



**युनाइटेड इंडिया इन्श्यूरन्स कम्पनी लिमिटेड,  
UNITED INDIA INSURANCE CO.LTD.**

(भारत सरकार का उपक्रम)

प्रादेशिक कार्यालय, REGIONAL OFFICE,

अंबिका हाउस, 19- धरमपेठ विस्तार, शंकर नगर स्क्वेयर,

“AMBIKA HOUSE”, 19-DHARAMPETH EXTN.SHANKAR NAGAR SQUARE

नागपुर NAGPUR– 440010

CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

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**TENDER DOCUMENT**

United India Insurance Company Limited, intends to engage a service provider for providing House Keeping Services at identified offices, One Security Guard and One Driver for Pool Car at Regional Office Nagpur.

**REQUIREMENT OF HOUSE KEEPING PERSONNEL/ UNARMED SECURITY GUARD AND**

**A CAR DRIVER FOR OFFICE POOL CAR**

UNITED INDIA INSURANCE COMPANY LIMITED, a PSU requires Housekeeping Personnel for housekeeping work at identified offices, One Security Guard at Regional Office and One Driver to drive the Pool Car at Regional Office, Nagpur. For details please contact 0712-2248482. To download tender documents, please visit the **“Tender /RPF” tab on our company’s website** <http://www.uiic.co.in> . Completed bids should reach Regional Office, at the above address up to 3.00 PM on **28<sup>rd</sup> July 2020**.

**DEPUTY GENERAL MANAGER**



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## CONTENT FOR TENDER DOCUMENT

SECTION- I: INVITATION FOR THE BIDS .....	3
SECTION II: BRIEF OF SCHEDULE AND DATES .....	4
SECTION III: INSTRUCTION TO THE BIDDERS .....	6
SECTION IV: TERMS& CONDITIONS .....	15
Annexure- B (TECHNICAL BID) .....	25
ANNEXURE-C (DECLARATION) .....	26
ANNEXURE- D (FINANCIAL BID) .....	27
ANNEXURE-E (UNDERTAKING AGAINST BEING BLACK LISTED).....	28
ANNEXURE-F (UNDERTAKING IN RESPECT OF FIRM’S CAPACITY) .....	29
REQUIREMENT OF MANPOWER      ANNEXURE -A.....	30



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**SECTION- I: INVITATION FOR THE BIDS**

**INVITING TENDER FOR ENGAGEMENT OF MANPOWER PROVIDING AGENCY FOR HOUSEKEEPING SERVICES AT IDENTIFIED OFFICES, ONE SECURITY GUARD AND ONE DRIVER TO DRIVE OFFICE POOL CAR AT REGIONAL OFFICE, NAGPUR**

United India Insurance Company limited (UIIC) is a general insurance company wholly owned by Government of India with its Regd. & Head office is located at 24, whites Road, Chennai 600 014.

Official website of United India Insurance company limited (UIIC) is [www.uiic.co.in](http://www.uiic.co.in)

Sealed bids are invited on behalf of UIIC under two bid system i.e **Technical Bid and Financial Bid** from reputed well established and financially sound service providers to provide the housekeeping services at identified offices, One security Guard (unarmed) and One Driver to drive Office Pool Car at Regional Office, Nagpur.

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, 19- Ambika House Dharampeth Exten. Shankar Nagar Square, Nagpur – 440 010 so as to reach on or before the scheduled time and date as mentioned in section II.

Technical bids may be opened on the scheduled time and date as mentioned in section II at United India Insurance Co.Ltd. Regional Office, 19- Ambika House Dharampeth Exten. Shankar Nagar Square, Nagpur – 440 010 in the presence of bidders who may wish to be present , either by themselves or through their authorized representatives.

Tenders should be accompanied by EMD for an amount of **INR 75,000/- (Rupees Seventy Five Thousand only)** submitted in the form of Demand draft in favour of ‘**UNITED INDIA INSURANCE COMPANY LIMITED**’ payable at Nagpur.

The agency who wishes to submit the 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.



