



UNITED INDIA INSURANCE CO. LTD CIN: U93090TN1938GOI000108

5th FLOOR, SURAJ PLAZA-II, SAYAJIGUNJ, VADODARA-390020

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GST NO :24AAACU5552C3ZN

**TENDER DOCUMENT FOR CARETAKER AND HELPER SERVICES
AT UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP GUEST HOUSE AT
VADODARA**

CONTENTS OF TENDER DOCUMENT

Section No.	Description of contents	Page No.
I	Important information related to tender	2
II	Instruction to the bidders	3-8
III	Terms and Conditions	9-13
IV	Scope of Work (ANNEXURE 1)	14-18
V	Bidder details form cum Technical bid	19-21
VI	Price-Bid-Format Self-Declaration	22-23
VII	FINANCIAL BID PART I – PART II	24
VIII	Self-Declaration – No Black Listing Food menu and Rates Food menu and Rates	25-26
IX	Food menu and Rates	27

IMPORTANT INFORMATION RELATED TO TENDER

1	Date of issue	7 th December, 2024
2	Earnest Money Deposit	Rs.30,000/- (Rupees Thirty Thousand only)
3	Last date for submission of Pre-bid queries by E- mail	10 th December, 2024
4	Date of Pre-bid Meeting	12 th December, 2024, Time: 03:00 P.M. United India Insurance Co. Ltd., Regional Office, Vadodara
5	Last Date for Submission of bids	23rd December, 2024 before 03:00 P.M
6	Bid Validity	90 days
7	Address for Submission of bids	Regional Manager Administration Department United India Insurance Co. Ltd Regional Office 5 th Floor, Suraj Plaza II, Sayajigunj, Vadodara
8	Date of Opening of Technical bid	23 rd December 2024 04.00 PM
9	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.
10	Contact for any queries	Shri Sanjay Kar, Admn. Officer ,Administration Department sanjaysk@uiic.co.in Contact No.: 98981 36594

INSTRUCTIONS TO THE BIDDERS

A Scope of Services: The Scope of Services is given in **Section IV**

B Site Visit: The bidder is advised to visit the premises to get the onsite assessment of the work on any working day (excluding Saturday, Sunday and any Government holiday(s)) between 11:00 AM and 3:00 PM by taking prior appointment in order to acquaint with the onsite and real work scenario before tender submission the cost thereof would be borne by the bidder(s)

C. Pre-bid Meeting and Clarifications:

1. A pre-bid meeting shall be held in the office of the UNITED INDIA INSURANCE CO.LTD(UIIC), Vadodara on the date mentioned in Section II, to clarify any query of bidders regarding terms and conditions and scope of work. The time, date and venue is mentioned in Section – II above.
2. Prospective bidders may send their queries, if any to Administration Department, RO Vadodara latest by 4 days prior to pre-bid meeting. The same shall be clarified in the meeting 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 therefore.

D. Eligibility Criteria:

1. The bidder must have been located in Vadodara or Gujarat for at least the past 3 years as of 31.03.2024. To demonstrate this, the bidder should submit a self-attested copy of a telephone bill, electricity bill, or a registered lease deed indicating the address in Vadodara or Gujarat, covering the last 3 years up to 31.03.2024.
2. The bidder should be registered as a Company, Partnership, or Proprietorship. The bidder must submit a self-attested copy of the registration certificate as proof of their legal status.
3. The bidder should have a minimum of three years' experience in performing similar nature of work as of 31.03.2024. To support this, the bidder should provide self-attested copies of previous and current work orders that demonstrate their experience in relevant work.
4. The bidder must have achieved a minimum annual turnover of Rs. 50 lakh during each of the last three completed financial years: 2020-21 (AY-2021-22), 2021-22 (AY-2022-23), and 2022-23 (AY-2023-24). The bidder should also be a profit-making entity. The bidder must submit a statement of annual turnover and profit for the last three financial years (2021-22, 2022-23, and 2023-24) from a registered practicing Chartered Accountant to confirm this information.

