



United India Insurance Company Limited
Regional Office, Ludhiana

REQUEST FOR PROPOSAL (RFP) FOR
“HOUSEKEEPING RESOURCE”

TENDER NO: 200000/LDRO/GAD/RFP/001/2025-26

GENERAL ADMINISTRATION DEPARTMENT

SCO 136, Feroze Gandhi Market

Ludhiana

Punjab – 141001

CIN : U93090TN1938GOI000108



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Bidders are advised to study this tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The Bidder must quote for all the items asked for, in this tender.

The Bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by UIICL. UIICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



1. INTRODUCTION

1.1 About the Company

United India Insurance Company Limited (UIIC) is one of the four leading public sector General Insurance Companies transacting Non-Life Insurance business in India with Head Office at Chennai, 30 Regional Offices, 6 Large Corporate and Brokers Cells and approximately 1500 Operating offices geographically spread throughout India. United India Insurance Company Limited, hereinafter called “UIIC” or “The Company”, which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed/ to include its successors and permitted assigns, issues this bid document, hereinafter called Tender inviting response from Bidders.

1.2 Notice Inviting Bids

The CRM RO Ludhiana, invites bids from eligible bidders for providing manpower for housekeeping services through outsourcing for various offices under Ludhiana Regional Office for a period of one year.

1.3 Project Objective

Through this RFP, UIIC intends to select Outsourcing Service Provider/Service Provider hereinafter will be referred as “Service Provider” for supplying of Manpower for its various offices under Ludhiana Regional Office for a period of one year.



1.4 Schedule of Events

Event	Details/ Target Date
Reference Number of RFP	Tender No. 200000/LDRO/GAD/RFP/001/2025-26 Date: 24.12.2025
Last date to send requests for Clarifications	31.12.2025
Tender Fee	NIL
Address for Bid Submission	The bidding process is completely online. Bidders are requested to submit all documents online on GeM Portal.
Last date for submission of bid	09.01.2026, 03:00 PM
Opening of pre-qualification cum technical bid	09.01.2026, 03:30 PM
Bid Security	Bid Security Declaration as per format provided in Annexure-7 to be submitted
Proof of E.M.D	Refer 3.1 Earnest Money Deposit (E.M.D)
Bid Validity Period	90 days from the last date of submission of the Bid.
Opening of Commercial Bid	Will be communicated
Declaration of Appointed Bidder	Will be communicated
Email ID for communication	ajaysingh@uiic.co.in , prempahuja@uiic.co.in , nikita@uiic.co.in

Note:

- I. UIIC reserves the exclusive right to make any amendments / changes to or cancel any of the above actions or any other action related to this RFP.
- II. If any of the above dates is declared a holiday for UIIC, the next working date will be considered. UIIC reserves the right to change the dates mentioned in the RFP.
- III. This is a non-transferable RFP document.
- IV. A copy of the Tender document is available on the web portal <https://uiic.co.in/en/tenders-rfp>
- V. Please note that the Company shall not accept any liability for non-receipt/non-delivery of bid document(s) in time.



1.5 Eligibility Criteria

The Bidder needs to comply with all the eligibility criteria mentioned below. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide.

The decision of UIIC would be final and binding on all the Bidders to this document. UIIC may accept or reject an offer without assigning any reason what so ever

