicable law. Agency has to ensure that all its employees deployed in UIIC invariably wear ID card during office hours.

15. The agency shall replace within twenty four hours any of its personnel, if they are unacceptable to the Company because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the housekeeping personnel deployed by the agency, upon receiving written notice from the Company. Notwithstanding the above, the Company shall have the right to ask to change /replace the personnel at any point of time without assigning any reason.

16. UIIC shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment, or vehicles of the personnel of the agency.

17. The agency shall be responsible for any damages done to the property of the UIIC by the personnel so deployed. UIIC will be free to recover it from the security deposit given by the agency or from any other dues as per law.

18. The agency's personnel working in the UIIC should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote goodwill and enhance the image of UIIC. The agency shall be responsible for any act of indiscipline on the part of persons deployed by it.

19. The housekeeping staff deployed by agency in the UIIC shall not claim any benefit, compensation, absorption or regularization of their services in the UIIC. The agency shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the agency and shall submit the said undertaking to UIIC. In the event of any litigation on the status of the deployed persons, UIIC shall not be a party to such proceeding. However, if UIIC is made a party to such dispute, the agency shall take all steps to protect the interest of UIIC and the agency shall reimburse the expenditure that would have been borne by UIIC to defend itself, if so required.
20. The agency shall ensure that the persons deployed are disciplined and shall refrain from consumption of alcoholic drinks, pan, gutkha, smoking, loitering and shall not engage in gambling, satta or any immoral act.
21. The agency shall be solely responsible for making payment directly to the deployed housekeeping personnel by 7th of each month.
22. Payment to the deployed housekeeping personnel must be made by the agency through e-transfer only. To ensure this, agency will get a bank account opened for every engaged housekeeping personnel.
23. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by UIIC from the agency.
24. The housekeeping personnel deployed by the agency shall work under overall supervision & direction of the agency and shall be guided by the Designated Officer, Administration Department of UIIC to the extent required.
25. The agency will properly maintain muster roll of the persons employed/engaged in connection with the work at the premises of the UIIC.
26. The agency shall raise the bill, in duplicate, along with attendance sheet duly verified for actual shifts manned/operated by the personnel deployed by the agency and submit the same to UIIC by 10th of the succeeding month.
27. The agency will be solely responsible for making the payment directly to its deployed personnel, since there may be occasional delay in releasing payment by UIIC to the agency due to contingencies, payment of wages to the deployed personnel by agency should not be linked with receiving of payment from UIIC and shall be independent of the same.

28. The agency will ensure that the housekeeping personnel engaged by them must receive their entitled wages by 7th of the following month. The following schedule will be adhered to:

- i. Monthly bill cycle will be from 1st day of the previous month to last day of the previous month.
- ii. Monthly bill as per above cycle, will be submitted by the agency in the first week of the following month.
- iii. The agency must ensure that the entitled wages of the workers are credited to their bank account by 7th of the following month. Agency will not be given any relaxation in this regard.

a. While submitting the bill for the next month, the services provider must file a certificate certifying the following:

- i) Wages of workers were credited to their bank accounts on (date).
- ii) ESI Contribution relating to workers amounting to Rs. _____ was deposited (date) (Copy of the challan enclosed).
- iii) EPF contribution relating to workers amounting to _____ was deposited (date) (Copy of the challan enclosed).
- iv) It is complying with all statutory regulations including the payment of the Notified Minimum Rates of the Wages of Government of India i.e. Minimum Central Wage Act.

b. The agency should submit the bill in accordance with the above time schedule.

29. The entire financial liability in respect of housekeeping deployed in UIIC shall be that of the agency and UIIC will in no way be liable for the same.

30. For all intents and purposes, the agency shall be the “Employer” within the meaning of different labour legislations in respect of housekeeping personnel deployed by it. There shall be no claim by such deployed persons of any employment in UIIC. The persons deployed by the agency in the UIIC shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against UIIC.

31. The agency shall be solely responsible for the redressal of grievances if any of its staff deployed in UIIC. The UIIC shall, in no way, be responsible for settlement of such issues whatsoever.