5. The bidder's bank account must be in the name of the bidding company or firm. The bidder should submit extracts of the bank account, duly certified by the bank, showing transactions for a period of three months, specifically from August 2024 to October 2024.
- E. The bidder must have a valid PAN and GST registration number. As part of the documentation, the bidder is required to submit an attested copy of the PAN card and an attested copy of the GST registration certificate as proof of compliance.
- F. The bidder must be registered with the appropriate authorities under the following acts:
- a. Employees Provident Fund (EPF): An attested copy of the EPF registration letter or certificate must be provided.
 - b. Employees State Insurance (ESI): An attested copy of the ESI registration letter or certificate should be submitted.
 - c. Contract Labour (Regulation and Abolition) Act: An attested copy of the Labour Licence under this Act must also be included.
- G. The bidder should not have been blacklisted by any State Government or by the Government of India. The bidder must submit a declaration, in the format specified in Section VIII of the tender document, affirming that they have not been blacklisted.
- H. The bidder must have at least three running contracts as of 31.08.2024 with Public Sector Insurance Companies, Public Sector Banks, Central or State Government Undertakings, Autonomous Institutes, or Corporate Establishments of repute in Vadodara or Gujarat. The bidder should provide copies of the work orders specifying the value and period of these contracts.
- I. **Bid Security/Earnest Money Deposit (EMD)**
- a. The interested bidders may submit the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs. 30,000/- (Rupees Thirty thousand only) in the form of a Demand draft from a scheduled bank in favor of “ **United India Insurance Company Limited**” payable at Vadodara.
 - b. The bidder holding MSMEs / NSIC certificate would be entitled for exemption from earnest money deposit (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 EMD unless exempted as stated in the point (b) above, shall be summarily rejected and not 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 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 Department

J. Preparation and Submission of Bids:

1. Tenders are to be submitted as per two bid system i.e.- Technical Bid and Financial Bid.
2. All entries in the tender form should be legible and filled clearly.
3. 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.
4. All documents/papers should be numbered, signed and sealed by the Bidder on each page.
5. Technical Bid should also contain all the documents required and EMD as specified.
6. Financial Bid should only contain the Price Schedule duly filled as per format given in Section VII. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
7. 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 the wages fixed by UIIC. The bids which do not comply with this condition shall be rejected.
8. Both the bids(Technical and Financial)separately sealed in envelopes super-scribing
 - i. as Technical Bid and Financial Bid, respectively, should be put in a third sealed envelope and should be super scribed as "Tender for caretaking Services at UNITED INDIA INSURANCE COMPANY LIMITED (UIIC), Guest House and Transit Camp, Vadodara.
9. Sealed Tenders with requisite documents should be addressed to Regional Manager, General Administration Department, UNITED INDIA INSURANCE CO.LTD, Regional Office at 5th Floor, Suraj Plaza II, Sayajigunj, Vadodara 390020 and should dropped in tender box kept at the above address.

K 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.

L Opening of Tenders:

- 3 The Tenders shall be opened at the scheduled date, time and venue as mentioned in Tender data by the committee constituted by the UNITED INDIA INSURANCE CO. LTD(UIIC). The Bidders' representative may attend the Tender opening.
- 4 The bids shall be opened on the scheduled time and date as mentioned in Section-II at
(i) UNITED INDIA INSURANCE CO.LTD(UIIC)'s Office Regional Office at 5th Floor, Suraj Plaza II, Sayajigunj, Vadodara 390020, in the presence of the representative of the caretaking 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.
- 5 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.
- 6 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.

M Evaluation of Tenders:

- 1 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.**
- 2 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.
- 3 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.
- 4 UNITED INDIA INSURANCE 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 result in disqualification of the bid of such bidder.