S.NO.	ELIGIBILITY CRITERIA	DOCUMENTS TO BE SUBMITTED
1	The bidder firm/Service Provider/company should be registered as a company under Companies Act 1956/2013 or as a Partnership (including Limited Liability partnership) under Partnership Act, 1932, Punjab Shops & Commercial Establishments Act 1958; as the case may be and should be in existence as such entity for not less than 10 years as on 18.12.2025 as a company or firm.	Self-attested documents as applicable to be submitted <ul style="list-style-type: none"> • copy of Registration / incorporation certificate / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted • In case of Proprietorship firm, Self-declaration and self-certificate document (s) supported by PAN in the proprietor name would suffice.
2	The bidder must be registered with Goods and Service Tax Authority. The bidder should have filed GST returns as per regulations.	<ul style="list-style-type: none"> • Self-Attested GST Certificate. • Self-Attested PAN Card
3	The minimum Average Annual Turnover of the bidder for proceeding three financial years i.e. 2022-23, 2023-24 and 2024-25 should be at least Rs.3.00 Crores.	Certificate from Chartered Accountant as per Annexure 11 in this regard.
4	The bidder should have rendered similar housekeeping services for continuous 12 months for any 3 years out of last 5 financial years in any three organization as mentioned hereunder : a) Public Sector Company b) Public Sector Bank c) Central Govt. Undertaking d) State Govt. undertaking, in the state of Punjab.	Certificate of experience and satisfactory completion of work awarded from concerned establishments / Companies.
5	The bidder should have at least 100 number of manpower working on the payroll in the State of Punjab as on 30/11/2025.	Certificate from Chartered Accountant As per attached Annexure-11.
6	Bidder / Tenderer should be registered with	• Self-Attested copies to be submitted for



	appropriate authorities/law and Establishment Act / Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)	Employees Provident Fund Registration letter/ valid certificate. • Self-Attested Employee State Insurance Registration Letter/valid certificate, • Self-Attested valid Labour license under the Contract Labour (Regulation & Abolition) Act.
7	The bid must be signed by a person with the proper authority to bind the company as a 'Constituted attorney of the Company'.	• Power of attorney.
8	The bidder / tenderer should have an established office premises in Ludhiana (Punjab) having necessary infrastructure and sufficient manpower on its rolls to provide immediate, satisfactory and efficient services.	Certificate from Chartered Accountant As per attached Annexure-12
9	The bidder including its proprietor / partners /directors / shareholders should not be blacklisted / prosecuted by any Government / Government Undertaking / Public Sector Organization / Statutory body /court of law / any organization where Government is the majority stake holder as on the date of publishing of this RFP.	As per Annexure-4
10	Bids validity should be 90 days after the last date of submission of bid prescribed by UIIC.	Self-declaration duly signed by the authorized signatory
11	The service provider should be complying with the Minimum Wages Act of the Government of India for wage payments	Self-declaration duly signed by the authorized signatory
12	Bank account should be in the name of the bidding company/firm.	Latest Extracts of the bank account duly certified by the bank containing transactions for current month.
13	The Company will debar bidders / tenderers having blood relatives working in UIIC from tendering in any capacity.	A non relationship certificate is required to be submitted as per Annexure-13
14	Financial Bid to be submitted in GeM Portal (financial part) only and rates should not be mentioned anywhere in the technical part of the bid. If rates are found anywhere in the technical bid the bid will be cancelled.	Calculation to arrive on final bid amount should be as per format given in Annexure 14



2. SCOPE OF WORK

For performing day-to-day housekeeping activities at various offices under Ludhiana Regional Office, as mentioned in Annexure-A, requires housekeeping resource as per company norms and Minimum Wages Act. The successful Service Provider shall ensure that the said mentioned offices are to be kept in a perfect state of cleanliness and hygiene at all times to the entire satisfaction of the UIIC.

Housekeeping Services:

The manpower so placed under the above head shall be engaged for Housekeeping work at different offices. Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:

- a) Sweeping, Vacuum cleaning/ cleaning and wiping of floors of different types, staircases, entrance gate, passage, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 08:30 AM so as to complete all the dusting/cleaning/moping work before 09:30 AM.
- b) Cleaning and dusting of entire furniture, partitions, water filter, wooden cabin walls, railings, doors, blinds, windows, glass pane, computers, telephones, curtains, venation blinds, photocopiers, signage's, office equipment etc. with dry/wet cloth, feather brush and duster. Spraying disinfectant, room freshener, removing dead cat, rats, birds etc.
- c) Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers.
- d) Dirty glasses/cups/bottles should be removed immediately from conference/meeting rooms/cabins and work stations. Conference room /meeting rooms/discussion rooms to be checked on regular intervals/call basis. Water bottles, tea cups, paper plates, crockery etc. to be cleared regularly so that the area never looks dirty. Tables, cabinets, switch boards, white boards, doors, doors and partition etc should be cleaned every day.
- e) Shifting of furniture and other items from one floor to another or within the floor as and when required by the administration department.
- f) Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender (two times daily and as and when required).
- g) Arrangement / cleaning of office stationary / documents / underwriting & claim files.
- h) In addition of above job, UIIC may assign any work.