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**SECTION – II BRIEF OF SCHEDULES AND DATES**

DETAILS OF WORK PROVIDING MANPOWER FOR	01. HOUSE KEEPING WORK AT IDENTIFIED OFFICES UNDER NAGPUR REGIONAL OFFICE. 02. ONE SECURITY GUARD AT REGIONAL OFFICE NAGPUR 03. ONE DRIVER TO DRIVE OFFICE POOL CAR AT REGIONAL OFFICE NAGPUR
LOCATION FOR REQUIREMENT OF MAN POWER	AS PER SHEET ENCLOSED (ANNEXURE-A)
EARNEST MONEY DEPOSIT	01. RS.70,000/- FOR HOUSEKEEPING SERVICES 02. Rs. 2,500/- FOR SECURITY GUARD 03. <u>RS. 2,500/- FOR POOL CAR DRIVER</u> <b>Rs. 75,000/- TOTAL</b>
DATE OF ISSUE OF OFFER DOCUMENT	07 <sup>th</sup> JULY 2020 (10:00 AM ONWARDS)
LAST DATE FOR SUBMISSION OF DOCUMENTS	28 <sup>th</sup> JULY 2020 (UPTO 15:00 PM)At above address
DATE OF OPENING TECHNICAL BID	28 <sup>th</sup> JULY 2020 (AT 16:00 PM) At above address
DATE OF OPENING FINANCIAL BID	TO BE NOTIFIED AT A LATER DATE AFTER COMPLETION OF TECHNICAL BID EVALULATION
PERIOD OF CONTRACT	12 MONTHS FROM THE DATE OF COMMENCEMENT OF SERVICES

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 whatsoever verbal or written shall be entertained in respect of acceptance/rejection of the offer.

**OFFERS MUST BE UNCONDITIONAL.**



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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 maybe 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 & binding.***

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**SECTION III: INSTRUCTION TO THE BIDDERS**

5. **Scope of Services:** The scope of services is given in the Section IV
6. **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 AM to 3 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.
7. **Clarification:** In case of any clarification regarding terms and conditions and scope of work, Bidders may contact on 0712-2248482. Prospective bidders may also send their queries to UIIC, Regional Office, “AMBIKA HOUSE”, 19-DHARAMPETH EXTN.SHANKAR NAGAR SQUARE NAGPUR– 440010 latest by 5 days prior to closing of the bid. The same shall be clarified 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.

**4. The eligibility criteria for the participating Firms/Agencies/Companies:**

- A. The firm/agency/company should have a valid registrations and should be in conformity with all the laws as relevant/applicable.
- B. 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 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. **Bid of sole proprietorship firm shall not be considered at all.**  
***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. Self attested copies of work order to be furnished in support of experience in doing similar nature of works as on 31/03/2020.***
- B. 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 three month should be submitted).***



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

E. *Should be registered with appropriate authorities under 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.**

F. It should submit an undertaking with the technical bid to the effect that he or his 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.

G. The service provider should have at-least three completed contracts with Public Sector Undertakings/central or state Government Undertakings/autonomous institute/corporate establishment of repute and should have been rendering services at any such institutions.

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

I. The Company/Agency/Firm should submit duly signed copy of bid terms and conditions of the tender are duly accepted.

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

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)**

a. The interested bidders may submit the tender document complete in all respects along with Earnest Money Deposit (EMD) of **INR 75,000/- (Rupees Seventy Five Thousand only)** in the form of a Demand draft from a scheduled bank in favour of “ **United India Insurance Company Limited**” payable at Nagpur.



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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 specified in the terms and conditions of offer 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.

h. If at any stage, any of the information/declaration given by the company Agency/firm is found false, the bid security will be forfeited.

i. 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.