- 5 The technically qualified bids shall be further considered for opening and evaluation of financial bids.
- 6 **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.**
- 7 Administrative charges quoted by the Service Provider would be fixed for the period of Contract

N Award of Contract:-

- 1 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.
- 2 UNITED INDIA INSURANCE CO.LTD(UIIC) will communicate to the successful bidder that its proposal has been accepted.
- 3 The successful bidder will be required to execute an agreement with UNITED INDIA INSURANCE CO.LTD(UIIC).
- 4 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

O Security Deposit and Award of Contract:

1. 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.
2. The successful bidder shall execute an agreement on a non-judicial stamp paper of value Rs. 300/- (stamp duty to be paid by the bidder) within 15 days from the date of the intimation from Tender Inviting Authority.
3. 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.

4. 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.125000/-** (One Lakh Twenty Five Thousand) as security deposit failing which work order will not be released by UIIC.

TERMS AND CONDITIONS OF CONTRACT

P. PERIOD OF CONTRACT: The contract shall be for a period of two years i.e. from 1st January , 2025 to 31st December, 2027 unless it is curtailed or terminated by UNITED INDIA INSURANCE CO.LTD (UIIC) owing to deficiency of service, sub-standard quality of Caretaker and Helper personnel deployed, breach of contract, non-compliance with any relevant labour laws, or change in requirements of the UNITED INDIA INSURANCE CO.LTD(UIIC) or for any other reasons as stipulated in the contract to be entered into with successful bidder.

1. The contract shall automatically expire at the end of two years unless extended further by the mutual consent of contracting agency and UNITED INDIA INSURANCE CO. LTD (UIIC).
2. The vendors should have adequate number of trained / experienced workforce in their establishment.
3. All welfare measures of the personnel employed will have to be borne by the contractor only. However, UNITED INDIA INSURANCE hall provide two separate rooms accommodation facility to the deployed personnel i.e. Caretaker and Helper of the contractor.
4. The Guest House Caretaker shall follow the lawful instructions of the Guest House In-charge or the concerned officer from time to time for strict compliance.
5. The contractor shall be responsible for maintenance of the Guest House items as per the inventory list to be provided. In case of loss of any item, the cost of the same will be recovered from contractor's bill or Security deposit without considering any request.
6. The contractor shall obtain all the required clearances from the concerned authorities before entering into contract with this organization.
7. The agency shall be responsible for compliance with the provisions of the applicable labour legislations /Acts for the time being in force and Rules made there under and such other laws, rules and regulations as may be made from time to time.
8. **Employees deployed by contractor at UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP shall not be paid less than the rate fixed by the company during the contract by the contractor.**
9. UNITED INDIA INSURANCE shall provide all necessary items in the Guest house / Transit camp like utensils/crockery/cutlery/beds/TV/Fridge etc.

10. **Any replacement of the personnel deployed shall be made with the consent of UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP only. In case of absence of the caretaker on any day during the month, alternate arrangement for deploying another caretaker/Helper shall be ensured by the contractor immediately.**
11. UNITED INDIA INSURANCE reserves the right to issue the quotations and to accept or reject any part or full quotations without assigning any reasons thereof.
12. The contractor should provide the Bio-Data with photographs of the deployed personnel.
13. During the currency of Contract including extension period, if any, the contractor has to pay the fixed wages as well as other payments which would be made applicable to the contractor by various laws, to the laborers as applicable & notified by the Government from time to time.
14. In the event of any dispute in this regard the decision of the UNITED INDIA INSURANCE or any other officer appointed by him on his behalf from time to time shall be final and binding on the contractor.

15. Commencement of Services:

The Caretaking Service Provider should commence the Caretaking 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. The Competent Authority of the UNITED INDIA INSURANCE CO.LTD (UIIC) reserves the right to annul bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.
17. The bidder will be bound by the details furnished 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.
18. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Caretaking service provider described herein.
19. 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 Caretaking 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 Caretaking 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.

20. 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 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 any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
21. Accordingly, interested bidders should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
22. 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.
23. 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 selection process of deploying Caretaker and Helper at UII Guest House and Transit Camp.
24. 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 catering 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 Caretaking service provider and it

has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.

