



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5095068
Dated/दिनांक : 26-06-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	09-07-2024 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	09-07-2024 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	United India Insurance Company Ltd
Office Name/कार्यालय का नाम	North
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Skilled; Others; Driver - LMV
Contract Period/अनुबंध अवधि	3 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	50 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	Indusind bank
EMD Amount/ईएमडी राशि	50000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	Indusind bank
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	2.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	39

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

CHIEF MANAGER

NORTH, Department of Financial Services, UNITED INDIA INSURANCE COMPANY LTD, Ministry of Finance
(Chief Manager General Administration Department)**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

FINANCILA BID ANNEXURE - [1719394112.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of work & Job description:[1719394194.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1719394245.pdf](#)

Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Driver - LMV (13)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	

Specification	Values
Skill Category	Skilled
Type of Function	Others
List of Profiles	Driver - LMV
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Emmanuel Shanthakumar A	600014, UNITED INDIA INSURANCE CO. LTD., Registered Office, 24, Whites Road, Chennai - 600014 OFFICE CODE 000100, Chennai, 600014	13	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 690 • Bonus (INR per day) : 78.12 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 81.25 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 30 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 150 • ESI (INR per day) : 30.5 • Provident Fund (INR per day) : 81.25 • Number of working days in a month : 24 • Tenure/ Duration of Employment (in months) : 36

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा

जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---



UNITED INDIA INSURANCE CO. LTD

24,WHITES ROAD, CHENNAI 600014

Phone :: 044-28575200

Email :: hoadmin@uiic.co.in

GST NO :: 33AAACU5552C2ZP

TENDER DOCUMENT

***For providing services of Car Drivers to United India Insurance Co.
Ltd., Head Office (HO) Chennai***

CONTENTS OF TENDER DOCUMENT

Section No.	Description of contents	Page No.
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UNITED INDIA INSURANCE CO. LTD
24,WHITES ROAD,
CHENNAI 600014

SECTION –I
INVITATION FOR THE BIDS

1. Online/ Sealed tenders are invited under Two Bid System i.e. Technical Bid and Financial Bid from Registered, Reputed, Experienced and Financially sound Manpower Company / Partnership / LLP for providing **one driver supervisor (Skilled) and 12 skilled car drivers** in UIIC.
2. Complete Tender Documents can be downloaded from the website of UIIC - www.uiic.co.in
3. Interested Company / Partnership / LLP can submit the tender documents complete in all aspects along with Earnest Money Deposit (EMD) of Rs.50.000/- (Rupees Fifty Thousand only).
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 UIIC in this regard shall be final and binding.

UNITED INDIA INSURANCE CO. LTD
24,WHITES ROAD,
CHENNAI 600014

SECTION II
IMPORTANT INFORMATION RELATED TO TENDER

1	Date of issue	26 th June 2024
2	Earnest Money Deposit	Rs.50,000/- (Rupees Fifty Thousand only)
3	Last date for submission of Pre-bid queries through GeM portal	01 st July 2024
4	Date of Pre-bid Meeting	5 th July 2024
5	Last Date for Submission of bids (GeM portal)	9 th JULY 2024 - Time 3 PM
6	Bid Validity	90 days
7	Address for Submission of bids	Chief Manager General Administration Department United India Insurance Co. Ltd 24, Whites Road Chennai 600 014.
8	Date of Opening of Technical bid	9 th JULY 2024 - Time 3:30 PM
9	Date of Opening of Financial bid	To be notified at a later date after the Technical evaluation is completed.
10	Contact for any queries	hoadmin@uic.co.in

SECTION-III

INSTRUCTIONS TO THE BIDDERS

Sealed tenders THROUGH GeM portal are invited from Registered, Experienced and Reputed Manpower Company / Firm /Partnership Firm /LLP firm for providing Skilled Supervisor and Skilled Car Drivers at **UNITED INDIA INSURANCE CO. LTD, HO, Chennai**

1. Drivers and Supervisor should essentially have: -
 - a) A valid Driving licence for motor cars preferably with badge
 - b) Knowledge of motor mechanism (The driver should be able to repair minor defects in vehicles)
 - c) Experience of driving a motor car for at least 3 years.
 - d) The drivers deployed should have passed minimum 8th Standard.
2. Supervisor, has to be deployed by the Service Provider who will be the single point of Contact for UNITED INDIA INSURANCE CO. LTD (UIC) for all the conveyance related matters.