32. The UIIC shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the housekeeping staff deployed by agency in the course of their performing the functions/duties or for payment towards any compensation.
33. Adequate supervision will be provided to ensure correct & effective performance of the housekeeping in accordance with the prevailing assignment and instructions agreed upon between the two parties.
34. The agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential nature.
35. The agency will be responsible for compliance of all statutory provisions including minimum central wages, provident fund, and Employees State Insurance, contract labor and any other applicable law in respect of the persons deployed by them in UIIC. The UIIC shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
36. The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to UIIC to the concerned tax collection authorities from time to time as per prevailing rules and regulations in the matter.
37. The agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The service provider shall produce the same, on demand, to the concerned authorities and to UIIC or any other authority under Law.
38. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act/ Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by UIIC.
39. In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the UIIC is put to any loss / obligation, monetary or otherwise, the UIIC 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 or shall be entitled to recover the same by legal recourse.
40. The agency shall submit proof of deposit of PF/ESI and of other statutory dues, payable by it in respect of its staff, deployed in UIIC, which shall be a condition precedent for payment of its bills.
41. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the security deposit of the service providers will be liable to be forfeited by the UIIC besides, annulment of the contract and other legal recourse.

42. The successful bidder who is awarded the contract by UIIC will retain all the documentary proof/papers deposited with the respective statutory bodies/Government departments, i.e., Employees State Insurance, Provident Fund and G S T. All such documents/papers will be necessarily submitted within seven days by the service provider as and when they are requisitioned by UIIC, failing which a penalty of Rs.100/- per day shall be deducted from the monthly bill of the agency.
43. The UIIC reserves the right to withdraw / relax & modify any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.
44. Any delay or forbearance on the part of UIIC or any waiver of its rights or condonation of any acts, on the part of UIIC shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.
46. The words UIIC and UIICL used in this document refers to United India Insurance Company Limited
47. The words bidder, tenderer, service provider, agency, contracting agency and contractor used in this document refers to the entity who has responded to this tender issued by UIIC.

SPECIMEN
TO BE FURNISHED ON THE BIDDER LETTERHEAD

Section VI

BIDDER DETAILS FORM CUM TECHNICAL BID

Tender for Providing Housekeeping to UNITED INDIA INSURANCE CO.LTD(UIIC)

S.No	Description	Information
1	Name of Tendering Housekeeping Service Provider	
2	Details of Earnest Money Deposit	DD No. _____ date _____ of Rs. 50,000/- drawn on Bank
3	Name of Director/ Partner	1. 2. 3.

4	<p>Full Address of Registered Office:</p> <p>Telephone.:</p> <p>E-Mail Address :</p>	
5	<p>Full address of Operating Branch/Office :</p> <p>Telephone No. :</p> <p>FAX No. :</p> <p>E-Mail Address :</p>	
6	<p>The bidder should be located in Mumbai for the past 3 years atleast</p>	<p>Refer to eligibility criteria and attach the required documents</p>

7	Bidder should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than three years as on 12/09/2022 as a company or firm as the case may be. Bids of sole proprietorship firms shall not be considered at all.	Refer to eligibility criteria and attach the required documents
8	The bidder should have minimum three years experience in doing similar nature of work.	Refer to eligibility criteria and attach the required documents
9	The bidder must have a valid license for House keeping services as on date.	Refer to eligibility criteria and attach the required documents
10	The bidder must have achieved minimum annual turnover of Rs. 50 lakhs each during the last three completed financial years (2019-20, 2020-21 and 2021-22)and should be a profit making entity.	Refer to eligibility criteria and attach the required documents
11	Bank account should be in the name of the Bidding Company / Firm	Refer to eligibility criteria and attach the required documents
12	The bidder should have valid PAN and GST registration number.	Refer to eligibility criteria and attach the required documents
13	The bidder should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)	Refer to eligibility criteria and attach the required documents

14	The bidder should have satisfactorily provided during the last three years as on 12/09/2022 housekeeping support and maintenance services.	Refer to eligibility criteria and attach the required documents
15	The bidder should not have been blacklisted.	Refer to eligibility criteria and attach the required documents
16	The bidder should have three running contracts of PSU/Public Sector Bank/ Central or state Government undertaking/ Autonomous Institute/Corporate Establishment of repute in Mumbai as on 12/09/2022.	Refer to eligibility criteria and attach the required documents
17	Whether previously rendered house keeping services to insurance sector or allied industry.If so, Name of the company Period of contract	

Note: Refer to eligibilty criteria and attach the required documents.