3. INSTRUCTIONS TO BIDDERS

3.1 Earnest Money Deposit (E.M.D)

- The intending bidders shall submit EMD of Rs. 50,000/- (Rupees Fifty Thousand only) through NEFT (electronic transfer) only. The Bid will be treated as non-responsive and will be rejected in the absence E.M.D. The E.M.D shall be credited to our Bank Account as given below:-

Beneficiary Name	United India Insurance Company Ltd.
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IFCS	INDB0000007
MICR Code	600234002
Bank Name	IndusInd Bank
Branch Name & Address	No. 3, Village road, Nungambakkam, Chennai - 600034
Account type	Current
Account Number	200999095210200000

- The EMD will not carry any interest.
- The NEFT credit should be affected positively at least two days prior to the tender submission date.
- As per Public Procurement Policy of Govt. of India, exemption from payment of Earnest Money is allowed to Micro and Small Enterprise (MSEs) provided, such MSEs enclose certified copy of valid certificate of Registration as MSEs issued by appropriate Registering Authority. In absence of a valid certificate the EMD exemption will not be granted and tender/RFP submitted without EMD will be rejected.

3.1.1. Forfeiture of E.M.D

The EMD made by the bidder will be forfeited if:

- The bidder withdraws the tender after acceptance.
- The bidder withdraws the tender before the expiry of the validity period of the tender.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.
- The successful bidder fails to furnish the required Performance Security within 15 days from the date of receipt of LOA (Letter of Acceptance)

3.1.2. Refund of E.M.D

- In case of unsuccessful bidders or non-responsive bidder, the EMD will be refunded by NEFT within 45 days after the successful award of the contract.
- EMD of successful bidder will not be refunded and will be adjusted in the performance security deposit amount.

3.2 Tender Document

3.2.1 Content of the Tender document

The bidder is expected to examine all instructions, terms, forms, and specifications in this document. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and shall result in the rejection of the bid.

3.2.2 Clarification of Tender document

All queries/ requests, if any, for clarification from bidders must be uploaded as per timeline given in section 1.4.

3.2.3 Amendment of Tender document



At any time prior to the deadline for submission of Proposal, UIIC may, for any reason, either at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by an amendment. The amendment, if any, will be published on our web site.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, UIIC may, at its discretion, extend the last date for the receipt of bids.

3.3 Bid Preparation

3.3.1 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and UIIC, shall be written in English. Any printed literature furnished by the Bidder may be written in another language as long as the same is accompanied by an English translation in which case, for the purposes of interpretation of the bid, the English version shall prevail.

3.3.2 Documents comprising the bid

The bids prepared by the Bidder shall comprise of the following:

3.3.2.1. Eligibility cum Technical Bid Documents :

1. All the Annexures from 1 to 13 duly signed and sealed by the authorized signatory.
2. All the documents as mentioned in the Annexure-3, supporting the eligibility of the bidder, to be mandatorily attached.
3. The bidder has to sign, stamp and upload all the pages of RFP.

3.3.3 Bidder's Qualification

The "Bidder" as used in the tender documents shall mean the one who has signed the tender form. All certificates and documents received hereby, shall as far as possible, be furnished by the representative and the service provider.

It is further clarified that the individual signing the tender or other documents in connection with the tender must certify that he/ she signs as duly Authorized Signatory in terms of Power of Attorney.

3.3.4 Period of validity of Bids

Bids shall remain valid for 90 days from the last date of submission of bids prescribed by UIIC. A bid valid for a shorter period may be rejected by UIIC as non-responsive.