Role of Supervisor:

- a) Maintenance of attendance and daily reporting the same to UIC official
 - b) Monitoring the movements of the driver, ensuring discipline, conduct, uniform, etc.
 - c) Maintenance of all company owned cars namely periodical servicing, repairs, etc. on approval of UIC official.
 - d) The supervisor would necessarily keep mobile phone with connection with him for 24 hours, and would attend calls. He will co-ordinate & make necessary arrangements at the directions of UIC official.
3. The period of contract would be for atleast three years and can be extended for another two years by mutual consent on the same terms and conditions as per the prevailing contract if the services are found satisfactory.
4. Administrative charges quoted by the Service Provider would be fixed for the period of Contract and the wages shall not be paid less than the rate fixed by the company during currency of the contract by the contractor.
5. The manpower will have to be deployed by the Service Provider within 7 days of award of contract.

Eligibility Criteria:

Criteria	Documents required in support of eligibility criteria and the same should submitted along with Technical Bid
a. The bidder should have registered office located in Chennai for the past 5 years atleast.	Certificate of incorporation of the Company / GST Registration along with Self-attested copy of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address at Chennai evidencing its location in the last 3 years.
b. Should be registered as a Company / Partnership /LLP	Self-attested copy of Registration Certificate.
c. The Bidder should have minimum FIVE years' experience in the field of providing Drivers on Monthly Basis as on 31/03/2024.	Self-attested copies of work order.
d. Must have achieved minimum annual turnover of Rs.50 Crore each year during the last three completed financial years 2020-21 (AY-2021-22, 2021-22 (AY 2022-23) & 2022-23 AY (2023-24) and should be having profit in 2 out of the last 3 years	Statement of annual turnover and profit details of the last three years from a registered practicing Chartered Accountant of the Service provider..
e. Bank account should be in the name of the Bidding Company / Partnership /LLP	Extracts of the Bank Account duly certified by the bank containing transactions for six months i.e Sep 2023 to Mar 2024.
f. Should have valid PAN and GST registration no.	Attested copy of PAN card Attested copy of GST registration certificate.
g. The Bidder should be possessing / holding a valid License issued by Central or State Government or by concerned Department of Government for providing Contract Labour under the Contract of Labour Act (Regulation and Abolition) Act.	Attach photo-copy of License.
h. Should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Acts.	Attested copy of the Employee Provident Fund registration letter/ certificate. Attested copy of the Employee State Insurance registration letter/ certificate.
i. Should not have been blacklisted.	Declaration for not having been blacklisted by any State Government or by Government of India as per the format in Section VII of this tender document.
J. Should have three Running Contracts of Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute <u>in CHENNAI</u> .	Copies of the work order specifying value and period of contract with service satisfaction letter issued by the organisation
k. The Bidder / Tenderer should have minimum 50 drivers in Chennai on its rolls as on 31/03/2024	Attach list of organisation to which drivers provided and number of drivers. Copy of agreement/contract signed with those organisations for providing drivers. Copies of the salary slip /PF statement for atleast 50 Drivers to be submitted as a proof.

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. 50,000/- (Rupees Fifty thousand only) in the form of a Bank Guarantee from a scheduled bank in favor of “ **United India Insurance Company Limited** ”. EMD should be valid for a period of 15 months
- 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 returned after a period of one year on receipt of the request from the bidder. The EMD/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) Successful bidder shall submit a Bank Guarantee valid for a period of 39 month for an amount of Rs.2,50,000/- as security deposit, failing which work order will not be released by UIC.
- h) 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.
- i) 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.

Preparation and Submission of Bids:

- a) Tenders are to be submitted through GEM portal as per two bid system i.e.- Technical Bid and Financial Bid.
- b) All entries in the tender form should be legible and filled clearly.
- c) The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d) All documents/papers should be numbered, signed and sealed by the Bidder on each page.
- e) Technical Bid should contain all the documents required and EMD as specified.