18. Additional information, if any. (Attach separate sheet, if required)

Signature of authorized person

Name:

Office Seal:

Date:

Place:

SPECIMEN
SHOULD BE SUBMITTED IN LETTERHEAD OF THE BIDDER

Section VII

PRICE BID FORMAT
(TO BE ATTACHED WITH FINANCIAL BID)

(Date)

Regional Manager
Administration Department
United India Insurance
Co.Ltd., Mumbai Regional
Office II, Maker Bhavan
No.I Third floor, Sir V. T.
Marg, Mumbai – 400 020

Dear Sir/Madam,

Ref: Tender for Selection of House keeping Provider for
UNITED INDIA INSURANCE CO.LTD(UIIC)

Having examined the tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the tender for selection of housekeeping provider.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with UIIC.

If our proposal is accepted, we agree for converting the EMD as Security Deposit and the same can be returned after the completion of the contract period. The security deposit will not carry any interest.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with UIIC for provision of housekeeping services.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to the UIIC are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead UIIC as to any material fact. We understand that if at any point of time it is noticed/discovered by UIIC that any information given by us is false or incorrect or misleading UIIC shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/We are entitled to act on behalf of our Company/ Firm and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2022

(Signature)

(In the capacity of)

Duly authorized to sign the bid response for and on behalf of:

(Name and Address of Company)

(Seal/Stamp of bidder) Witness Signature:

Witness

Name:

Witness

Address:

**SPECIMEN
TO BE SUBMITTED IN THE LETTERHEAD OF THE BIDDER**

FINANCIAL BID I

For providing Housekeeping services at
UNITED INDIA INSURANCE CO. LTD (UIIC) Mumbai II
& also to its various offices under its control.

Monthly Wage Rate (not less than Minimum Central Wages Act as prescribed under the notified minimum wages as per Central Government Guidelines) including VDA, ESI, EPF, Bonus, Administrative charges, per person/per month on 9 hours basis (including 30 minutes lunch). Taxes as applicable will be reimbursed as shown in the invoice.

GROSS AMOUNT (PER EMPLOYEE / MONTH)
Housekeeping

COMPONENT OF RATE	PER PERSON RATE	NO.OF PERSONS
	A	B
BASIC		
VDA		
EPF - @ %		
ESI - @ %		
BONUS -@ %		
TOTAL-		
ADMINISTRATIVE CHARGE-		
GROSS TOTAL-		

** Minimum qualification :: 10 th passed.For month refers to 30 days

Bonus paid to deployed employees shall be as per the minimum wages for scheduled employment, as fixed by the appropriate government, whichever is higher.

We confirm that the above charges are in accordance with Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines and applicable laws.

Signature of the authorized person

Name:

Office Seal:

Date :

Place:

Note:: Minimum central wages Act,VDA,EPF and ESIC & Bonus paid to deployed employees shall be applicable as per Act .**A copy of government notification in respect of the above said items shall be enclosed with the financial bid.**

FINANCIAL BID II

For providing Housekeeping services at
UNITED INDIA INSURANCE COMPANY LTD (UIIC) Mumbai II
& also to its various offices under its control

EMPLOYEE BREAK UP (PER EMPLOYEE)

	HOUSEKEEPING
BASIC	
VDA	
DEDUCTIONS	
EPF ESI NET	
EPF	
ESI	
NET SALARY	

** Minimum qualification :: 10 th passed.

We confirm that the above charges are in accordance with Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines and applicable laws.

Signature of the authorized person

Name:

Office Seal:

Date:

Place:

Note:: Employee break up in Financial Bid(part II) is for information purpose.L1 will be determined based on the amount mentioned in the gross total column in part I of the Financial Bid.

