



UNITED INDIA INSURANCE COMPANY LIMITED  
SAHARA CHAMBERS, TONK ROAD, JAIPUR.  
Phone no. 0141-2742242, 2743329

**TENDER**  
**DOCUMENT**

**United India Insurance Company Limited, intends to engage a service provider for providing House Keeping Services at identified offices, under Regional Office Jaipur.**

**REQUIREMENT OF MANPOWER - HOUSE KEEPING**

Offer in Sealed Envelops are invited from reputed Companies /Firms/ Agencies for providing man power towards Housekeeping Work at identified offices, of Regional Office Jaipur. For details contact phone number 0141-2743329, 2742242. To down load tender documents please visit company's website at [www.uiic.co.in](http://www.uiic.co.in) or the same can be collected from the Regional Office located at Sahara Chambers, Tonk Road-Jaipur and duly completed Offer in two bid system along with required documents should reached at above address on or before 03.00 PM of 16/03/2021 .

DEPUTY GENERAL MANAGER

IRDA Regn. NO. 545 | CIN : U93090TN1938G0I000108

UNITED INDIA INSURANCE COMPANY LIMITED

SAHARA CHAMBERS, TONK ROAD, JAIPUR.

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UNITED INDIA INSURANCE COMPANY LIMITED  
SAHARA CHAMBERS, TONK ROAD, JAIPUR  
Phone no. 0141-2742242, 2743329

**INVITATION FOR THE BIDS INVITING TENDER FOR ENGAGEMENT OF MANPOWER PROVIDING  
AGENCY FOR HOUSEKEEPING SERVICES AT IDENTIFIED OFFICES, UNDER REGIONAL OFFICE,  
JAIPUR**

**SECTION –I  
INVITATION FOR THE BIDS**

**Sub: Inviting Tenders for engagement of Manpower Providing Agency for House keeping Services at Identified Offices of United India Insurance Co.Ltd, under Regional Office, Sahara Chambers, Tonk Road-Jaipur**

1-United India Insurance Co. Ltd(UIIC) is a general insurance company wholly owned by Government of India with its Regd. Office is located at 24, Whites Road, Chennai 600014 and Head Office at Nalanda 4<sup>th</sup> Lane , Numgambakkam High Road-Chennai- 600034

2-The website of UNITED INDIA INSURANCE CO.LTD is [www.uiic.co.in](http://www.uiic.co.in) .

3-Sealed Bids are invited on behalf of UNITED INDIA INSURANCE CO.LTD under two bid system ie, Technical Bid and Financial Bid from reputed, well established and financially sound service providers to provide the House keeping services at identified offices of UNITED INDIA INSURANCE CO.LTD(UIIC) RO-SAHARA CHAMBERS TONK ROAD-JAIPUR-302015

4-The bids duly filled in all respect enclosing all necessary documents may be submitted to **Deputy General Manager, United India Insurance co. Ltd., Regional Office, Sahara Chambers, Tonk Road-JAIPUR- 302015** so as to reach on or before the scheduled time and date as mentioned in Section II

5- Technical bids will be opened on the scheduled time and date as mentioned in Section II at UNITED INDIA INSURANCE CO.LTD, **Regional Office, Sahara Chambers, Tonk Road-JAIPUR- 302015** 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 EMD for an amount of Rs.50,000/-(Rupees Fifty thousand only) submitted in the form of Demand Draft in favour of “ **United India Insurance Company Limited**” payable at JAIPUR .

7-The Agency intending to submit tender for the afore mentioned services 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 FOR HOUSE KEEPING SERVICES**

1	Date of issue of offer documents	03/03/21
2	Earnest Money Deposit	Rs.50,000/- (Rupees Fifty Thousand only)
3	Last Date for Submission of bids	16/03/2021 3.00 PM
4	PRE-BID MEETING	12/03/21 at 3.00 PM
5	Bid Validity	90 days
6	Address for Submission of bids	Deputy General Manager United India Insurance Co. Ltd. Regional Office, Sahara Chambers <b>Tonk Road-JAIPUR- 302015</b>
7	Date of Opening of Technical bid	16/03/2021 4.00 pm
8	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-mails/Phone
9	Contact for any queries	<a href="mailto:United India Insurance Co. Ltd. Regional Office, Sahara Chambers Tonk Road Jaipur -302015">United India Insurance Co. Ltd. Regional Office, Sahara Chambers Tonk Road Jaipur -302015 Tel. no. 0141-2743329</a>
10	Period of Contract	12 Months from the Date of commencement of services
11	Location for Requirement of Man power	As per Sheet Enclosed- Annexure A

Offers are invited for providing manpower from reputed firms/Agencies/Companies having capacity to provide above said manpower. The service providers are advised to study the offer documents carefully before submitting the form. It will be presumed that the firms/agencies/companies have considered and accepted all the terms and conditions. No enquiry what so ever verbal or written shall be entertained in respect of acceptance/rejection of the offer.