- f) Financial Bid should only contain the Price Schedule which is to be quoted on monthly basis for normal duty of 8 hours per day per person for a six days a week i.e Monday to Saturday as per format given in Section VI. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected. Employee break up in Financial Bid (Part II) with minimum wages taken reference from Central Government Minimum Wages Act is given. L1 will be determined based on the amount mentioned in the total billing Value (CGMWA plus agency charges) in part I of the Financial Bid. In event of tie in the L1 prices, bidder with highest turnover to be considered as L1 Bidder subject to final decision of the committee.
- g) EPF and ESIC to be remitted to the statutory body as per laws in force. Bonus paid to deployed employees shall be as per applicable Act. the minimum wages for scheduled employment, as fixed by the appropriate Government, whichever is higher.
- h) Drivers deployed by contractor at UNITED INDIA INSURANCE CO. LTD (UIIC) shall not be paid less than the rate fixed by the company during currency of the contract by the contractor. The bids which do not comply with this condition shall be rejected.
- i) Both the bids (Technical and Financial) should be submitted separately as per the GeM portal procedures as Technical Bid and Financial Bid, respectively, under the bid of "Tender for Services of Car Drivers at United India Insurance Co. Ltd., HO Chennai"
- j) Sealed Tenders with requisite documents should be addressed to Chief Manager, General Administration Department, UNITED INDIA INSURANCE CO.LTD, Regd. & Head Office 24, Whites Road, Chennai 600014 and should be submitted through GeM portal latest by the scheduled time and date as given in Section II.
- k) The competent authority of UIIC reserves the right to annul any or, all bids without assigning any reason thereof.
- l) The technically qualified bids shall be further considered for opening and evaluation of financial bids.
- m) The Financial bids will be opened on the scheduled time and date in the presence of the representatives of bidders, if any, preferably on online mode. Maximum of two representatives of a bidder will be allowed to attend the tender opening on specified date and time .
- n) From among the technically qualified bidders, the Bidder quoting the lowest bid amount for the services defined in the tender document shall be considered for awarding of contract subject to the approval from tender committee.

SECTION – IV

TERMS & CONDITIONS

- 1) The persons supplied by the Service Provider should not have any Police records/criminal cases against them. The Service Provider should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of the personnel provided by the service provider are to be verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving licence, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to UIIC. The service provider will also ensure that the personnel deployed is medically fit and will keep in record a certificate of his medical fitness. The Service Provider shall withdraw such employee who is not found suitable by UIIC for any reasons immediately on receipt of such a request.
- 2) The service provider shall engage necessary persons as required by UIIC from time to time. The said persons engaged by the service provider shall be the employees of the service provider within the meaning of applicable laws and it shall be the duty of the service provider to pay his salary every month. There is no Master & Servant relationship between the employees of the service provider and UIIC and the said persons of the service provider shall not claim any absorption in UIIC.
- 3) The service providers' persons shall not claim any benefit/ compensation/ absorption/regularization of services from/in UIIC under any law. Undertaking from the persons to this effect shall be required to be submitted by the service provider to UIIC.
- 4) The drivers engaged by the Service Provider shall be dressed in neat and clean uniform (including proper name badges), failing which a penalty of Rs.500/- per person on each such occasion shall be levied on the Service Provider and habitual offenders in this regard shall not be allowed to be deployed. Uniform including name badges are to be provided by the service provider.
- 5) The service provider has to provide Uniform and other liveries to the personnel deployed and seek reimbursement from the Company
- 6) The service providers' personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, security arrangements, administrative/ organizational matters as all such information are confidential in nature.
- 7) The service providers' personnel should be polite, cordial, positive and efficient, while handling the assigned work and his actions shall promote goodwill and enhance the image of UIIC. The service provider shall be responsible for any act of indiscipline on the part of persons deployed at UIIC.
- 8) The persons deployed shall not be below the age of 21 years and shall not interfere with the duties of the employees of UIIC.
- 9) The driver deputed should not be suffering from any chronic illness and should not be suffering from poor vision or hearing problem.

- 10) The Driver should always carry original valid Driving Licence with him whilst on duty and follow all the traffic rules strictly. In case any penalty is imposed by Police and Other Authorities for not carrying original valid Driving Licence by Driver or for violating the traffic rules, the penalty imposed will be borne by the Bidder.
- 11) The driving license of the driver deputed should be valid throughout the period of contact and the bidder should ensure that the license is renewed in time if it is expiring during the period of contract.
- 12) The deputed driver will carry out daily cleaning of the car provided to him for driving and maintain the same in good presentable condition.
- 13) The tenderer will be bound by the details furnished to UIC, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the tenderer is found to be false at any stage, it would be deemed to be a breach of the terms of contract, making the tenderer liable to legal action besides termination of contract.
- 14) The tenderer shall furnish the following documents in respect of the Supervisor and Car Drivers who will be deployed by it in UIC before the commencement of the contract:
 - a. List of persons deployed
 - b. Bio-data of the persons
 - c. Attested copy of the Driving Licence
 - d. Attested copy of experience certificate
 - e. Character certificate from Gazetted officers of the Central/State Government
 - f. Certificate of verification of antecedents of persons by local police authority
 - g. Address proof of the persons deployed
- 15) The person deployed shall be required to report for work/leave office in time. In case, persons deployed is absent on a particular day or comes late/ leaves early on three occasions, one day wage shall be deducted in respect of such persons.
- 16) The tenderer shall be solely responsible for the redress of grievances/resolution of disputes relating to persons deployed. UIC shall, in no way, be responsible for settlement of such issues whatsoever.
- 17) UIC may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if he is unacceptable to UIC because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct, upon receiving written notice from UIC.
- 18) The service provider has to provide Photo Identity Cards to the person deployed for carrying out the work. These cards are to be constantly displayed.
- 19) The service provider shall ensure proper conduct of persons deployed in office premises, and ensure such person refrain from smoking, loitering without work, consumption of alcoholic drinks, pan, etc.