3.3.5 Terms and conditions of Tendering Firms

Participation in this tender will mean that the Bidder has accepted all terms and conditions and clauses of this tender and subsequent modifications to this tender, if any.

3.3.6 Local Conditions



It will be imperative on each bidder to fully acquaint with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost.

3.3.7 Proposal Ownership

The proposal and all supporting documentation submitted by the vendor shall become the property of the Company.

3.4 Procedure of Submission of Bids

- Tender Bidding Methodology: Single Stage online submission & Two Stage of online opening.
 1. Eligibility cum Technical Bid.
 2. Commercial Bid
- The bidding process is completely online. Bidders are requested to submit all documents online as detailed in this RFP. Bidders should submit hard copy if demanded or a clarification is sought in this regard.

3.5 Bid Submission

3.5.1 Online Submission

- The bidders can access the documents in the company Website (www.uiic.co.in) and GeM Portal. (www.gem.gov.in)
- The bidders should mandatorily fill in all relevant details as per the requested form in GeM Portal in Eligibility cum Technical Bid and all relevant scanned copies should be attached.

3.5.2 Opening of Bid by UIIC

Bids will be opened on GeM portal as per the GeM guidelines /Procedure at the date & time mentioned in the RFP.

Important Points to be noted:

- UIIC however reserves the right to extend the last day for submission of bids without assigning any reasons and such extensions shall be published.
- Bid once submitted to the above authority shall be treated as final and no further amended bid will be accepted. However, if UIIC amends the RFP before expiry date of bid submission and a bidder had already submitted his bid, the competent authority at its discretion shall permit fresh submission of bids before the expiry date of bid submission.

3.5.3 Clarifications

UIIC may, if deemed necessary, seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted. UIIC may, if it so desires, ask the bidder to give presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings,



will be borne by the bidders.

3.5.4 Preliminary Examination

UIIC will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

A bid determined as not substantially responsive will be rejected by UIIC and may not subsequently be made responsive by the bidder by correction of the non-conformity.

UIIC may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

3.6 Evaluation of Bids

1. UIIC will scrutinize the Bids received to determine whether they are complete in all respect as per the requirement of RFP, whether the documents have been properly signed and whether items are offered as per RFP requirement, whether documentation as required by evaluation the offer has been submitted. UIIC may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. UIIC decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and UIIC reserve the right for such waivers.
2. Bidders must submit their Eligibility cum Technical Bid and Commercial Bid as described in the RFP. The Bidders shall be appointed based on the criteria given in the RFP.
3. Bidders must submit their eligibility criteria, technical experience details and commercial bid details as per Annexures.
4. The evaluation shall be based on Eligibility Cum Technical Bid and Commercial Bid.
5. Period of appointment will be for one year (extendable for one year (maximum two times) on same rates, Terms & Conditions on mutual consent). No interim enquiries will be entertained. The decision taken by UIIC shall be final and no representation or correspondence shall be entertained.
6. Eligibility cum Technical Bid shall be evaluated by UIIC. UIIC reserves the right to reject any and/or all proposals submitted without assigning any reason. UIIC reserves the right to seek clarification of any information contained in a proposal submitted, or to hold discussions, but is not obligated to do so.
7. A bid determined as not substantially responsive will be rejected by UIIC and may not subsequently be made responsive by the bidder by correction.
8. In the stage of evaluation each bid document would be evaluated to ensure that the bidder has the technical skill set, experience, financial capacity and other attributes essential for appointment as Service Provider for supplying of manpower.
9. UIIC's decision in this regard shall be final & binding and no further discussion/interface will be held with the bidders whose bids are disqualified / rejected.
10. **L1 Determination from "Multiple L1" bidders:** In case of multiple L1 bidders, UIIC will use 'Run



L1 selection' feature in GeM Portal wherein the system would randomly identify a L1 seller. It works on pseudorandom number generator algorithms which is the system generator based on linear congruential algorithm as per GeM Terms and Conditions (GTC) 4.0 (Xiii)(h). Based on the identification of L1 bidder through the process mentioned here above, the selected L1 bidder will be declared the successful bidder.