**OFFER MUST BE UNCONDITIONAL.**

- 1- Cutting/Overwriting if any, in the figures of the offer documents is required to be clarified/indicated in words, duly signed, failing which the offer will be rejected.**
- 2- Deviation of any kind " Is not" to be quoted in the bid. Such deviations shall not prevail.**
- 3- All offer documents should essentially be signed and furnished.**
- 4- UIIC reserves the right to amend or withdraw any of the terms and conditions contained in the Tender document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the UIIC in this regard shall be final and binding.

### SECTION-III

#### INSTRUCTIONS TO THE BIDDERS

1. **Scope of Services:** The Scope of Services is given in **Section V**.
2. **Site Visit:** The bidder is advised to visit the premises to get the on site assessment of the work on any working day (excluding Saturday, Sunday and any Government holiday(s) ) between 11:00 AM to 4:00 PM by taking permission and acquaint himself with the operational system prior to the submission of the tender documents. The costs of visiting shall be borne by the bidder.
3. **Clarifications:**
  - In case of any clarification regarding terms and conditions and scope of work, Bidders may contact on 0141-2743329 or may contact United India Insurance Co. Ltd., Regional Office, Sahara Chambers, Tonk Road-Jaipur latest by 5 days prior to last date of bid submission. The same shall be clarified and by issuance of corrigendum. Queries if any, received after the due date and time shall not be entertained and no clarification shall be provided for the same. In this regard a pre-bid meeting is also scheduled as given in Section II
  - Administration charges quoted by the Service provider would be fixed for the period of contract and any statutory increase in Minimum Central Wages Act as prescribed under the notified minimum wages as per Central Government Guidelines for Skilled/ Semi-skilled/unskilled and variable DA as notified by Ministry of labour & Employment from time to time will be borne by UIIC
4. **Eligibility Criteria:**

The eligibility criteria for the participating Firms /Agencies/Companies:

The firm/agency/company should have a valid registration under the respective Act and should be in conformity with all the laws as relevant/applicable.

The firm/agency/company should be registered as a company under companies Act 1956/2013 or as a Partnership (including Limited Liability partnership) under partnership Act, 1932 , Rajasthan Shop & Commercial Institution ACT 1958; as the case may be and should be in existence as such entity for not less than three years as on 31/03/2020 as a company or firm as the case may be.

***Bidders to furnish self attested copy of certificate of incorporation in respect of the applicant organization issued by the Registrar of companies or a partnership deed duly registered under the partnership Act/Registration Certificate under relevant law***

**Self attested copies of work order to be furnished in support of experience in doing similar nature of works in preceding year**

Bank account should be in the name of the bidding company/firm. **Latest Extracts of the bank account duly certified by the bank containing transactions for past three month should be submitted. ( December 2020 to February 2021 )**

Should have valid PAN & GST registration number **(Attested copies to be submitted)**

*Should be registered with appropriate authorities/law and Establishment Act Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)(Attested copies to be submitted for Employees Provident Fund Registration letter/certificate, Employee State Insurance Registration Letter/certificate, labour license under the Contract Labour (Regulation &Abolition) Act, as the case may be.*

It should submit an undertaking with the technical bid to the effect that the firm has not been black listed by any of the Departments/Organizations of the Government of India and no criminal cases are pending against them on the date of submission of the bid **(Prescribed Performa as per Annexure-E)** fully complying to the statutory provisions.

Should have at least two housekeeping completed contracts in preceding year with Government Institutions/Any Public Sector Banks/Insurance companies, and should have been rendering services at any such institutions. Their minimum annual turnover for proceeding year should be at least 25 lacs.

The service provider should be complying with the Minimum Wages Act of the Government of India for wage payments.

The Company/Agency/Firm should submit the duly signed copy of bid terms and conditions of the tender as an acknowledgement that the same are duly accepted.

**5- Inspection of premises where house keeping service is being provided presently shall be carried out by UIICL.**

#### **6-Tender Validity**

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

#### **7-Bid Security/Earnest Money Deposit(EMD)**

\*The interested bidders may submit the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs. 50000/- (Rupees Fifty thousand only) in the form of a Demand draft from a scheduled bank in favour of “ **United India Insurance Company Limited**” payable at Jaipur.