- 25 UNITED INDIA INSURANCE CO.LTD (UIIC) reserves the right to vary/alter/amend the eligibility criteria or other terms and conditions for the catering service provider at any time, at its discretion, before the last date of submission of proposals.
- 26 The cater taking Service providers shall comply with and abide by such directions that UNITED INDIA INSURANCE CO.LTD., (UIIC) may issue from time to time.
27. 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.
- 28 Any matter relating to the appointment of Catering service provider or the procedure for the appointment of Caretaking 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 Vadodara.

Q. SELECTION CRITERIA:

UNITED INDIA INSURANCE reserves the right to obtain feedback from the previous/present clients of the Bidder and may depute its team(s) to inspect the site(s) at present contract(s) for on- the-spot first-hand information regarding the quality of food and Caretaking services provided by the Bidder.

R. MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises.

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, or any immoral act.

In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it

would be assumed as breach of contract which may lead to cancellation of contract.

S.TERMINATION OF THE CONTRACT:

- i. UNITED INDIA INSURANCE reserves the right to terminate the contract giving one month notice without giving any reason there off/ non satisfactory performance of the contract.
- ii. By the contractor: The contractor may withdraw the contract prematurely by giving minimum three months' notice, however, in that case 100% of the security deposit will be forfeited.
- iii. On termination/expiry of the contract, the contractor will hand over all the equipments/ furniture/ articles etc supplied by UNITED INDIA INSURANCE in good working condition to UNITED INDIA INSURANCE failing which the items will have to be replaced to UNITED INDIAINSURANCE.

U. PAYMENTCONDITIONS:

- A) The contractor will be paid for the due amount for fulfilling the obligations as per contract terms and conditions within 15 days of submission of original (in duplicate) bill along with wage disbursement acquaintance roll of the billed month to the deployed personnel at UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP Guest House. The monthly bill should be submitted within 10 days of succeeding month.
- B) The payment will be made after deducting applicable TDS to the contractor.

V. PENALTY CLAUSE:

Failure to perform to the services mentioned in scope of work would attract penalty:

- a. If the Contractor fails to deploy any defined man power as **stated** in section IV (a) during the calendar billed month, then 20% of the monthly billed amount will be deducted from that month bill.
- b. If the contractor fails to supply required grocery & vegetables Housekeeping & Cleaning material and deviation from the approved menu for supply of food items to the guests during calendar billed month, then 10% of the monthly billed amount will be deducted from that month bill.

SCOPE OF WORK:

1. The contractor should deploy trained manpower to provide good quality of services at UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP Guest House round the clock in all the days including Sundays &Holidays.
- 2 The contractor and his deployed personnel at UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP together shall be responsible for performance of the following duties:
 - i. Caretaking of Guest House / Transit, facilitating accommodation and its allied services for comfortable stay of guests of UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP.
 - ii. Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles & equipment. Cleaning of kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it(Twice Daily).Cleaning has to be carried out with approved material manually or by using mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both.
 - iii. Furniture, fixtures, sofa sets, cushion chairs, LCD-LED TV, kitchen equipment, exhausts fans and other electronic gadgets are required to be cleaned DAILY.
 - iv. Cleaning and dusting of all the doors and windows, glass panes etc in the guesthouse/transit Camp accommodation rooms ONCEDAILY by helpers and the helpers also will assist the cook in preparation of food etc.
 - v. Proper regular care for the safe maintenance of fittings, fixtures, LCD-LEDTV, equipment and furniture shall be sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.
 - vi. The contractor/caretaker shall exclusively manage catering arrangements like supply of tea/snacks, meals, lunch, dinner etc.as and when required by the guests at the specified rates fixed by the UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP as per price list

Section IX

- i. **Person deployed should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect**

the approved rates only from the Guests/Visitors before they leave the Guest House / Transit Camp. Contractor/ caretaker will arrange all the food items which are required in Guest House / Transit Camp for serving the guest(s) and collect the charges from guests.

