

UNITED INDIA INSURANCE CO.LTD(UIICL)

TENDER DOCUMENT

For providing Security Services (Unarmed) to United India Insurance Co.Ltd(UIIC)
Regd & Head Office 24 Whites Road Chennai 600 014 at Regional Office, Coimbatore.

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SECTION –I

INVITATION FOR THE BIDS

**Sub: Inviting Tenders for engagement of Security Agency for providing security services (Unarmed) in
United India Insurance Co.Ltd, Regional Office, Coimbatore.**

1. United India Insurance Co.Ltd(UIIC) is a general insurance company wholly owned by Government of India with its Regd. & Head Office is located at 24, Whites Road, Chennai 600014.
2. The website of UNITED INDIA INSURANCE CO.LTD is www.uiic.co.in.
3. Sealed Bids are invited on behalf of UNITED INDIA INSURANCE CO.LTD under two bid system i.e, Technical Bid and Financial Bid from reputed, well established and financially sound security service providers to provide/deploy the uniformed trained manpower for the security services of UNITED INDIA INSURANCE CO.LTD(UIIC).
4. The bids duly filled in all respect enclosing necessary documents may be addressed to **The Dy.General Manager, United India Insurance co. Ltd., Regional Office, 178, Dr.Nanjappa Road, Coimbatore 641018** so as to reach on or before 05.12..2018 – 3 pm.
5. The Technical bids will be opened on the same date at 4 pm at UNITED INDIA INSURANCE CO.LTD, Regional Office, Coimbatore 18 in the presence of bidders who may wish to be present, either by themselves or through their authorized representatives.
6. Tenders should be accompanied by Bid Security for an amount of Rs.30000/- (Rupees thirty thousand only) submitted in the form of Demand Draft in favour of “**United India Insurance co. Ltd., Chennai**”.

SECTION-II**IMPORTANT INFORMATION RELATED TO TENDER**

1	Date of issue	21.11.2018
2	Earnest Money Deposit	Rs.30,000/- (Rupees Thirty Thousand only)
3	Last date for submission of Pre-bid queries by E-mail	27.11.2018
4	Date of Pre-bid Meeting	29.11.2018 from 11 am
5	Issue of corrigendum on Pre-bid queries (if required)	29.11.2018
6	Last Date for Submission of bids	05.12.2018- 3 pm
7	Bid Validity	90 days
8	Address for Submission of bids	The Dy.General Manager United India Insurance Co. Regional office, 178,Dr.Nanjappa Road, Coimbatore 18
9	Date of Opening of Technical bid	05.12.2018 – 4 pm
10	Date of Opening of Financial bid	To be notified at a later date after the Technical evaluation is completed. Shortlisted Service Providers shall be notified through E- mail.
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SECTION-III

INSTRUCTIONS TO THE BIDDERS

- 1. Scope of Services:** The Scope of Services is given in **Section IV**.
- 2. Site Visit:** The bidder is advised to visit the premises to get the onsite assessment of the work on any working day between 11:00 AM to 3:00 PM by taking permission and acquaint himself with the operational system prior to the submission of the tender documents. The costs of visiting shall be borne by the bidder.
- 3. Pre-bid Meeting and Clarifications:**
 - a) A pre-bid meeting shall be held in the office of the UNITED INDIA INSURANCE CO.LTD(UIIC), Coimbatore on the date mentioned in Section II, to clarify any query of bidders regarding terms and conditions and scope of work. The time, date and venue is mentioned in Section - I above.

4. Eligibility Criteria:

Criteria	Documents required in support of eligibility criteria and the same should submitted along with Technical Bid
a. The bidder should be located in Coimbatore for the past 3 years atleast.	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 either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than three years as on 31/03/2017 as a company or firm as the case may be. Bids of Sole proprietorship firms or those which are not in existence for atleast three years as on 31/03/2017 as a Company or firm as the case may be. Bids of sole proprietorship firms or those which are not in existence for 3 years as mentioned above shall not be considered at all.	Self attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.
c. The Bidder should have minimum three years' experience in doing similar nature of work and have successfully completed the same.	Self attested copies of work order
d. Must have a valid license for security services as on date.	Self attested copy of valid license for security services of the last three years.
e. Must have achieved minimum annual turnover of Rs. 50 lakh each during the last three	Statement of annual turnover of the last three years from a registered practicing Chartered