- The registered companies/firms who have obtained NSIC certificate issued by Government of India for providing House keeping services are exempted from submitting EMD.
- Any Tender not accompanied by EMD unless exempted as stated in the point above, shall be summarily rejected and not considered at all.
- EMD amount of the unsuccessful bidders will be returned to them without interest on completion of the bid process.
- 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.
- EMD amount submitted shall be forfeited if the bidder withdraws his bid during the validity period of Tender.
- 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 Department.
- If at any stage, any of the information/declaration given by the Company/Agency/Firm is found false, the bid security will be forfeited.
- In case of any lapse/default in honoring of the terms and conditions at any stage after submitting the offer, the bid security will be forfeited.

#### **8- Preparation and Submission of Bids:**

- Tenders are to be submitted as per two bid system i.e.- Technical Bid and Financial Bid.
- All entries in the tender form should be legible and filled clearly.
- The tender should be typewritten/handwritten 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.
- **All documents/papers should be numbered, signed and sealed by the Bidder on each page.**
- Technical Bid should also contain all the documents required and EMD as specified



- Financial Bid should only contain the Price Schedule duly filled as per format given in Annexure-D . No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- 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 Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines applicable . The bids which do not comply with this condition shall be rejected.
- \* The Company/Agency/Firm should submit the duly signed copy of Bid, Terms and conditions of the Tender as an acknowledgement that the same are duly accepted.
- \* Both the bids (Technical and Financial) separately sealed in envelopes super- scribing as Technical Bid and Financial Bid, respectively, should be put in a third sealed envelope and should be super scribed as "Tender for Housekeeping Services at UNITED INDIA INSURANCE COMPANY LIMITED (UIIC), Jaipur.
- \* Sealed Tenders with requisite documents should be addressed to Deputy General Manager, General Administration Department, UNITED INDIA INSURANCE CO.LTD, Regional Office, Sahara Chambers Tonk Road Jaipur and s h o u l d dropped in tender box kept in the above address.

#### **ENVELOPE -1 (TECHNICAL BID)**

The copy of the following documents should be **chronologically placed / enclosed** with the Technical bid and all the documents **should be serially numbered**:

- 1 Self attested copy of Valid Registration of No. the Company/Agency/Firm.
- 2 Self Attested copy of PAN Card No. under Income Tax Act.
- 3 Self attested copy of GST Registration Number
- 4 Self Attested copy of Employees Provident Fund Registration
- 5 Self Attested copy of ESIC registration number
- 6- Self attested copy of labour license under the contract labour ( Regulation & abolition Act)
- 7 Latest Extracts of the bank account duly certified by the bank containing transactions for past three months.
- 8 EMD of the specified value in the form of DD/Bankers Cheque.
- 9 Duly filled and signed Prescribed Technical Bid Forms (**Annexure-B & C & E**) along with the Bid Terms.
- 10 Declaration (**Annexure -F**)
- 11 Certificate regarding completed contracts with PSU Banks / Insurance Companies/Government undertaking
- 12 Copy of Work order showing experience in doing similar nature of work.

#### **ENVELOPE -2 (FINANCIAL BID)**

01. Prescribed Financial Bid Form (**Annexure-D**)

**9- Late Bids:**

Tender submitted or received after the closing date and time will not be considered. Please ensure that time lines are adhered to and any bids received later than the specified time and date shall not be entertained.

**10- Opening of Tenders:**

- The Tenders shall be opened at the scheduled date, time and venue as mentioned in Annexure-II by the committee constituted by the UNITED INDIA INSURANCE CO.LTD(UIIC). The Bidders' representative may attend the Tender opening.
- The bids shall be opened on the scheduled time and date as mentioned in Section-II at UNITED INDIA INSURANCE CO.LTD(UIIC)'s Office Regional Office Sahara Chambers, Tonk Road-Jaipur 302015, in the presence of the representative of the House Keeping 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.
- 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.
- 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.

**11- Evaluation of Tenders:**

- The committee constituted by the UNITED INDIA INSURANCE CO.LTD(UIIC) shall evaluate the Technical Bids with reference to technical requirements and various other criteria given in the Tender Document. **All eligibility conditions have to be satisfied on the date of submission of bid and not later.**
- The bid of the bidders who submit their bid in the proper format and with the required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- 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.

- UNITED INDIA INUSRNACE CO. LTD (UIIC) may seek such clarification/ document either by E-mail or letter as may be required for it is to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder.
- The technically qualified bids shall be further considered for opening and evaluation of financial bids.
- 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.

#### **12- Award of Contract:-**

- UNITED INDIA INSURANCE CO.LTD(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.
- UNITED INDIA INSURANCE CO.LTD(UIIC) will communicate to the successful bidder that its proposal has been accepted..
- The successful bidder will be required to execute an agreement with UNITED INDIA INSURANCE CO.LTD(UIIC).
- 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 bid security (EMD).