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**8. PROCEDURE OF SUBMISSION OF DOCUMENTS:**

- i. The Company/Agency/Firm should submit **sealed** envelope having superscription stated as: **“Offer of Providing manpower for House Keeping at Identified offices, One security Guard and one Driver for Pool Car at Regional office, Nagpur in one MAIN ENVELOPE containing *Technical Bid in Envelope No. 1 & Financial Bid in Envelope No. 2.***

**A. ENVELOPE -1 (TECHNICAL BID)**

The copy of the following documents should be placed/enclosed with the Technical bids:

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 Provident Fund Registration
5. Self Attested copy of ESIC registration number
6. Self Attested copy of Professional Tax Registration
7. Self Attested copy of Labour Welfare Fund registration.
8. Latest Extracts of the bank account duly certified by the bank containing transactions for three months.
9. EMD of the specified value in the form of DD/Bankers Cheque.
10. Prescribed Technical Bid Form (Annexure-B & C) & E))
11. Declaration (Annexure -F)
12. Certificate regarding completed contracts with PSUs/Government Institutions
13. Copy of Work order showing minimum three year experience in doing similar nature of work.

**B. ENVELOPE -2 (FINANCIALBID)**

Prescribed Financial Bid Form (Annexure-D)



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- ii. All entries in the tender form should be legible and filled clearly.
- iii. 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.
- iv. All documents/papers should be numbered, signed and sealed by the Bidder on each page.
- v. Technical Bid should also contain all the documents required and EMD as specified.
- vi. Financial Bid should only contain the Price Schedule duly filled as per format given in Annexure D.
- vii. The bidders are advised to submit financial bids as per wages notified under minimum wages Act as per State Government. The bids which do not comply with this condition shall be rejected.
- viii. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- ix. Sealed Tenders with requisite documents should be addressed to “**DEPUTY GENERAL MANAGER, UNITED INDIA INSURANCE CO.LTD, REGIONAL OFFICE, 19- AMBIKA HOUSE, DHARAMPETH EXTN. SHANKAR NAGAR SQUARE, NAGPUR – 440 010**” and should sent by Registered post or dropped in tender box kept at the above address.

**9. 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.

**10. Opening of Tenders:**

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. The bids shall be opened on the scheduled time and date as mentioned in Section-II at, **UNITED INDIA INSURANCE CO.LTD, REGIONAL OFFICE, 19- AMBIKA HOUSE, DHARAMPETH EXTN. SHANKAR NAGAR SQUARE, NAGPUR – 440 010**” in the presence of the representative of the House Keeping Service Providers (**restricted to one person from the side of each bidder ensuring social distancing norms specified by MHA GOI**), if any, who wish to be present on the spot at that time.



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- 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:**

- a) 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.
- b) 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.

**12.Award of Contract:-**

- a. 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.
- b. UIIC will communicate to the successful bidder that its proposal has been accepted.
- c. The successful bidder will be required to execute an agreement with UNITED INDIA INSURANCE CO. LTD (UIIC).
- d. Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.



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---

**13.Security Deposit and Award of Contract:**

- a) The EMD of successful bidder will be converted as Security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited if any of the conditions of the contract are contravened besides any action taken against the contractor or for breach of conditions of contract. The Security Deposit will not carry any interest.
- b) The successful bidder shall execute an agreement on a non-judicial stamp paper of value Rs. 100/- **(stamp duty to be paid by the bidder)** within 15 days from the date of the intimation from Tender Inviting Authority.
- c) If the successful bidder fails to execute the agreement within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the tender shall stand forfeited.
- d) If the successful bidder is exempted from EMD at the initial tender submission stage, upon receipt of intimation of his selection, shall submit a Demand Draft for an amount of Rs.75,000/- 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 from the date of commencement of services.

**15. 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 State Government Guidelines and variable DA as notified by Ministry of labour & Employment from time to time will be borne by UIIC. **Please note, administrative charges should not be zero or Nil.**



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**16. Commencement of Services:**

The Service Provider should commence all the services 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.

***17. The 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. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the House keeping/Security Guard/ Pool Car Driver 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 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/Security guard /Pool Car Driver 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.



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(भारत सरकार का उपक्रम)

प्रादेशिक कार्यालय, REGIONAL OFFICE,

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नागपुर NAGPUR– 440010

**CIN: U93090TN1938GOI000108 IRDA REG. NO. 545**

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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 Housekeeping service provider selection process.

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 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.