completed financial years and should be profit making entity.	Accountant of the company.
f. Bank account should be in the name of the Bidding company / Firm	Certified extracts of the Bank Account containing transactions during the last three years .
g. Should have valid PAN and GST registration no.	I. Attested copy of PAN card II. Attested copy of GST registration certificate.
h. They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other labour authorities including under the Contract Labour (Regulation and Abolition Act) and should be in compliance of applicable and relevant labour laws.	i. Attested copy of the Employee Provident Fund registration letter/ certificate. ii. Attested copy of the Labour Licence under the Contract Labour (Regulation & Abolition) Act. iii. Attested copy of the Employee State Insurance registration letter/ certificate
i. The Bidder should meet any one of the three criteria as under: • Should have successfully completed ONE similar work of value equal to Rs. 25 Lakh or more from any Departments/Autonomous Institutions//Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities in last three years. OR • Should have successfully completed TWO similar works of value equal to Rs.15 Lakh each or more each from any Departments/Autonomous Institutions//Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities in last three years. OR • Should have successfully completed THREE similar work of value equal to Rs.10 Lakh each or more from any Departments/Autonomous Institutions//Public Sector Undertakings of the Government of India/other State Government or Public Sector Banks or Local Bodies/Municipalities in the last three years.	Copies of the work order specifying value and period of contract.
j. 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 Annexure-1 of this tender document.
k. Should have three Running Contracts of PSU/Government undertaking.	Copies of the work order specifying value and period of contract

5. Inspection of premises where Security service is being provided presently shall be carried out by UIICL.

6. Tender Validity

The validity period of the bid will be **three months** 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 Rs. 30000/- (Rupees thirty thousand only) in the form of a Demand draft from a schedule bank in favour of “ **United India Insurance Company Ltd.**”
- b) The registered firms who have obtained NSIC certificate issued by Government of India for providing Security services are exempted from submitting EMD.
- c) Any Tender not accompanying 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 reason taken against the contractor or for breach of conditions of contract. The Security Deposit will not carry any interest.
- f) EMD amount submitted shall be forfeited if the bidder withdraws his bid during the validity period of Tender.
- g) Bid security of the successful bidder shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Department.

8. Preparation and Submission of Bids:

- a. Tenders are to be submitted as per two bid system i.e.- Technical Bid and Financial Bid.
- b. All entries in the tender form should be legible and filled clearly.
- c. The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d. All documents/papers should be numbered, signed and sealed by the Bidder on each page.
- e. Technical Bid should also contain all the documents required and EMD as specified .
- f. Financial Bid should only contain the Price Schedule duly filled as per format given in Section VII. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- g. The rates should be quoted for the services to be provided as per instructions given in the tender document

and should not be less than Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines applicable. The bid which do not comply with this condition shall be rejected.

- h. Both the bids (Technical and Financial) separately sealed in envelopes super-scribing as Technical Bid and Financial Bid, respectively, should be put in a third sealed envelope and should be super scribed as "Tender for Security Services at UNITED INDIA INSURANCE COMPANY LIMITED (UIIC), Chennai.
- i. Sealed Tenders with requisite documents should be addressed to Dy.General Manager, United India Insurance Co. Ltd., Regional Office, Coimbatore 641018 and should drop in tender box kept in the above address latest by 30.11.2018.

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:

- a. 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.
- b. The bids shall be opened on the scheduled time and date as mentioned in Section-II at to United India Insurance Co. Ltd., Regional Office, Coimbatore 641018 in the presence of the representative of the Security Service Providers (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.
- c. During the tender opening as above, the envelopes containing Technical Tender shall be opened first. The envelopes containing Financial bids shall be signed by all committee members and kept unopened for opening at a later date.
- d. The date and time of opening of Financial bids shall be informed to all such bidders who qualify in 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.
- c) Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.