11. The system selected L1 bidder is required to confirm within 72 hours whether he is willing to execute the contract. If he says “No” or does not reply, system will enable Re-Run L1. This process will continue till the system selected L1 bidder confirms the willingness for execution of contract. Suitable action is taken against the defaulter bidders as per the Incident Management Policy of GeM.

Note:

1. UIIC reserves the right to conduct a verification of the customer references submitted by the bidder. UIIC also reserves the right to conduct a verification of the competency and infrastructure of the bidder. UIIC may conduct all or any of these verifications to satisfy itself regarding the bidder's capability to provide the services compliant to the requirement specifications defined in this tender.
2. In the event of the verification revealing that a bidder has misrepresented or does not have the capability to provide the tendered services compliant to the requirement specifications defined in this tender, UIIC may at its discretion reject the bid.

Bidders to note that:

1. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors.
2. The bidder should bid individually and not as a consortium. Bidder should not sub contract the work.
3. The price would be exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation and market conditions. UIIC will not pay any out of pocket expense. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract.
4. If there is a discrepancy in the total, the correct total shall be arrived at by UIIC.
5. In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
6. UIIC may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.
7. All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the bidder.
8. The highest technical score bidder shall not automatically qualify for becoming selected bidder and for award of contract by UIIC.
9. UIIC shall not incur any liability to the affected bidder on account of such rejection.



10. The bidder whose technical and commercial bid is accepted will be referred to as “Selected Bidder” and UIIC will notify the same to the selected bidder.
11. The final decision on the successful bidder will be taken by UIIC. The implementation of the project will commence upon acceptance of PO between UIIC and the selected bidder based on the evaluation.
12. The bidder to note that splitting of order would not be applicable in this RFP.

3.7 Selection of Service Provider

3.7.1 UIIC’s Right to accept any bid/ reject any or all bids

UIIC reserves the right to accept any bid, and to cancel/annul the tender process and reject any or all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for UIIC’s action.

3.7.2 Notification of Appointment (Letter of Acceptance)

- Prior to the expiration of the period of bid validity, UIIC will notify the bidder(s) in writing by registered letter/e-mail whether bid has been accepted. The receipt of acceptance should be sent by the bidder within 15 days in writing through registered post / e-mail /in-person.
- The notification of appointed bidder will result in the formation of the contract upon the furnishing of performance security by the bidder(s) pursuant to section 3.7.4.

3.7.3 Signing of Contract

- At the same time as UIIC notifies the bidder that the bid has been accepted, UIIC will send the bidder the contract form, incorporating all agreements between the parties.
- On receipt of the contract form, the bidder shall sign and date the contract form, and return it to UIIC on a mutually decided date.

3.7.4 Performance Security

The successful Bidder/Tenderer, on award of the contract to provide Housekeeping services on monthly contract basis, shall be required to deposit an amount of Rs. 5,00,000/- (Rupees Five Lac Only) as Security Deposit with the Company through e-payment only in the following bank details:

Beneficiary Name	United India Insurance Company Ltd.
IFCS	INDB0000007
MICR Code	600234002
Bank Name	IndusInd Bank
Branch Name & Address	No. 3, Village road, Nungambakkam, Chennai - 600034
Account type	Current
Account Number	200999095210200000



In case the bidder has deposited EMD of Rs. 50,000/- , the same will be adjusted in the performance security deposit. In that case the successful Bidder/Tenderer has to deposit further amount of only Rs. 4,50,000/- (Rs. Four Lac fifty thousand Only). Thus total Security Amount of Rs. 5,00,000/- (Rs. Five Lac Only) will remain with the Company throughout the duration of contract. This deposit will remain with the Company during the currency of the Contract and no interest will be paid on this security deposit amount. This Security Amount will be refunded to the Bidder/Tenderer on completion/ termination / cancellation of the contract after deducting any dues payable to the Company on whatsoever account.