25. UNITED INDIA INSURANCE CO.LTD(UIIC) reserves the right to vary/alter/amend the eligibility criteria or other terms and conditions for the House keeping / Security Guard / Driver for Pool Car service provider at any time, at its discretion, before the last date of submission of proposals.

26. The House Keeping/ Security Guard/ Driver for Pool Car Service providers shall comply with and abide by such directions that 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.

27. Any matter relating to the appointment of Housekeeping service/ Security Guard/ Driver for pool Car service provider or the procedure for the appointment of Housekeeping / Security Guard/ Driver for pool Car 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 NAGPUR.

28. **CANCELLATION OF OFFER OR CONTRACT:** The offers will be rejected in the event of information being found false or detected incorrect or incomplete at any stage or any ineligibility being detected, and no correspondence there of shall be entertained, whatsoever.



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**SECTION IV: TERMS& CONDITIONS**

01. 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.
02. 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.
03. 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.
04. 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.
05. 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.
06. 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 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.



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CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

07. The bidder has to provide the housekeeping personnel as below for Regional Office Nagpur and at identified offices.

Sr.NO.	Location	Office	No. Of persons
1	Nagpur and identified offices at various places within the state of Maharashtra (details attached as Annexure-B)	Regional Office Divisional Offices Branch Offices	For House Keeping work 28 personnel
2	Nagpur	Regional Office	One Unarmed Security Guard
3	Nagpur	Regional Office	One Driver to drive Office Pool Car.

08. The Service Provider shall not employ any person below the age of 18 years and above the age of 50 years. (Maximum 55 years for Pool Car Driver).

09. 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.





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**CIN: U93090TN1938GOI000108 IRDA REG. NO. 545**

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14. The agency's personnel working in the UNITED INDIA INSURANCE CO. LTD(UIIC) should be 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 /Security Guard/ Pool Car Driver 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 showing separately duly filled in under each head as per Annexure –D.**
18. The party of the second part(hereinafter referred as Service Provider) will ensure that the Housekeeping / Security / Driver for Pool Car personnel engaged by them must receive their entitled wages by 7th of the following month.



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CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

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 personnel so deployed shall have to report for duty at the places mentioned in Section IV, In case there is change of office no change on this account will be borne by UNITED INDIA INSURANCE CO.LTD (UIIC).
- All the Housekeeping / Security Guard / Pool Car Driver 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. Whereas for Drivers it will be 09.30 AM to 18.30 PM with One Hour lunch Break. Over time for Driver, if any, shall be in accordance with the prevailing company's guidelines.
- The manpower will also be called upon to perform duties on Sunday and other holidays occasionally if required.



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**CIN: U93090TN1938GOI000108 IRDA REG. NO. 545**

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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 / Security Guard/ Pool Car Driver 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/Security Guard / Driver for Office Pool Car 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/ Security Guard/ Pool Car Driver 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 State Wages, 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.



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**CIN: U93090TN1938GOI000108 IRDA REG. NO. 545**

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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.



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नागपुर NAGPUR– 440010

CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

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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 Nagpur 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 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. AGREEMENTAND SECURITY DEPOSIT

- i.) The Selected Service Provider shall furnish agreement on non-judicial stamp of denomination Rs100/- 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, Nagpur.
- ii.) The Selected Service Provider may convert/merge the EMD in to Security Deposit.
- iii.) No interest will paid on the Security Deposit amount.



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CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

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**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.



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नागपुर NAGPUR– 440010

CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

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**Section IV : SCOPE OF WORK**

For performing day to day housekeeping activities at Regional Office Nagpur , requires housekeeping personnel as per company norms and Minimum wages Act. The successful agency shall ensure that the said operating 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/moping work before 10:00 AM.
- b) Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, 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.***

**Unarmed Security Guard :**

The man power so placed under the above head shall be engaged for supervising and monitoring the parking of vehicles at the parking slot of the company at Regional Office Nagpur, Keeping a vigil and watch on the parked vehicles and Keeping a watch at the entrance and prevent intruders from entering the premises.