#### **13- Security Deposit and Award of Contract:**

- 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.
- The successful bidder shall execute an agreement on a non-judicial stamp paper of value Rs. 500/- (stamp duty to be paid by the bidder) within 15 days from the date of the intimation from Tender Inviting Authority.

- 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.
- 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 in favour of UIIC for an amount of Rs. 50000/- (Fifty Thousand only) as Security Deposit, failing which work order will not be released by UIIC

#### **14- Effectiveness and Duration of Contract**

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

#### **15-Commencement of Services**

The House Keeping Service Provider should commence the House keeping 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.

**16- Service /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 and variable DA as notified by Central Government from time to time will be borne by UIIC. **\* Service charges should not be less than the minimum expenses expected to be incurred in connection with engaging the required manpower like cost of insurance, sets of uniforms, ID Card, Shoes, accessories etc.**

17- Competent Authority of the UNITED INDIA INSURANCE CO.LTD(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.

18- bidder will be bound by the details furnished by him/ her to UNITED INDIA INSURANCE CO.LTD(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.

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

20-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 House keeping 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 House keeping Service Provider. While this document has been prepared in good faith, neither UNITED INDIA INSURANCE CO.LTD(UIIC), nor any of their officers or subscribers 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 UNITED INDIA INSURANCE CO.LTD(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 UNITED INDIA INSURANCE CO.LTD(UIIC) or any of their officers or subscribers, whether negligent or otherwise.

21- By acceptance of this document, the recipient 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 UNITED INDIA INSURANCE CO.LTD(UIIC). UNITED INDIA INSURANCE CO.LTD(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 anypart of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.

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

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

24- This document constitutes no form of commitment on the part of the UNITED INDIA INSURANCE CO.LTD(UIIC). Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed Housekeeping service provider selection process.

25- When any proposal is submitted pursuant to this tender, it shall be presumed by UNITED INDIA INSURANCE CO.LTD(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.

26- UNITED INDIA INSURANCE CO.LTD(UIIC) reserves the right to vary/alter/amend the eligibility criteria for the House keeping service provider at any time, in its discretion, before the last date of submission of proposals.

27- The House Keeping Service providers shall comply with and abide by such directions that UNITED INDIA INSURANCE CO.LTD., (UIIC) may issue from time to time.

28- The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of UNITED INDIA INSURANCE CO.LTD(UIIC) and will not be returned.

29- 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 JAIPUR.

30- Housekeeping Material/Equipment to be provided by UNITED INDIA INSURANCE  
CO. LTD (UIIC) premises

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A)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 UNITED INDIA INSURANCE CO. LTD (UIIC) premises for housekeeping services.

B)The agency must provide necessary standard liveries to its housekeeping staff /supervisors with their identity properly displayed.

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

## SECTION IV: TERMS& CONDITIONS

1. The selected Service Provider shall have to deposit a Security Deposit equivalent to the value of EMD by way of a Demand Draft to the Company with agreement within 07 days of the given order.
2. The selected Service Provider shall not engage any sub-agency or transfer the contract to any other Company/person/firm/agency in any manner. The company /agency/firm shall not be permitted to transfer their rights and obligations under the contract to any other Company/person/firm/agency or otherwise.
3. Service Provider not conforming to the requirements of the United India Insurance Co. Ltd. will be rejected and no correspondence there of shall be entertained, whatsoever.
4. The Service Provider shall indemnify United India Insurance Co. Ltd against all other damages/charges and expenses for which this United India Insurance Co. Ltd may be held liable or pay on account of the negligence of the Service Provider or his staff or any person under his control whether in respect of accident, injury to the person or damage to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof.
5. United India Insurance Co. Ltd shall not be responsible financially or otherwise for any injury to the engaged persons deployed by the Service Provider during the course of performing duties.
6. The rate contract for providing manpower shall be valid initially for one year from the date of issue of work order and United India Insurance Co. Ltd reserve the right to extend the validity of contract on mutual consent on the same rates of Service/Administration charges and terms & conditions for a maximum of one more year upon the satisfactory functioning of the service provider. During the period of contract and extension, the service charges will not be revised. The contract shall be automatically expire at the end of one year unless extended further by the mutual consent of the contracting agency and UIIC.
7. The bidder has to provide the housekeeping personnel at various offices under Regional Office Jaipur  
as mentioned in Annexure\_A ( **Presently 26 Personnel at various Offices at different locations**)
8. The Service Provider shall not employ any person below the age of 18 years and above the age of 50 years.
9. 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 UNITED INDIA INSURANCE CO. LTD (UIIC) will not be responsible in any manner.
10. It shall be the responsibility of the agency to issue the photo/identity card to the **workers and maintain the muster roll, the wage register and other registers** as per applicable law.