- d) UNITED INDIA INSURANCE CO. LTD (UIIC) may seek such clarification/ document either by E-mail or letter as may be required for it is to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time, may entail cancellation of the bid of such bidder.
- e) Among the Technically qualified bidders the Technically qualified bids shall be further considered for opening and evaluation of financial bids.
- f) **The Bidder quoting the lowest bid amount for the services defined in the Scope of Work shall be considered for award of contract.**

12. Award of Contract:-

- a) UNITED INDIA INSURANCE CO.LTD(UIIC) may award the contract to the successful evaluated 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) UNITED INDIA INSURANCE CO.LTD(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 bid security.

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 reason 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 informing that his tender has been accepted.
- c) If the successful bidder fails to execute the agreement and / or to deposit the required security deposit 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.

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 24 (twenty four) months from the date of commencement of services.

15. Commencement of Services

The Security Service Provider should commence the security 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.

- 16.** 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.
- 17.** The bidder will be bound by the details furnished by him/ her to UNITED INDIA INSURANCE CO.LTD(UIIC) while submitting the tender or at subsequent stage. In case, any of such documents furnished found to be false at any stage, it would be deemed to be a breach of terms of contract making the bidder for legal action, besides termination of contract.
- 18.** This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Security 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 Security 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 Security 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 recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of UNITED INDIA INSURANCE CO.LTD(UIIC). UNITED INDIA INSURANCE CO.LTD(UIIC) and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
- 21.** Accordingly, interested recipients 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 Security 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 Security 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 Security 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 for the security Service Provider at any time, in its discretion, before the last date of submission of proposals.
- 26.** The Security Service providers shall comply with and abide by such directions that UNITED INDIA INSURANCE CO.LTD(UIIC) may issue from time to time.
- 27.** The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of UNITED INDIA INSURANCE CO.LTD(UIIC) and will not be returned.
- 28.** Any matter relating to the appointment of security Service Provider or the procedure for the appointment of Security 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 Chennai.

Section IV

SCOPE OF WORK OF THE SECURITY AGENCY

The contractor shall have to provide round-the-clock security services at UNITED INDIA INSURANCE CO LTD (UIIC) REGIONAL OFFICE, 178, DR.NANJAPPA ROAD, COIMBATORE 18 Premises .

LOCATION	ADDRESS	NO. OF MANPOWER REQUIRED		
		DAY SHIFT (Guards)	NIGHT SHIFT	
178, DR.NANJAPPA ROAD, COIMBATORE	178, DR.NAJAPPA ROAD, COIMBATORE 641018.	1	1	

The agency shall ensure protection of the personnel & property of the UNITED INDIA INSURANCE CO.LTD (UIIC), prevent trespass with/ without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti social elements. Unauthorized persons and vehicle inside the UNITED INDIA INSURANCE CO LTD (UIIC) premises. In case of any incident such as theft, robbery, fight, accident inside UNITED IDNAI ISNURANCE CO LD. (UIIC) premises, it is the responsibility of Security agency to coordinate with designated Officer in lodging of FIR, legal proceeding etc.

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

1. The Security Agency will be responsible for overall security arrangements of the UNITED INDIA INSURANCE CO. LTD (UIIC) office premises entrusted/ covered in the contract.
2. Security Agency will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.
3. No items are allowed to be taken out without proper Gate passes issued by the Competent officers as laid down in the contract for in out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be made available with the Security personnel by UIIC.
4. Deployment of guards/ Security supervisors will be as per the instructions of the authorized nodal officer of UIIC from time to time and the security agency will be responsible for their optimum utilization.
5. The guards on patrol duty should take care of all items installed in the open all over the premises.
6. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsider or by any cattle.
7. The Security guards/ supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
8. In emergency situations, security staff/supervisor/senior security supervisors deployed shall also participate as per their role defined in the disaster plan, if any,. Security personnel should be sensitized for their role in such situations.
9. The security guards shall assist the visitors in reaching their desired department/locations.
- 10.The Security guard on duty shall not leave the premises until his reliever reports for duty.

11. Any other duties/responsibilities assigned by the Administration department may be incorporated in the agreement. The same shall also be binding on the contractor.