- ii. All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.
- iii. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of guests. The contractor/ caretaker shall not be permitted to stop supply of any item for any reason whatsoever.
- iv. Raw materials like tea, coffee, masala, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-known manufactures. Branded items only shall be used.
- v. The eatables served by the contractor/caretaker to the guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies or non-usable liquid etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.
- vi. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good standard and should be prepared and served fresh.
- vii. If any of the above mentioned items are found to be of sub-standard quality the same shall be rejected outrightly. An authorized representative of UNITED INDIA INSURANCE has the right to destroy such items on the spot without any compensation to the contractor, whatsoever. The contractor shall ensure that beverages and eatable prepared in the Guest House / Transit Camp are not sub-standard. UNITED INDIA INSURANCE reserves the right to reduce the prices or refuse the payment of such items already served/supplied.
- viii. The used cups, saucers, tea pots, utensils are washed with good quality utensils cleaning agents. Used utensils/bowls are to be additionally washed in hot water.
UNITED INDIA INSURANCE shall not be responsible for any amount/due of the contractor arising out of supply of foodstuffs supplied by him to any person/individuals.

- ix. The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of UNITED INDIA INSURANCE representative.
- x. Care takers and Helpers should be present in the guest house round the clock all the days including Sundays & Holidays on shift basis and collect request for accommodation from designated UNITED INDIA INSURANCE officials daily/periodically.
- xi. The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff are in uniform while working and specially while serving coffee/tea, snacks, lunch, dinner etc.
- xii. The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor or his representatives by issuing proper receipt on behalf of UNITED INDIA INSURANCE and the collected amount will have to be deposited by the contractor to UNITED INDIA INSURANCE on weekly basis. In this regard the contractor is required to maintain a proper room rent register or/and computer generated report.
- xiii. Guest House/ Transit Camp catering will not be closed or the contractor will not suspend service for any reason, whatsoever. The services should be as per menu.

3. Readiness of room for guests:

- i. The Contractor and his deployed personnel shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.
- ii. Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest and the same should be changed daily or on request of the guest.
- iii. Making of the beds of guests i.e. spreading the bed sheets, quilts/blankets, bedcovers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.
- iv. The Contractor and his deployed personnel shall ensure that linen of rooms during the stay of guests are changed every alternate day.
- v. The contractor and his deployed personnel shall be responsible to replace linen of rooms in case room remains vacant for more than 03 days.
- vi. The contractor and his deployed personnel will also ensure that linen is changed as & when requested by the guest. However, the charges for cleaning to the linen are directly borne by UNITED INDIA INSURANCE CO LTD.
- vii. **The bed sheet, bedspreads, pillow covers, bedcovers should be washed by the caretaker from the laundry and actual charges there of shall be paid by UNITED**

INDIA INSURANCE.

- viii. The total stock of bed covers, bed sheets, bedspreads, pillow covers, blankets, towels, curtains etc. handed over in bulk against acknowledgement of the caretaker shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by UNITED INDIA INSURANCE, any loss due to any reason would be recovered from the contractor.

4. Disposal of garbage:

Tea leaves, leftover food shall be collected in proper reuse bins and disposed of immediately. It shall be the responsibility of the contractor or his deployed personnel to dispose of garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP.

5. Food Menu:

A list of menu has been provided as per **Section-IX** UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP shall in its discretion order for any of the menu.

6. Cost of Fuel/Gas:

One LPG system with stove shall be provided by UNITED INDIA INSURANCE but the cost of gas cylinders and fuel cost is to be met by the contractor. However, electrical oven/hot plates/microwave ovens supplied by UNITED INDIA INSURANCE can be used with the permission of Officer in charge.