11. 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.
12. UNITED INDIA INSURANCE CO.LTD (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.
13. The agency shall be responsible for any damages done to the property of the UNITED INDIA INSURANCE CO.LTD(UIIC) by the personnel so deployed. UNITED INDIA INSURANCE CO.LTD (UIIC) will be free to recover it from the security deposit given by the agency or from any other dues or recover as per law.
14. The agency's personnel working in the UNITED INDIA INSURANCE CO. LTD(UIIC) should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of UIIC. The agency shall be duty bound to deploy properly trained, courteous and well mannered personnel to the offices. The service provider shall be solely responsible for any act of indiscipline on the part of persons deployed by them. 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.
15. The Housekeeping staff deployed by agency in the UNITED INDIA INSURANCE CO.LTD., (UIIC) shall not claim any benefit, compensation, absorption or regularization of their services in the UNITED INDIA INSURANCE CO.LTD (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 UNITED INDIA INSURANCE CO.LTD (UIIC)**. In the event of any litigation on the status of the deployed persons, UNITED INDIA INSURANCE CO. LTD (UIIC) shall not be a party to such proceeding. However, if UNITED INDIA INSURANCE CO.LTD (UIIC) is made a party to such dispute, the agency shall take all steps to protect the interest of UNITED INDIA INSURANCE CO.LTD (UIIC) and the agency shall reimburse the expenditure that would have been borne by UNITED INDIA INSURANCE CO.LTD. (UIIC) to defend itself, if so required.
16. The Service Provider shall comply with all the statutory provisions as laid down under various Labour Laws Acts Rules in force from time to time at his own cost. In case of violation of any such statutory provisions under Labour Laws or any other law applicable by the Service provider, there will not be any liability on the United India Insurance Co. Ltd.
17. **The prices quoted should be duly filled in under each head as per Annexure –D.**

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18. The party of the second part (hereinafter referred as Service Provider) will ensure that the Housekeeping personnel engaged by them must receive their entitled wages by 7th of the following month.
19. 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 UNITED INDIA INSURANCE CO.LTD(UIIC). The following schedule will be adhered to :
- a) Monthly bill cycle will be from 1st day of the previous month to last day of the month.
  - b) Monthly bill as per above cycle, will be submitted by the party of the second part in the first week of the following month.
  - c) The party of the second part must ensure that the entitled wages of the workers are credited to their bank account by 7th of the following month. The party of the second part will not be given any relaxation in this regard.
  - d) While submitting the bill for the next month, the party of the second part must file a certificate duly 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 on\_ (date) (Copy of the challan enclosed).
    - iii. EPF contribution relating to workers amounting to Rs. \_\_\_\_\_ was deposited on (date) (Copy of the challan enclosed).
    - iv. He is complying with all statutory regulations including the payment of the Notified Minimum Rates of the Wages of Government.

**20. Place of Duty, Working Hours and Punctuality:**

- The manpower so deployed shall have to report for duty at the places mentioned in Annexure-A , In case there is change of office no charge on this account will be borne by UNITED INDIA INSURANCE CO.LTD (UIIC).
- All the Housekeeping services will be provided for six days a week.
- The staff deployed by the agency shall be required to work in for six days a week from Monday to Saturday from 09.00hrs to 18:00 hrs with One Hour lunch break.
- The manpower will also be called upon to perform duties on Sunday and other holidays occasionally if required.

21. 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 UNITED INDIA INSURANCE CO. LTD (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 UNITED INDIA INSURANCE CO. LTD(UIIC) and shall be independent of the same.
22. The entire financial liability in respect of Housekeeping deployed in UNITED INDIA INSURANCE CO. LTD (UIIC) shall be that of the agency and UNITED INDIA INSURANCE CO.LTD(UIIC) will in no way be liable for the same.
23. 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 UNITED INDIA INSURANCE CO. LTD (UIIC). The persons deployed by the agency in the UNITED INDIA INSURANCE CO. LTD (UIIC) shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against UNITED INDIA INSURANCE CO.LTD (UIIC).
24. The agency shall be solely responsible for the redressal of grievances if any of its staff deployed in UNITED INDIA INSURANCE CO.LTD (UIIC). The UNITED INDIA INSURANCE CO.LTD (UIIC) shall, in no way, be responsible for settlement of such issues whatsoever.
25. The UNITED INDIA INSURANCE CO.LTD(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.
26. 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.
27. The agency will be responsible for compliance of all statutory provisions including ***Minimum Wages of Government of India , Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the persons deployed by them in UNITED INDIA INSURANCE CO.LTD (UIIC)***. The UNITED INDIA INSURANCE CO.LTD (UIIC) shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts
28. The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to UNITED INDIA INSURANCE CO. LTD (UIIC) to the concerned tax collection authorities from time to time as per prevailing rules and regulations in the matter.
29. 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 UNITED INDIA INSURANCE CO. LTD (UIIC) or any other authority under Law.