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नागपुर NAGPUR– 440010

CIN: U93090TN1938GOI000108

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**Driver for Pool Car:**

As and when required, drive the Pool car or any specified vehicle with caution, within or beyond the municipal limits. Wherever required, should be prepared for night stay outside the city. The Drivers shall abide by the rules laid down by the Transport Authority or any other Authority relevant to the subject and should always strictly follow the Traffic Rules and Regulations, so as to endure safety of the passengers.

**Pre-Conditions for the agency:**

1. The engaged manpower should be physically and mentally fit with absolute integrity.
2. Minimum qualification: 10th passed for all engaged employees.
3. The engaged manpower should be polite, dressed in uniforms and should wear identify card.
4. The engaged manpower should be well proficient with the office upkeep and housekeeping, well behaved, Courteous and should meet the standards of a service organization.
5. The agency to provide insurance coverage.(WC policy for all the engaged employees).
6. The engaged person for Driving the Pool Car should hold a valid driving license to drive LMV and should not have been disqualified anytime in the past. He should have a clean track record in the past. He should be well versed with the roads and ways of the entire state of Maharashtra and neighbouring states. He should be well acquainted with the basic primary mechanism of the car.





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**UNITED INDIA INSURANCE CO.LTD.**

(भारत सरकार का उपक्रम)

प्रादेशिक कार्यालय, REGIONAL OFFICE,

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“AMBIKA HOUSE”, 19-DHARAMPETH EXTN.SHANKAR NAGAR SQUARE

नागपुर NAGPUR– 440010

CIN: U93090TN1938GOI000108 IRDA REG. NO. 545

**TECHNICAL BID**

**ANNEXURE –B**

1	Name of the Agency/Firm/Company	
2	Status of the Agency/Firm/Company (Partnership / Pvt. Ltd./ Limited Company) Bid of sole proprietorship Firm shall not be considered at all)	
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 with 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>Latest Extracts of the bank account duly certified by the bank containing transactions for three month</b>	
9	Details of Bank Draft / P.O. for EMD :	
10	Name and Address of Bank DD/PO No. & Date Amount	

DATE

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 Nagpur 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/ Security Guard / One Driver for Office Pool Car 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 Maharashtra . Taxes as applicable will be reimbursed as shown in the invoice.

Gross Amount (Per Person / Per Month)

Component	House Keeping			Security Guard			Office Pool Car Driver		
	Per Person Rate(A)	No. of Persons (B)	Total (A x B)	Per Person Rate(A)	No. of Persons (B)	Total (A x B)	Per Person Rate(A)	No. of Persons (B)	Total (A x B)
Basic									
VDA									
HRA									
EPF @ ___%									
ESIC @ ___%									
Bonus									
Total									
Administrative /Services Charges									
Gross Total									

\*\* Compulsory to fill all heads given below/Administrative charges shall not be zero/nil

\*\*\* Overtime for car driver, if any, shall be dealt in accordance with the prevailing company guidelines.

Place :

Signature

Date :

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

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

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



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**ANNEXURE-E**

**UNDERTAKING**

It is certified that my 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 firm/agency as on this date of signature, ie, \_\_\_\_\_

Signature\_\_\_\_\_

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

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

Date: \_\_/\_\_/2020

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: \_\_/\_\_/2020



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**ANNEXURE-A**

<b>UNITED INDIA INSURANCE COMPANY LIMITED, REGIONAL OFFICE, NAGPUR</b>					
<b>Requirement of man power</b>					
<b>SR</b>	<b>OFFICE</b>	<b>Office (RO/BO/DO/Service Hub etc)</b>	<b>Address</b>	<b>No. of Manpower</b>	<b>Purpose</b>
1	DO	NAGPUR D.O.I	Plot No. 5, 5th floor Lotus bldg, West High Court road, Dharampeth, Gorepeth Layout, Nagpur	1 person	For Housekeeping
2	BO	NAGPUR C.B.O.III	First Floor, Bank of India, Zonal Office, S V Patel Marg, Kingsway,Nagpur-1	1 person	For Housekeeping
3	BO	GADCHIROLI B.O	First Floor, "Shri Radhe", Plot No. 124 (2) Ashirwad Nagar Chowk, Charmorshi Road, Gadchiroli-442605	1 person	For Housekeeping
4	BO	DIRECT AGENTS CELL	First Floor N S Bldg, Central Govt Secreteriat Building, Civil Lines, Nagpur-1	1 person	For Housekeeping
5	DO	NAGPUR D.O II	19, Ambika House, Dharampeth Extn, Shankar Nagar, Nagpur	1 person	For Housekeeping
6	BO	CHANDRAPUR B.O	Abhishek Second Floor, Mul Road, Chandrapur,	1 person	For Housekeeping
7	DO	NAGPUR D.O III	SARKAR, Second Floor, Plot NO. 1, Hanuman Nagar, Medical College Square, Nagpur 440009	1 person	For Housekeeping