- Failure of the bidder to comply with the requirement as per RFP shall constitute sufficient grounds for the annulment of the award and black listed for further bidding of future tender/RFP/procurement process for 3 years. EMD will also be forfeited.
- In this situation, UIIC may award the Contract to the next lowest Bidder, whose bid is substantially responsive and is determined by UIIC to be qualified to perform the Contract satisfactorily.

3.8 General Conditions

- a) Should the need arise UIIC reserves the right to vary the schedule of events mentioned in section 1.4 at its absolute and sole discretion.
- b) From the date of issue of RFP through the date the contract is executed, communication with any UIIC personnel or members regarding this RFP and the corresponding procurement other than UIIC designated contact person listed in the RFP instructions is prohibited. Failure to follow this provision may form grounds for disqualification from proposal consideration.
- c) Any costs incurred in responding to this request for proposal shall not be reimbursed.
- d) UIIC may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and UIIC reserves the right for such waivers.
- e) UIIC reserves the right to scrap the RFP at any stage without assigning any reason.
- f) If at any stage of assigned work, it is observed that offered services do not meet UIIC's requirement and/or fail to provide requisite performance and required reports as agreed in the scope of work due to any reason not attributable to the UIIC, the bidder shall have to take suitable measures without any additional cost to the UIIC.
- g) UIIC reserves the right to accept or reject any or all proposals received as a result of this request, or to negotiate with all qualified proposers, or to cancel in part or in its entirety this RFP, if it is in the best interests of UIIC.
- h) Unless otherwise deleted or modified by mutual agreement between the UIIC and the successful Bidder, all terms, conditions and provisions contained in the RFP shall be incorporated into the contract by default.
- i) The aggregate liability of Bidders to UIIC under the Contract, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to Bidders here under the preceding limitation shall not apply to liability arising as a result of Bidder's fraud or willful misconduct in the performance of the services hereunder. In case the matter is referred to the court the liability would be as awarded by the Court.



4. TERMS AND CONDITIONS

1. The selected Service Provider shall not engage any sub-contractor or transfer the contract to any other Company/person/firm/Service Provider in any manner. The Service Provider shall not be permitted to transfer their rights and obligations under the contract to any other Company/person/firm/Service Provider or otherwise.
2. Service Provider not conforming to the requirements of the UIIC will be rejected and no correspondence there of shall be entertained, whatsoever.
3. The Service Provider shall indemnify UIIC against all other damages/charges and expenses for which this UIIC may be held liable or pay on account of the negligence of the Service Provider or his staff or any person under his control whether in respect of accident, injury to the person or damage to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof.
4. UIIC shall not be responsible financially or otherwise for any injury to the engaged persons deployed by the Service Provider during the course of performing duties.
5. The rate contract for providing manpower shall be valid initially for one year from the date of issue of work order and UIIC reserve the right to extend the validity of contract on mutual consent on the same rates of Service/Administration charges and terms & conditions for a maximum of two more years upon the satisfactory functioning of the service provider. During the period of contract and extension, the service charges will not be revised. The contract shall be automatically expiring at the end of one year unless extended further by the mutual consent of the contracting Service Provider and UIIC.
6. The bidder has to provide the housekeeping personnel at various offices under Regional Office Ludhiana as mentioned in Annexure A of Scope of Work (Presently 44 Housekeeping Personnel at various Offices under Ludhiana Regional Office). This number can be changed at any point of time, as per the requirement of UIIC on same terms and conditions of the tender.
7. The Service Provider shall not employ any person below the age of 18 years and above the age of 50 years.
8. The Service Provider is fully responsible for obtaining licenses, Workmen Compensation Insurance of Employees, Personal Insurance, Medical Insurance, Food, Medical Expenses, Transportation, Payment of Salaries/Wages to all concerned in respect of this contract and UIIC will not be responsible in any manner.
10. It shall be the responsibility of the Service Provider to issue the photo/identity card to the workers and maintain the muster roll, the wage register and other registers as per applicable law.
11. The Service Provider should issue proper & sufficient set of uniforms to outsourced personnel deployed by them at UIIC and they should wear it compulsorily during the course of duty, the cost of which shall be completely borne by the Service Provider.
12. The Service Provider shall obtain Police Verification report on character and antecedents of his personnel and other details relating to age, educational qualification, name and permanent address along with their passport size photographs before engaging them for duty in UIIC's Premises. Only able bodied,