- 20) The transportation, food, medical, Workmen Compensation Insurance, Personal Accident cover and other statutory requirements in respect of personnel of the service provider shall be the responsibility of the service provider.
- 21) The driver would necessarily keep mobile phone with connection with him for 24 hours, even on roaming, and would attend and make calls at the directions of occupants. The service provider shall ensure to provide mobile handset cost of which to be borne by them and reimburse Rs.400/- towards monthly mobile charges to the drivers and claim the same from UIIC.
- 22) Working hours would be normally from 9 AM to 6.00 PM (8 hours) from Monday to Saturday including one-hour lunch break in between. However, in exigencies of work, the drivers may be required to work late and the personnel may be called on Sundays and other holidays declared under negotiable instrument act, if required. The drivers will be paid overtime charges for such extended hours of work/days of work on working day and on holidays as above.
- 23) The service provider will be wholly and exclusively responsible for payment of wages by 7th of each month through NEFT/RTGS to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including wages paid shall not be paid less than the rate fixed by the company during currency of the contract by the contractor for Skilled work force, Employees Provident Fund, ESI Act etc. and UIIC shall not incur any liability for any expenditure whatsoever on the person employed by the Service Provider on account of any such obligation. The Service Provider will be required to provide particulars of PF and ESI contributions of its employees engaged at UIIC. In case any other permission or Certificate is required for providing Contract Labour to the Company, the Bidder will be required to submit the same within one month of award of the work. The Successful Bidder would be required to deploy Manpower / Contract Labour as per norms prescribed under the said Act.
- 24) The service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of services rendered by it to UIIC, to concerned tax collection authorities from time to time as per the applicable rules and regulations on the matter
- 25) The service provider shall maintain all statutory registers under the applicable law. The Service Provider shall produce the same, on demand, to the concerned authority of UIIC or any other authority under law.
- 26) Tax Deduction at Source(TDS) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided by UIIC to the service provider.
- 27) In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof UIIC is put to any loss/obligation, monetary or otherwise, UIIC will be entitled to get itself reimbursed out of the outstanding bills or the Security Deposit of the Service Provider, to the extent of the loss or obligation in monetary terms.
- 28) The service provider will submit the bill in duplicate in respect of a particular month in the first week of the next month. The payment will be released latest by the third week of the following month after deduction of taxes deductible at source under the laws in force.

- 29) The claims in bills regarding Employees State Insurance, Provident Fund and GST etc. should necessarily be accompanied with documentary proof pertaining to the concerned month's bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of UIC.
- 30) Payment to the service provider would be as per the bill preferred by the service provider, duly supported by attendance register of personnel deployed at UIC.
- 31) No wage/remuneration will be paid to any staff of the service provider for the days of absence from duty.
- 32) The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of UIC.
- 33) The service provider shall provide a substitute well in advance if there is any probability of the any person leaving the job due to his own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider. The delay by the Service Provider in providing a substitute beyond two working days shall attract a penalty @Rs.100/- per day on the Service Provider which shall be deducted from the monthly bills of the Service Provider in the following month.
- 34) The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from UIC to the service provider shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by UIC in fulfillment of the contract from time to time.
- 35) UIC shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider. UIC shall also not be liable for any claims, financial or other injury to any persons deployed by the service provider in the course of their performing the duties, or for payment towards any compensation
- 36) The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of UIC during the contract period or, after expiry of the contract.
- 37) The Service Provider on its part and through its own resources shall ensure that the goods, materials and equipment of UIC, are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees. If UIC suffers any loss or damage on account of negligence, default or theft on the part of the employee/agents of the Service Provider then the Service Provider shall be liable to reimburse to UIC for the same. The Service Provider shall keep UIC fully indemnified against any such loss or damage.
- 38) The Service Provider will maintain an attendance register in respect of the staff deployed by the Service Provider on the basis of which wages will be paid in respect of the staff at the approved rates.
- 39) The successful bidder will enter into an agreement with UIC for provision of suitable and qualified/skilled manpower as per requirement of UIC on these terms and conditions. The Administrative charges/rates, Overtime allowance and outstation charges, quoted by the Service Provider shall be fixed for the period of the contract and no request for any change/ modification shall be entertained before expiry of the period of contract. Any