Section V

TERMS AND CONDITIONS

1. The contract shall tentatively commence from 01.01.2019 and shall continue till 31.12.2020 unless, it is curtailed or terminated by UNITED INDIA INSURANCE CO.LTD(UIIC) owing to deficiency of service, sub-standard quality of security personnel deployed, breach of contract. Non-compliance with any relevant labour laws, or change in requirements of the UNITED INDIA INSURANCE CO.LTD(UIIC) or for any other reasons as stipulated in the contract to be entered into with successful bidder.
2. The contract shall automatically expire on 31.12.2020 unless extended further by the mutual consent of contracting agency and UNITED INDIA INSURANCE CO.LTD(UIIC).
3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and UNITED INDIA INSURANCE CO.LTD(UIIC).
4. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of UNITED INDIA INSURANCE CO.LTD(UIIC).
5. The UNITED INDIA INSURANCE CO.LTD(UIIC) reserves right to terminate the contract at any point of time giving one month's notice to the selected security service provider.
6. **The security agency shall employ about 15% guards from the category of Ex-Servicemen not above the age of 50 years.** The security agency shall provide satisfactory proof of Ex-Servicemen status of the Security Guards before their deployment. The security agency shall not employ any person below the age of 18 yrs. and above the age of 50 years.
7. The security personnel deployed shall be the employees of the security agency at all times and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The security persons deployed by the agency should be properly trained, have requisite experience and having the skills for carrying out a wide variety of Security and firefighting services using appropriate materials and tools/ equipment.

8. The agency shall engage only such guards and supervisors, whose antecedents and health have been thoroughly verified, including character and police verification and other formalities. The agency shall be fully responsible for the conduct of his staff. **The agency shall submit copies of the discharge books of ex-servicemen to UNITED INDIA INSURANCE CO.LTD(UIIC), before their deployment.**
9. **The security supervisor deployed by the agency should be an Ex-serviceman.** The security agency shall not deploy security supervisor above the age of 50 years.
10. The agency at all times should indemnify UNITED INDIA INSURANCE CO.LTD(UIIC) against all claims, damages or compensation under the provisions of payment of wages Act 1936, Minimum wages Act 1948, Employer's Liability Act 1938, Workmen Compensation Act 1923, Private Security Agencies (Regulation) Act 2005, Industrial Disputes Act 1947, Maternity Benefit Act 1961 or any modification thereof or any other law relating thereof and rules made hereunder from time to time in this regard. Payment of minimum wages, notified by the Central government, shall be ensured all the time.
11. The contractor shall have his own establishment / set up / mechanism / training institute to provide training aids or should have tied up with a training institute, with 2-3 Ex-servicemen / Ex-Para Military Forces/ Ex-Policemen for training purpose at his own cost to ensure correct and satisfactory performance of his responsibilities under the contract.
12. **Place of Duty, Working Hours and Punctuality:**
 - a. The personnel so deployed shall have to report for duty at the places mentioned in Section IV, In case there is change of office within COIMBATORE, no extra charges on this account will be borne by UNITED INDIA INSURANCE CO.LTD(UIIC).
 - b. **The twelve hours shift generally will be from 0800 hrs. to 2000 hrs. and 2000 hrs. to 0800 hrs.. But the timings of the shift are changeable and shall be fixed by UNITED INDIA INSURANCE CO.LTD(UIIC) from time to time depending upon the requirements. Prolong duty hours (more than 12 hrs. at a stretch) shall not be allowed.**
 - c. The personnel will have to report to the office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by UNITED INDIA INSURANCE CO.LTD(UIIC).
13. Adequate supervision will be provided to ensure correct performance of the said security services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the agency deployed, the supervisory staff will move in their areas of responsibility
14. The personnel engaged have to be extremely courteous with very pleasant manners in dealing with the Staff / Visitors and should project an image of utmost discipline. The agency shall have right to have any person moved in case of staff complaints or as decided by the representative of UNITED INDIA INSURANCE CO.LTD(UIIC) if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange a suitable replacement in all such cases.