UNITED INDIA INSURANCE will provide water supply and electricity free of charge but power should not be used for cooking. Necessary fans, fixtures, fittings, refrigerator and furniture items for the dining hall as well as in other rooms will be provided by UNITED INDIA INSURANCE and the contractor is solely responsible for the proper care and general maintenance of these systems.

7. Housekeeping Material:

The Contractor is required to provide sufficient Housekeeping material at UIIC Guest House and Transit Camp at his own cost.

8. Toilet & Bathroom cleaning:

- a) The contractor has to arrange for toilet & bathroom cleaning on daily basis at his own cost. The cleaning material is required to be supplied by the contractor.
- b) Deep toilet cleaning has to be carried out once in a month at the cost of the contractor.

9. Record Keeping:

The caretaker will record in the register maintained for the purpose the names of the guest, rooms allotted, issue and collect back room keys and almirah keys, collection of tariffs, issues of receipts to guest, maintain the account and the collected tariffs shall be deposited with UNITED INDIA INSURANCE office on weekly basis also the record for issue of soaps etc to be maintained.

10. Miscellaneous:

- a. Special Events' Arrangements: There may be special arrangements organized besides regular activities in which the contractor may be asked to provide the services. The contractor has to supply caretakers/cooks/service boys etc. under this contract as and when required. For such arrangements if any of food menu is different or in addition, the rates shall be mutually decided prior to the event.
- b. The caretaker shall also carry out the instructions of the authorized official of UNITED INDIA INSURANCE for smooth running of the Guest House/Transit camps, such as visit to the State Electricity Board office, Water Board office, Telephone office, arranging for plumbing repairs etc.

SPECIMEN

TO BE FURNISHED ON THE BIDDER LETTER HEAD

BIDDER DETAILS FORM CUM TECHNICAL BID

Tender for Providing Caretaking Service to UNITED INDIA INSURANCE CO.LTD (UIIC) Guest

House and Transit Camp

S.No	Description	Information
1	Name of Tendering Caretaking Service	
2	Details of Earnest Money Deposit	D D No. _____ date _____ of Rs. 30,000/- drawn on Bank
3	Name of Director/ Partner/Proprietor	1. 2.
4	Full Address of Registered Office: Telephone No. : FAX No. :	
5	Full address of Operating Branch/Office : Telephone No. : FAX No. : E-Mail Address :	

		To be filled in by tendered	Attach documents as annexures **	
6	The bidder should be located in Vadodara /Gujarat for the past 3 years at least as on 31.3.2024.			
7	Should be registered as a Company / Partnership /Proprietorship			
8	The Bidder should have minimum three years' experience as on 31.3.2024 in doing similar nature of work.			
9	Must have achieved minimum annual turnover of Rs. 50 lakh each during the last three completed financial years (2021-22, 2022-23 and 2023-24) and should be a profit making entity.			
10	Bank account should be in the name of the Bidding company / Firm			
11	Should have valid PAN and GST registration no			
12	They should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)			

13	Should have three Running Contracts as on 31.3.2024 of Public Sector Insurance Company/ Public Sector Bank/ Central or State Government Undertaking Autonomous Institute/ Corporate Establishment of repute			
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* **Note** :Refer to Eligibility criteria and attach the required documents

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

Date:
Place:

Signature of authorized person
Name:
Office Seal:

SPECIMEN
SHOULD BE SUBMITTED IN LETTER HEAD OF THE BIDDER
PRICE BID FORMAT
(TO BE ATTACHED WITH FINANCIAL BID)

(Date:)

Regional Manager
General Administration Department
United India Insurance co. Ltd
Vadodara

Dear Sir/Madam,

Ref: TENDER FOR CARETAKER AND HELPER SERVICES AT UNITED INDIA INSURANCE
GUEST HOUSE AND TRANSIT CAMP GUEST HOUSE AT VADODARA