changes in the fixed wages, Bonus Act, etc. however will be given effect.

- 40) The service provider shall not assign, transfer, pledge or sub contract the performance or services without the prior written consent of UIIC.
- 41) The agreement can be terminated by either party by giving one month's notice in advance. If the Service Provider fails to give one month's notice in writing for termination of the Agreement then one month's wages etc, and any amount due to the Service Provider from UIIC shall not be paid by UIIC.
- 42) On the expiry of the agreement as mentioned above, the Service Provider will withdraw its personnel and clear its accounts by paying all its legal dues. In case of any dispute on account of the termination of employment or non- employment by the personnel of the Service Provider, it shall be the entire responsibility of the Service Provider to pay and settle the same.
- 43) Conditional bids shall not be considered and will be outrightly rejected in the very first instance.
- 44) If any dispute arises with regard to any of the clauses of the agreement, the matter will be referred to UIIC, whose decision shall be binding on both the parties.
- 45) UIIC reserves right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- 46) 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.
- 47) In this document
 - a. UIIC and UIICL shall mean United India Insurance Company Limited.
 - b. The terms tenderer, bidder, agency and Service provider have been used to denote the entity who has responded to this tender document issued by UIIC.
 - c. During the course of the tender process, UIIC may seek clarifications or additional documents and it is the duty of the tenderer to provide the same.
- 48) Pre-bid Meeting and Clarifications:
 - a. A pre-bid meeting shall be held by the office of the UNITED INDIA INSURANCE CO.LTD(UIIC), Chennai on the date mentioned in Section II, to clarify any query of bidders regarding terms and conditions and scope of work.
 - b. Prospective bidders may send their queries, if any to hoadmin@uiic.co.in latest by 3 days prior to the pre-bid meeting. The same shall be clarified in the meeting and/ or by issuance of corrigendum. The queries received after the above mentioned time limits will not be entertained.

**SPECIMEN
TO BE FURNISHED ON THE BIDDER LETTER HEAD**

**SECTION-V
Bidders Details Form**

APPLICATION - 'TECHNICAL BID' FOR SUPERVISOR & CAR DRIVERS

S.No.	Particulars	To be filled in by the tenderer			Attach documents as annexures *	
					Annexure no.	page no.
1.	Name of the Service Provider					
2.	Details of EMD					
	(i) Amount					
	(ii) BG/Draft No.					
	(iii) Date					
	(iv) Issuing Bank					
3	Detailed office address of the Service Provider with Office Telephone Number, Fax Number and Mobile Number and name of the contact person					
4	The bidder should have registered office located in Chennai for the past 5 years atleast.					
5	Should be registered as a Company/Partnership/LLP (Furnish registration details)					
6	The Bidder should have minimum FIVE years' experience in the field of providing Drivers on Monthly Basis as on 31/03/2024.					
7	Must have achieved minimum annual turnover of Rs.50 Crore each year during the last three completed financial years 2020-21 (AY-2021-22, 2021-22 (AY 2022-23) & 2022-23 AY (2023-24) and should be having profit in 2 out of the last 3 years	Year	Turn over	Profit		
		2020-21				
		2021-22				
		2022-23				

S.No.	Particulars	To be filled in by the tenderer	Attach documents as annexures *	
			Annexure no.	page no.
8	Bank account should be in the name of the Bidding Company / Partnership / Proprietorship			
9	Should have valid PAN and GST registration no.			
10	The Bidder should be possessing / holding a valid License issued by Central or State Government or by concerned Department of Government for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act.			
11	Should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Acts			
12	Should not have been blacklisted.			
13	Should have three Running Contracts of Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute in CHENNAI.			
14	The Bidder / Tenderer should have minimum 50 drivers in Chennai on its rolls as on 31/03/2024			

Note: Refer to Eligibility criteria and attach the required documents and fill the above blank columns

Date:

Signature of authorized person

Place:

Full Name:

Seal:

SPECIMEN
TO BE FURNISHED ON THE BIDDER LETTER HEAD
PRICE BID FORMAT
(TO BE ATTACHED WITH FINANCIAL BID)

(Date)

Chief Manager
General Administration Department
United India Insurance Co. Ltd
Chennai

Dear Sir/Madam,

Ref: Tender for providing Skilled Supervisor and Semi- Skilled Drivers at UNITED INDIA INSURANCE CO.LTD. (UIIC)

Having examined the tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Services Provider for Supervisor and Drivers.