8	BO	NAGPUR B.O.I	Gopal Krishna Bhavan First Floor, Sitabuldi, Nagpur	1 person	For Housekeeping
9	BO	WARDHA B.O	First Floor, Sun Gil Tower, Main Road, Wardha	1 person	For Housekeeping
10	BO	GONDIA B.O	First Floor, Rail Toly, Gondia	1 person	For Housekeeping
11	DO	AMRAVATI D.O	Kanchan Plot No 6/1/1, Ward no. 22, Badnera Road, Amravati	1 person	For Housekeeping
12	BO	YAVATMAL B.O	73/1, Laxmi Sadan, Mahajan Wadi Chowk, Opp PNB, Yavatmal- 445001	1 person	For Housekeeping
13	DO	AKOLA D.O	Rajasthan Bahawan, First Floor, Old Cotton Market, Akola	1 persons	For Housekeeping
14	DO	JALGAON D.O.I	Second Floor ManSingh Market, Near Railway Station Jalgaom 425001	1 person	For Housekeeping
15	DO	DHULE D.O	2nd Floor, Dinesh Complex, Agra Road, Deopur, Dhule	1 person	For Housekeeping
16	DO	JALGAON D.O.II	1st Floor Sujan Palace, Plot No. 19/A, Ring Road, Jalgaon	1 person	For Housekeeping
17	BO	SHAHADA B.O	1st Floor, Mangu Seth Market, Main Road, Shahada	1 person	For Housekeeping
18	DO	NANDED D.O.	Ground and First Floor, Guru Complex, G.G.Road, Nanded 431601	1 person	For Housekeeping
19	DO	LATUR D.O	1st Floor Plot no. 13/1, Shivaji Chowk, Ambejogai Road, Latur	1 person	For Housekeeping
20	DO	AURANAGABAD D.O I	Plot No.5/5/76, New Osman Pura, Aurangabad- 431001	1 person	For Housekeeping
21	BO	AURANAGABAD C.B.O I	H.no. 5/5/72, NCC Campus, Opp Kalash Mangal Karyalay pob 506, Aurangabad-431005	1 person	For Housekeeping

22	DO	AURANAGABAD D.O II	Gopichand, 2nd Floor Opp Big Bazar , Jalana Rd, Aurangabad	1 person	For Housekeeping
23	BO	BEED B.O	1st Floor, Chatrapati Sankul Shubhash Rd, Beed	1 person	For Housekeeping
24	RO	TP CELL NAGPUR	First Floor N S Bldg, Central Govt Secreteriat Building, Civil Lines, Nagpur-1	1 person	For Housekeeping
25		TP CELL AURANGABAD	Plot No.5/5/76, New Osman Pura, Aurangabad- 431001	1 person	For Housekeeping
26	RO	Regional Office	19, Ambika House, Dharampeth Extn, Shankar Nagar, Nagpur	3 persons	For Housekeeping
<b>TOTAL</b>				<b>28 persons</b>	

SR	OFFICE	Office (RO/BO/DO/Service Hub etc)	Address	No. of Manpower	Purpose
1	RO	Regional Office	19, Ambika House, Dharampeth Extn, Shankar Nagar, Nagpur	1 Person	For Security
				1 Person	Driver for Driving Office Pool Car
				<b>2 Persons</b>	