SPECIMEN
TO BE SUBMITTED IN THE LETTERHEAD OF THE BIDDER
(TO BE ATTACHED WITH TECHNICAL BID)

Section VIII

SELF-DECLARATION – NO BLACKLISTING

Regional Manager
Administration Department
United India Insurance Co.
Ltd., Mumbai Regional Office
II, Maker Bhavan No.I Third
floor, Sir V. T. Marg, Mumbai –
400 020

Dear Sir/Madam,

Ref: Tender for Selection of Housekeeping Provider for UNITED INDIA INSURANCE CO.LTD (UIIC)

In response to the Tender Document for Selection of housekeeping provider for UIIC, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ Firm is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices including violation of relevant labour laws by any State/ Central Government/ PSU/ Autonomous Body.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and shall be barred from bidding in future against any other tender.

Thanking you,

Yours faithfully,

Signature of the authorized person
On behalf of the company/Firm

(with seal)

Name _____

United India Insurance Co Ltd
Regional office II, Mumbai

Sr no	Office	Service	No of persons	Address
1 a	RO 2 MUMBAI	Housekeeping	3	MAKER BHAVAN NO. 1, 1ST AND 3RD FLOOR, SIR V T MARG, NEW MARINE LINES, MUMBAI-400020
1 b	RO 2 MUMBAI	Driver	1	MAKER BHAVAN NO. 1, 1ST AND 3RD FLOOR, SIR V T MARG, NEW MARINE LINES, MUMBAI-400020
2	DO 2 MUMBAI	Housekeeping	1	UNIVERSAL INSURANCE BUILDING SIR P M ROAD,, FORT MUMBAI, MUMBAI, MAHARASTRA
3	DO 8 MUMBAI	Housekeeping	1	5TH FLOOR, UNION CO-OP.INSURANCE BLDG., 23, SIR. P.M. ROAD, FORT,MUMBAI
4	DO 11 MUMBAI (HULL)	Housekeeping	1	MAKER BHAVAN NO. I SIR V.T.MARG, NEW MARINE LINES CHURCHGATE, MUMBAI, MAHARASTRA
5	BO 13 MUMBAI	Housekeeping	1	UNITED INDIA INSURANCE CO. LTD BO 13, UNION COOPERATIVE INSURANCE BLDG,2ND FLOOR, SIR P. M ROAD,FORT, MUMBAI.400001
6	DO PANJIM	Housekeeping	1	MASCHARENHAS BUILDING M.G.ROAD, PANAJI GOA PANAJI, NORTH GOA, GOA
7	DO MARGAO	Housekeeping	1	SALGAONKAR CHAMBERS . MARGAO, SALCETE, GOA
8	DO THANE	Housekeeping	1	PINAK GALAXY, 1ST FLOOR, OPP: BIG BAZAR, KAPURBAWADI JUNCTION,
9	BO 1 THANE	Housekeeping	1	BO 1 THANE, SHIVKRIPA BUILDING FloorNo -1 GOKHALE ROAD NAUPADA THANE
10	DO BORIVALI	Housekeeping	1	17, STAR TRADE CENTRE MANDPESHWAR ROAD,, SODAWALA LANE, BORIVALI (WEST), MUMBAI, MAHARASTRA

11	DO ALIBAUG	Housekeeping	1	R/14, SREEBAUG ABOVE CENTRAL BANK OF INDIA ALIBAG, RAIGAD, MAHARASTRA
12	DO KALYAN	Housekeeping	1	DIVISIONAL OFFICE KALYAN-121400, PARDESHI BLDG, 2ND FLOOR, OPP LAXMI MARKET, STATION ROAD KALYAN (WEST)
13	BO DOMBIVLI	Housekeeping	1	SADICHHA BUILDING MANAPADA ROAD, ABOVE BANK OF MAHARASTRA, DOMBIVLI, THANE, MAHARASTRA
14	BO ULHASNAGAR	Housekeeping	1	2ND FLOOR BHATIA CHAMBERS ABOVE SYNDICATE BANK, NEAR CHOPRA COURT ULHASNAGAR