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 Performance Security Deposit and the same can be returned after 3 months on completion of the contract period. The Performance 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 Services of Supervisor and Drivers.

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 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/ Firm)

(Seal/Stamp of bidder) Witness Signature:

Witness

Name:

Witness Address

SPECIMEN
TO BE FURNISHED ON THE BIDDER LETTER HEAD

FINANCIAL BID
For Providing Skilled Supervisor & Skilled Drivers in United India Insurance Co. Ltd.
PART - I

1. Rate per person / per month (8 hours per day excluding 1 hr. Lunch) are as follows:-
Applicable taxes extra

S. No.	Component of Rate	Supervisor (Skilled)	Drivers (Skilled)
1.	Wages - Basic (as per Central minimum wages act) (a)	16562.00	16562.00
2.	V.D.A per month (as on 01/04/2024) (b)	8086.00	8086.00
3.	Car cleaning charges per month (c)	650.00	650.00
	Mobile charges per month	400.00	400.00
	Supervisor Allowance	3000.00	0.00
4.	Salary d = (a + b + c)	28698.00	25698.00
5.	Employee contribution to EPF (e)		
6.	Employee contribution to ESIC (f)		
7.	Net Salary g = (d - (e + f)		
8.	Employer contribution to Employee Provident Fund (EPF) (h)		
9.	Employer contribution to Employee State Insurance(ESI) (l)		
10.	Bonus (Refer to 5 (g) of Section III) (j)		
11.	Any other liability (Pl. Indicate) (k)		
12.	Overtime Allowance (per hour) after normal duty hours. (9 AM to 6 PM) (l)	150.00	150.00
13.	Outstation charges per day (m)	750.00	750.00
14.	Conveyance expenses (early reporting / late hours work) (n)	100.00	100.00
15.	Total (S. No. 7 to 14) (o)		
16.	Contractors : Administrative Charges (p)		
	Total Billing Value per person q = (o + p)		

We confirm that the above wages are in accordance with the wages as per Central Govt. Minimum Wages Act and other Charges are in accordance with the Labour Laws & Statutory laws.

Signature of authorized person

Date :

Name :

Place:

Seal :

SPECIMEN
TO BE FURNISHED ON THE BIDDER LETTER HEAD

FINANCIAL BID
For Providing Skilled Supervisor & Skilled Drivers in United India Insurance Co. Ltd.

PART II

EMPLOYEE BREAK UP (PER EMPLOYEE)

Component of Rate	Supervisor (Skilled)	Drivers (Skilled)
Wages – Basic Pay (as per CMW)	16562.00	16562.00
V.D.A (as on 01/04/2024)	8086.00	8086.00
Other Allowances	4050.00	1050.00
Salary	28698.00	25698.00
DEDUCTIONS:		
EPF		
ESI		
Net Salary		

We confirm that the above wages are in accordance with the wages fixed by the company and Charges are in accordance with the Labour Laws & Statutory laws.

Signature of authorized person

Date :

Name :

Place:

Seal :

SPECIMEN

TO BE FURNISHED ON THE BIDDER LETTER HEAD

SECTION VII SELF-DECLARATION-NO BLACKLISTING

Date

Chief Manager
General Administration Department
UNITED INDIA INSURANCE CO LTD
Regd. & Head Office
24 Whites Road
Chennai 600014

Dear Sir/ Madam,

Ref: Tender for selection of service provider for provision of Highly Skilled Supervisor & Skilled Drivers UNITED INDIA INSURANCE COMPANY LTD (UIIC)

In response to the above Tender document, I/ We hereby declare that presently our Company / Partnership / Proprietorship _
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.

I/We further declare that presently our Company / Partnership / Proprietorship _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices Submission including violation of relevant labour laws by any State/ Central Government/ PSU/ Autonomous body on the day of bid submission.

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 issued by UIIC

Thanking you,

Yours faithfully,

Signature Name
Seal of the Organization