physically fit, well trained, literate, disciplined and honest personnel shall be deployed. Manpower deployed should be physically fit in all respects. Medical fitness will be considered as per fresh medical fitness certificate from Registered Medical practitioner or as per the self-declaration by the Service Provider.

13. The Service Provider shall replace within twenty-four hours any of its personnel, if they are unacceptable to the Company because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the Housekeeping personnel deployed by the Service Provider, 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.

14. UIIC shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Service Provider.

15. The Service Provider shall be responsible for any damages done to the property of the UIIC by the personnel so deployed. UIIC will be free to recover it from the security deposit given by the Service Provider or from any other dues or recover as per law.

16. The Service Provider's personnel working in the UIIC should have basic knowledge of Hindi and English language, should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote goodwill and enhance the image of UIIC. The Service Provider shall be duty bound to deploy properly trained, courteous and well-mannered personnel to the offices. The service provider shall be solely responsible for any act of indiscipline on the part of persons deployed by them. The Service Provider shall ensure that the persons deployed are disciplined and shall refrain from consumption of alcoholic drinks, pan, gutkha, smoking, loitering and shall not engage in gambling, satta or any immoral act.

17. The Housekeeping staff deployed by Service Provider in the UIIC shall not claim any benefit, compensation, absorption or regularization of their services in the UIIC. The Service Provider shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the Service Provider and shall submit the said undertaking to UIIC. In the event of any litigation on the status of the deployed persons, UIIC shall not be a party to such proceeding. However, if UIIC is made a party to such dispute, the Service Provider shall take all steps to protect the interest of UIIC and the Service Provider shall reimburse the expenditure that would have been borne by UIIC to defend itself, if so required.

18. The Service Provider shall comply with all the statutory provisions as laid down under various Labour Laws Acts Rules in force from time to time at his own cost. In case of violation of any such statutory provisions under Labour Laws or any other law applicable by the Service provider, there will not be any liability on the UIIC.

19. The Bidder should submit a "Nil Deviation Certificate" as per enclosed format only (Prescribed Performa as per Annexure-2).

20. The Service Provider will ensure that the Housekeeping personnel engaged by them must receive their entitled wages by 5th of the following month.



21. The Service Provider shall raise the bill, in duplicate, along with attendance sheet duly verified for actual shifts manned/operated by the personnel deployed by the Service Provider and submit the same to UIIC. The following schedule will be adhered to :

- a. Monthly bill cycle will be from 1st day of the previous month to last day of the month.
- b. Monthly bill as per above cycle, will be submitted by the Service Provider upto 10th day of the following month.
- c. The Service Provider must ensure that payment of wages, EPF and ESIC the entitled wages of the workers are credited to their bank account by 5th of the following month. The Service Provider will not be given any relaxation in this regard.
- d. While submitting the bill for the next month, the Service Provider must file the following alongwith bills:
 - i. Documentary proof (Bank Statement) of payment of Monthly wages to outsourcing workers before 5th of the following month through e-transaction only.
 - ii. Photocopy of challan for deposition of ESI Contribution in respect of each housekeeping staff deputed at UIIC through a separate challan duly signed and certified by Authorized signatory.
 - iii. Photocopy of challan for deposition of EPF Contribution in respect of each housekeeping staff deputed at UIIC through a separate challan duly signed and certified by Authorized signatory.
 - iv. He is complying with all statutory regulations including the payment of the Notified Minimum Rates of the Wages of Government.