30. The Tax Deduction at Source (T.D.S.) 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 UNITED INDIA INSURANCE CO. LTD(UIIC). In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the UNITED INDIA INSURANCE CO.LTD(UIIC) is put to any loss / obligation, monetary or otherwise, the UNITED INDIA INSURANCE CO.LTD(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.
31. The UNITED INDIA INSURANCE CO.LTD(UIIC) reserves the right to withdraw / relax & modify any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.
32. Any delay or forbearance on the part of UNITED INDIA INSURANCE CO. LTD (UIIC) or any waiver of its rights or condonation of any acts, on the part of UNITED INDIA INSURANCE CO.LTD(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.
33. The words UIIC and UIICL used in this document refer to **United India Insurance Company Limited**. 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.
34. The DGM United India Insurance Co. Ltd. Reserves the right to terminate the contract of time without assigning any ***reason by giving a notice of 15 days to the Service Provider*** at any point during any of the years of the contract.
35. The Service Provider shall at any time allow United India Insurance Co. Ltd. Their Officials or their authorized representatives or any members of the IRDAI to:
- a. Examine the books, records, information, systems and the internal control environment to the extent that relate to the service being performed.
  - b. Access any internal audit reports or external audit findings that concern the service being performed.
36. All the disputes shall be subject to Jaipur Jurisdiction.
37. **PENALTIES:** The Service Provider shall provide manpower as per the requirement specified. In case of the failure of the Service Provider to provide the same ,the Company shall be free to take action as under:-
- To hire manpower from any other agency, and if the rate of service/administration charged are higher than the approved rates, the same(difference)shall be recovered from the Firms/Agencies, out of pending bills of the Firms/Agencies or from the security money deposited with the company.

- For breach of any of the conditions of the contract: ***Termination of contract and forfeiture of Security Deposit.***
  
- For persistent breach or unsatisfactory services- **termination of contract along with forfeiture of security deposit and blacklisting.**

### **38. PAYMENT**

- i. The payment shall be made monthly on submission of the duly verified bills (In Duplicate) after deducting penalties if any. No advance payment will be made.
- ii. United India Insurance Co. Ltd. Will deduct Income Tax at source under applicable section of Income Tax Act from the Firms /Agencies at the prevailing rates.

### **39. AGREEMENT AND SECURITY DEPOSIT**

- i.) The Selected Service Provider shall furnish agreement on non-judicial stamp of denomination Rs 500/- borne by them; in a prescribed format within 7 days from the date of issuance of work order. Format of Agreement will be provided by United India Insurance Co. Ltd. Regional office, Jaipur.
  
- ii.) The Selected Service Provider may convert/merge the EMD in Security Deposit.
  
- iii.) No interest will be paid on the Security Deposit amount

### **40. EMD FORFEITURE:** - EMD will be forfeited on following reasons:

- a. If Companies/Firms/Agencies want to revert the proposal after opening the bids and before accepting the bid or made any modification.
  
- b. If successful Companies /Firms/Agencies will not furnish agreement within the prescribed period.
  
- c. If successful Companies/Firms/Agencies will not deposit the Security Deposit within the prescribed period.
  
- d. If successful Companies/Firms/Agencies fail to commence the work /services within the stipulated period or does not comply with the stipulated terms and conditions.

**41. OTHER TERMS AND CONDITIONS:**

- a. Firms/Agencies have to furnish compulsorily the pay slip of the engaged manpower, the statutory compliance proofs and along with the monthly bill.
- b. **The contract** of Service Provider may be further extended at the same rates and terms & condition with mutual consent. In case, if required, additional manpower to be provided by the agency/Firm on the same rates/terms and conditions during the contract period.
- c. Although the offer is for one year but company is free to breach the contract by giving 15 days notice in case the services are not required by the company or unsatisfactory services provided by the firm, but Firm /Agency has no right to do so.
- d. **The offer** shall be evaluated by lowest rate but company reserves the right to execute the work at higher rates depending on the basis of quality assessment.
- e. The decision of Deputy General Manager or his authorized nominee in any matter arising out of this tender shall be final & binding.

**Section V : SCOPE OF WORK**

For performing day to day housekeeping activities at Regional Office Jaipur and various offices as mentioned in Annexure-A, requires housekeeping manpower as per company norms and Minimum wages Act. The successful agency shall ensure that the said mentioned offices are to be kept in a perfect state of cleanliness and hygiene at all times to the entire satisfaction of the United India Insurance Company limited.