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 Caretaking Service 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 UNITED INDIA INSURANCE CO.LTD (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 UNITED INDIA INSURANCE CO.LTD (UIIC) for provision of House Keeping 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 UNITED INDIA INSURANCE CO.LTD(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 UNITED INDIA INSURANCE CO.LTD (UIIC) as to any material fact. We understand that if at any point of time it is noticed/discovered by UNITED INDIA INSURANCE CO.LTD (UIIC) that any information given by us is false or incorrect or misleading UNITED INDIA INSURANCE CO.LTD (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 _____ 2024

(Signature)

(In the capacity of)

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

(Name and Address of Company)

(Office Seal/Stamp of bidder) Witness Signature:

Witness Name:

Witness Address:

SPECIMEN

TO BE SUBMITTED IN THE LETTER HEAD OF THE BIDDER

FINANCIAL BID

PART - I

**TENDER DOCUMENT FOR CARETAKER AND HELPER SERVICES AT UNITED INDIA INSURANCE
GUEST HOUSE AND TRANSIT CAMP GUEST HOUSE AT VADODARA**

Component of Rate	Caretaker			Helper		
	PER PERSON RATE	NO. OF PERSONS	TOTAL	PER PERSON RATE	NO. OF PERSONS	TOTAL
	A	B	C = A x B	D	E	F = D x E
Consolidated pay	25000	1		10000	1	
Employer contribution to EPF						
Employer contribution to ESI						
Administrative Charges						
Total						

FINANCIAL BID - PART II

**TENDER DOCUMENT FOR CARETAKER AND
HELPER SERVICES AT UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP
GUEST HOUSE AT VADODARA**

EMPLOYEE BREAK UP (PER EMPLOYEE)

	Caretaker	Helper
Consolidated pay	25000	10000
Deductions:		
EPF-		
ESI -		
Net Salary		

We confirm that the above payments are in accordance with the wages fixed by UIIC

Date:
Place:

Signature of authorized person
Name:
Office Seal:

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 LETTER HEAD OF THE BIDDER
(TO BE ATTACHED WITH TECHNICAL BID)

Section VIII
SELF-DECLARATION - NO BLACKLISTING

Date :

Regional Manager (General Administration)
Department United India Insurance co. Ltd., Vadodara
Dear Sir/Madam,

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

In response to the Tender Document for Selection of Caretaking service Provider for UNITED INDIA INSURANCE CO.LTD (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 we 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

The Food menu and rates of Food items at Transit Camps / Guest House

The rates are given below:

S.No.	Description of food items	Rates
1	Tea **	10/-
2	Coffee / Milk **	15/-
3	Breakfast #	50/-
4	Lunch / Dinner (Veg) \$	80/-
5	Lunch / Dinner (Non-Veg) @	150/-

** Standard cup of Tea / Coffee / Milk (150 ml)

<p># Breakfast: Any two of the following</p> <ul style="list-style-type: none"> • Idly 4 Nos. with Chutney and Sambar (each 50gms) • Dosa 2 Nos. with Chutney & Sambar (each 50gms) • Pongal (200 gms) with Chutney and Sambar(50 gms) • Uthappam 2 Nos. with Chutney & Sambar (each 50 gms) • AlooParatha2 Nos. (200gms) with curd (50 gms) and pickle • Poori 4 nos. (150 gms) with aloosabji 150gms • Egg Omlet 1 No. & Modern Bread 2 Slices with Amul butter, tomato ketchup Sachet <p>Hot/Cold milk (150 ml) with corn flakes 50gms</p>	<p>\$ Lunch / Dinner - Veg</p> <ul style="list-style-type: none"> • Pulao / Jeera rice / Plain rice 150gms • Chappathis 2 Nos. (50gms), Sambar, Rasam /Dal, Sabji (each 150gms) • Seasonal Veg Curries 2 (each 100 gms) curd(100gms) • pappad and seasonal cut fruit (100gms) or Banana 1 No. <p>@ Lunch / Dinner - Non Veg</p> <p>Above Veg Lunch / Dinner with Chicken / Mutton/ 2 Nos egg curry (100gms)</p>
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