15. Penalty

- a. The guards engaged by the agency shall be dressed in neat and clean uniform (including proper name badges), failing which a penalty of Rs.500/- per person shall be levied on each such occasions and habitual offenders in this regard shall not be allowed to be deployed.
 - b) In case any of agency's deployed under the contract is (are) absent and the agency is unable to provide suitable substitute in time for the same it will be treated as absence penalty equal to double the wages of number of guards/supervisors absent on that particular day shall be payable to UNITED INDIA INSURANCE COMPANY (UIIC) and the same shall be deducted from the agency's bills.
16. The contractor shall bear all the expenses incurred on the following items i.e. Provision of torches and cells, lathis/ ballams and other implements to security staff, stationery for writing duty charts and registers at security check points and records keeping as per requirements.
 17. The agency will provide to the Authority a list of all personnel so deployed with permanent and present address along with their latest photographs.
 18. It shall be the responsibility of the agency to issue the employment card/photo/identity card to the workers and maintain the muster roll, the wage register and other registers as per applicable law. Agency has to ensure that all its employees deployed in UNITED INDIA INSURANCE CO.LTD(UIIC) invariably wear ID card during office hours.
 19. 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 Security supplied 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.
 20. 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 guards / personnel of the agency.
 21. 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.
 22. The agency's personnel working in the UNITED INDIA INSURANCE CO.LTD(UIIC) should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Authority. The agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
 23. The Security 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..

24. The agency shall ensure that the person 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.
- 25. The agency shall be solely responsible for making payment directly to the deployed security personnel by 7th of each month.**
- 26. Payment to the deployed security personnel must be made by the agency through e-transfer only. To ensure this, agency will get a bank account opened for every engaged security personnel.**
27. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by UNITED INDIA INSURANCE CO.LTD(UIIC) from the agency.
28. The security personnel deployed by the agency shall work under overall supervision & direction of the agency and shall be guided by the Designated Officer, General Administration Department of UNITED INDIA INSURANCE CO.LTD(UIIC) to the extent required..
29. The agency will properly maintain muster roll of the persons employed/engaged in connection with the work at the premises of the UNITED INDIA INSURANCE CO.LTD(UIIC).
30. 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) by 10th of the succeeding month.
31. 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.
32. The agency will ensure that the security personnel engaged by them must receive their entitled wages by 7th of the following month, the following schedule will be adhered to:
 - i. Monthly bill cycle will be from 1st day of the previous month to last day of the month.
 - ii. Monthly bill as per above cycle, will be submitted by the agency in first week of following month.
 - iii. The agency must ensure that the entitled wages of the workers are credited to their bank account by 7th of the following month. Agency will not be given any relaxation in this regard.
- a. While submitting the bill for the next month, the services provider must file a certificate certifying the following:
 - i) Wages of workers were credited to their bank accounts on (date).
 - ii) ESI Contribution relating to workers amounting to Rs. _____ was deposited 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 of India i.e. Minimum Central Wage Act.

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

33. The entire financial liability in respect of security services 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.
34. For all intents and purposes, the agency shall be the "Employer" within the meaning of different labour Legislations in respect of security 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)
35. 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.
36. 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 security staff deployed by agency in the course of their performing the functions/duties or for payment towards any compensation.
37. Adequate supervision will be provided to ensure correct & effective performance of the security services in accordance with the prevailing assignment and instructions agreed upon between the two parties. The security personnel shall ensure that there is no unidentified/ unclaimed/suspicious objects/person in the buildings/premises. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places.
38. 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.
39. The agency will be responsible for compliance of all statutory provisions including Minimum Central 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.
40. 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 extant rules and regulations in the matter.
41. 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.
42. 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).

43. 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..
44. The agency shall submit proof of deposit of PF/ESI and of other statutory dues, payable by it in respect of its staff, deployed in UNITED INDIA INSURANCE CO.LTD(UIIC), which shall be a condition precedent for payment of its bills.
45. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the Man Power Service Providers will be liable to be forfeited by the UNITED INDIA INSURANCE CO.LTD(UIIC) besides, annulment of the contract and other legal recourse.
46. The successful bidder who is awarded the contract by UNITED INDIA INSURANCE CO.LTD(UIIC) will retain all the documentary proof/papers deposited with the respective statutory bodies/Government departments, i.e., Employees State Insurance, Provident Fund and G S T. All such documents/papers will be necessarily submitted within seven days by the Man Power Service Provider as and when they are requisitioned by UNITED INDIA INSURANCE CO.LTD(UIIC), failing which a penalty of Rs.100/- per day shall be deducted from the monthly bill of the agency.
47. 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.
48. 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.