**Housekeeping Services:**

The manpower so placed under the above head shall be engaged for Housekeeping work at different offices. Housekeeping services 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, staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 9 AM so as to complete all the dusting/cleaning/mopping work before 10:00 AM.
- b) Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage's 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.
- d) Dirty glasses/cups/bottles should be removed immediately from conference/meeting rooms/cabins and work stations. Conference room /meeting rooms/discussion rooms to be checked on regular intervals/call basis. Water bottles, tea cups, paper plates, crockery etc to be cleared regularly so that the area never looks dirty. Tables, cabinets, switch boards, white boards, doors, doors and partition etc should be cleaned every day.
- e) Shifting of furniture and other items from one floor to another or within the floor as and when required by the administration department.
- f) 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).
- g) Arrangement/cleaning of underwriting & claim files.
- h) ***Any other work assigned by UIIC.***



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SAHARA CHAMBERS, TONK ROAD, JAIPUR.  
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**TECHNICAL BID**

**ANNEXURE**

**-B**

1	Name of the Agency/Firm/Company	
2	Status of the Agency/Firm/Company (Partnership / Pvt. Ltd./ Limited Company as the case may be )	
3	Registered Office Address	
4	Year of Establishment with Regn. No. and Date (copy of Trade License/Valid Registration No. of the Company/Agency/Firm be enclosed)	
5	Name of other organizations with whom the agency has business dealings (If space is insufficient, attach separate sheet)	
6	PAN No. (Documentary evidence to be Submitted):	
7	GST Regn. Certificate (documentary evidence/undertaking to be submitted). Should be registered under relevant act/ Shops & Establishment Act, EPF, ESIC & Contract Labor (Regulation & Abolition Act) (documentary evidence/undertaking to be submitted). Professional Tax registration/Labour welfare Fund registration copy be enclosed (if applicable)	
8	a) Name & Address of the Banker(s).: b) Account No. : c) IFS Code : Name of the contact person (s) and Telephone No. (s), including cell phones, During / beyond office hours.: Bank account should be in the name of bidding company /firm. <b><i>Latest Extracts of the bank account duly certified by the bank containing transactions for three month</i></b>	
9	Details of Bank Draft / P.O. for EMD :	



25		
10	Name and Address of Bank DD/PO No. &Date Amount	
11	Should not have been black listed. ( Refer to eligibility criteria and attach the required )	
12	Should have at least two housekeeping completed contracts in preceding year with Government Institutions/Any Public Sector Banks/Insurance companies, and should have been rendering services at any such institutions. Their minimum annual turnover for proceeding year should be at lease 25 lacs.  (Refer to eligibility criteria and attach the required )	

DATE  
PLACE

SIGNATURE WITH SEAL



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**Annexure-**  
**C**

**“DECLARATION”**

- 1) That We \_\_\_\_\_ are the authorized Manpower providing agency \_\_\_\_\_ here by submit offer to the company to enter into a contract for the providing man power on contract for total contract period including extension if any.
- 2) That we are well acquainted with the facts about the firm and the information provided in the form is found true and correct.
- 3) We may be punished as per law for any wrong information, misleading facts provided in the form besides rejection my/our tender.
- 4) In case any dispute the Jurisdiction will be Jaipur only.
- 5) We carefully read the general and specific terms and conditions for providing manpower for the period from date of signing agreement to Contract period and we solemnly declare that the terms & conditions are acceptable to us& binding onus.

Place :

Signature

Date :

Name : \_\_\_\_\_

Capacity in which sign: \_\_\_\_\_

Full address: \_\_\_\_\_

with seal & stamp: \_\_\_\_\_



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**ANNEXURE-D**

**FINANCIAL BID**

**For providing Housekeeping services at United India Insurance Company limited**

Financial bids are invited from agencies/Firms/Companies for providing manpower as per the requirement specified below:

Monthly wage rate is as per notified minimum wages under Minimum Wages Act of Government of India . Taxes as applicable will be reimbursed as shown in the invoice.

Gross Amount (Per Person / Per Month)

Component	House Keeping (Un Skilled)			
	Zone-II		Zone-III	
	Wages (Rs.)		Wages (Rs.)	
Basic				
VDA				
HRA				
EPF @ ___%				
ESIC@ ___%				
Any other Liability please specify				
Overtime Allowance (per hour) after duty hours				
TOTAL				
Ad/Ser Ch @ _ % (Max 8.5%)				
Grand Total				

Place :

Signature

Date :

Name : \_\_\_\_\_

Capacity in which sign:

Full address with seal and stamp: \_\_\_\_\_

**\* Service charges should not be less than the minimum expenses expected to be incurred in connection with engaging the required manpower like cost of insurance, sets of uniforms, ID Card, Shoes, accessories etc.**



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**ANNEXURE-E**

**UNDERTAKING**

It is certified that Our firm/agency/company has never been **blacklisted** by any of the departments / Autonomous Institutions / Universities / Public Sector Undertakings of the Government of India or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said Company/firm/ agency as on this date of signature, ie, \_\_\_\_\_

Signature\_\_\_\_\_

Name of the Signatory\_\_\_\_\_

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

Date:\_\_\_/\_\_\_/2021

Name of the Company/Firm/agency with seal\_\_\_\_\_



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ANNEXURE-F

**UNDERTAKING**

It is certified that my firm / agency / company having capacity to provide the manpower as mentioned in the Tender Document.

Signature \_\_\_\_\_

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

Name of the Firm/agency with seal \_\_\_\_\_

Name of the Signatory \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / 202 1



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**ANNEXURE -A.**

UNITED INDIA INSURANCE COMPANY LIMITED, REGIONAL OFFICE, JAIPUR					
REQUIREMENT OF MAN POWER					
Sr. No	Office ( RO/DO/BO/Service Hub)	Address	Carpet Area	No of Manpower	Purpose
1	Regional Office, Jaipur	Sahara Chambers Tonk Road, Jaipur	8760 sq.ft.	4	For Housekeeping
2	OD Service, Hub, Jaipur	1st Floor S-3 & 4, Mahaveer Nagar-I, Tonk Road, Jaipur.	1750 sq.ft.	2	For Housekeeping
3	T.P. Service, Hub, Jaipur	Sapphire 93, Center, Ajmer Road, opp. ESI, Hospital, Jaipur	2035 sq.ft.	1	For Housekeeping
4	T.P. Service Hub, Alwar	1 Ashok Circle, Alwar	500 sq.ft. Approx	1	For Housekeeping
5	DO-II, Jaipur	Plot No. 3, Above SBI T.P. Nagar Jaipur	3100 sq.ft.	1	For Housekeeping
6	DO-V, Jaipur	Pixcle Khasara No785/88, Khokawas Main Tonk Road, Jaipur	2226 sq.ft.	1	For Housekeeping
7	BO-MDB, Jaipur	Digambar Jain	900 sq.ft. Approx	1	For Housekeeping

		Dharmasala Building, M.I. Road, Jaipur			
8	BO- Bhnakrota	Plot No. 4, Teachers Colony, DCM, Main Ajmer Road, Jaipur	1308 sq.ft.	1	For Housekeeping
9	BO- Harmada	Plot No. 2, Ganesham Complex, Opp. Road No. 2 KukarKheda, Sikar Road, Jaipur	200 sq.ft.	1	For Housekeeping
10	DO-II, Kota	Guman pura Above Shimla Stuidio KOTA	1560 sq.ft.	1	For Housekeeping
11	BO- Bagru	Rama Complex, Plot No H-31, Near Bohra Hospital Link Road, Bagru, Jaipur	1256 sq.ft.	1	For Housekeeping
12	BO-Makrana	Ist Floor, Station Road, Infront of Jaishiv Chowk, Makrana, Distt. Nagour.	1800 sq.ft.	1	For Housekeeping
13	BO- Jhalawar	Ist Floor, V.K. Patni Complex, Near Bus Stand, Jhalawar	1043 sq.ft.	1	For Housekeeping
14	BO- Bundi	Ist Floor Bye Pass Road, Bundi	1260 sq.ft.	1	For Housekeeping

15	BO- Baran	Charmurti Chouraha Kota Road opp. ICICI Bank Baran, Raj.	1200 sq.ft.	1	For Housekeeping
16	BO-Beawar	Ist Floor Moti Sagar Bhawan, Amlamarge, Ajmer Road, Beawar.	1600sq.ft.	1	For Housekeeping
17	BO- Gangapurcity	Kachari Road, Gangapurcit y, Sawaimadho pur	1304 sq.ft.	1	For Housekeeping
18	BO-Shahapura	Ist Floor Yadav Bhawan, opp. NHA office, Sahapura	190 sq.ft.	1	For Housekeeping
19	BO-Bhiwadi	B-4104, Ganpati Plaza, Bhiwadi	1174 sq.ft.	1	For Housekeeping
20	BO-Kotputali	Near Diwan Hotel, N H 8. Kotputli, Jaipur	1000 sq.ft.	1	For Housekeeping
21	BO-Udaipurwati	Ghoom Chakar, Udaipurwati, Sikar.	829 sq.ft.	1	For Housekeeping
22	BO-DAB	1, Near JPR Dairy, JLN Link Road- Jaipur	1151 sq.ft.	1	For Housekeeping

**As per discretion of UHC, number of housekeeping staff in any office may be increased/decreased or more office may be added in the list or deleted from the list.**