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

**Section VI
BIDDER DETAILS FORM CUM TECHNICAL BID**

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

S.No	Description	Information
1	Name of Tendering Security Service Provider	
2	Date of Incorporation of Company (Attach ROC Registration certificate/ Registered Partnership Deed);	
3	Details of Earnest Money Deposit	DD No. _____ date _____ of Rs. 30,000/- drawn on Bank
4	Name of Director/ Partner	1. 2. 3.
5	Full Address of Registered Office: Telephone No. : FAX No. : E-Mail Address :	

6	Full address of Operating Branch/Office : Telephone No. : FAX No. : E-Mail Address :	
7	Banker of the Security Service Provider(Attach certified copy of statement of A/c for the last Three years)	
8	PAN No.. : (Attach attested copy)	
9	GST Registration No (Attach attested copy)	
10	Employee Provident Fund Registration No (Attach attested copy)	
11	Employee State Insurance Registration No.: (Attach attested copy)	
12	If ever provided Security services to any of the offices of UIICL If so details	

2. Income for the three financial years mentioned below duly certified by a Chartered Accountant (Attach separate sheet if space provided is insufficient)

Financial year	Annual Turnover Amount (Rs)	Profit (Rs)	Remarks if any

3. Give details of the major similar contracts handled by the tendering Security Service Provider during the last three years (i.e. 2014-15, 2015-16 and 2016-17) in the following format (if the space provided is insufficient, a separate sheet may be attached):

Sr.No.	Name of the Client, Address, telephone no.	Security provided services		Amount of Contract Lacs)	Duration of Contract	
		Type of Security provided	No.		From	To

4. Submit Experience Certificate from at least three clients, to whom services have been provided by tendering security service provider in the past. The certificate should preferably be from Govt./PSU clients or reputed companies and the same should be submitted in original or the copy of it, should be self-attested.

5. Give details of the Running Contracts of PSU/Government undertaking.

Sr.No.	Name of the Client, Address, telephone no.	Security provided services		Amount of Contract (Rs Lacs)	Duration of Contract	
		Type of Security provided	No.		From	To

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

Signature of authorized person

Date:

Name:

Place:

Seal:

SPECIMEN
SHOULD BE SUBMITTED IN LETTER HEAD OF THE BIDDER

Section VII

PRICE BID FORMAT
(TO BE ATTACHED WITH FINANCIAL BID)

The Dy.General Manager
United India Insurance Co.Ltd.
Regional Office,
Coimbatore

(Date)

Dear Sir/Madam,

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

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

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

We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with UNITED INDIA INSURANCE CO.LTD(UIIC).

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

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with UNITED INDIA INSURANCE CO.LTD(UIIC) for provision of Security services.

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

**SPECIMEN
TO BE SUBMITTED IN THE LETTER HEAD OF THE BIDDER**

FINANCIAL BID

For providing Security Services to United India Insurance Co.Ltd(UIIC)

24 Whites Road and other locations in Chennai

Monthly Wage Rate (not less than Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines) including VDA, ESI, EPF, Administrative charges, GST and other Statutory payments) per person/per month on 12 hrs basis (including ½ hr lunch).

S.No	Designation	No. of Persons required	Rate per Person per month Basic +	VDA	PF	ESI	Sub - Total	Total
		A	B	C	D	E	F= (A+B+C+D+E)	A x F
1	Security Guards (Unskilled)							
2								
							Total Wages	Rs.
							G S T	
							Administrative Charges	Rs.
							Grand Total	Rs.

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

Date:
Place:

Signature of authorized person
Full Name:
Seal :

**SPECIMEN
TO BE SUBMITTED IN THE LETTER HEAD OF THE BIDDER**

Section VIII

SELF-DECLARATION – NO BLACKLISTING

(Date)

The Dy.General Manager
United India Insurance co. Ltd.,
Regional Office,
Coimbatore.

Dear Sir/Madam,

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

In response to the Tender Document for Selection of Security Services Provider for UNITED INDIA INSURANCE CO.LTD(UIIC), I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared

ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

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

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

Thanking you,

Yours faithfully,

Place:

Signature _____

Date:

Name _____

Seal of the organisation