22. Place of Duty, Working Hours and Punctuality:

- A) The manpower so deployed shall have to report for duty at the places mentioned in Annexure-A of Scope of Work, in case there is change of office no charge on this account will be borne by UIIC
- B) All the Housekeeping services will be provided for six days a week.
- C) The staff deployed by the Service Provider shall be required to work in for six days a week from Monday to Saturday from 08.30 hrs to 17:30 hrs with half an hour lunch break.
- D) The manpower will also be called upon to perform duties on Sunday and other holidays occasionally if required.

23. The Service Provider will be solely responsible for making the payment directly to its deployed personnel, since there may be occasional delay in releasing payment by UIIC to the Service Provider due to contingencies, Payment of wages to the deployed personnel by Service Provider should not be linked with receiving of payment from UIIC and shall be independent of the same.

24. The entire financial liability in respect of Housekeeping personnel deployed in UIIC shall be that of the Service Provider and UIIC will in no way be liable for the same.

25. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different labour Legislations in respect of housekeeping personnel deployed by it. There shall be no claim by such deployed persons of any employment in UIIC. The persons deployed by the Service Provider in the UIIC shall be the employees of Service Provider at all times and not have any stake or claims like employer and employee relationship against UIIC.



26. The Service Provider shall be solely responsible for redressal of grievances of any of its staff deployed in UIIC. The UIIC shall, in no way, be responsible for settlement of such issues whatsoever.

27. The UIIC shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the housekeeping staff deployed by Service Provider in the course of their performing the functions/duties or for payment towards any compensation.

28. The Service Provider'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 and have to submit the declaration as per **Annexure 5**.

29. The Service Provider will be responsible for compliance of all statutory provisions including Minimum Wages of Government of India / Punjab State Government, Provident Fund, and Employees State Insurance, Contract Labour and any other applicable law in respect of the persons deployed by them in UIIC. The UIIC shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.

30. The Service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to UIIC to the concerned tax collection authorities from time to time as per prevailing rules and regulations in the matter.

31. The Service Provider 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 UIIC or any other authority under Law.

32. 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 Service Provider by UIIC. In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the UIIC is put to any loss / obligation, monetary or otherwise, the UIIC will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Service Provider, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

33. The 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.

34. Any delay or forbearance on the part of UIIC or any waiver of its rights or condonation of any acts, on the part of UIIC shall not be construed as a waiver of the obligations of the Service Provider and it shall continue to be liable for all such acts or defaults.

35. The words UIIC used in this document refer to United India Insurance Company Limited. The words Bidder, tenderer, and Service Provider used in this document refers to the entity who has responded to this RFP issued by UIIC.



36. The Service Provider shall at any time allow UIIC or their Officials or their authorized representatives or any members of the IRDAI to:

- a. Examine the books, records, information, systems and the internal control environment to the extent that relate to the service being performed.
- b. Access any internal audit reports or external audit findings that concern the service being performed.

37. All the disputes shall be subject to Ludhiana Jurisdiction only.

38. PENALTY CLAUSE:

UIIC will deduct from the monthly bill and/or from Security deposit, if any penalty is imposed due to breach of any provision as mentioned under terms & conditions of RFP/Agreement, or due to any of the following reasons

-
- a) Delay in deployment of housekeeping personnel by the service provider: The service provider is required to deploy all the housekeeping staff in designated office within one week from the date of issuance of final work order. Penalty will be levied as under –
 - In case 90% deployment is not made within 1 week of placement of order – 1% of the annual value of the contract shall be levied as penalty for first week and beyond one week, the penalty will be 2% of the annual value of the contract for the following week (fraction of week will be counted as complete week for penalty). The penalty for a delayed deployment will thereafter rise by 1% every week.
- b) For providing manpower as per the requirement: In case of absence of any of the personnel deployed by the Service Provider from the office, the Service Provider has to provide the replacement immediately. In case of no replacement, apart from the deduction of Wages for the number of absent days from the monthly payment, a penalty of Rs. 500/- per day per personnel would be levied on the Service Provider which shall be deducted from monthly bill of the Service Provider. The Service Provider shall provide manpower as per the requirement specified.
- c) If the housekeeping staff is not found in proper uniform and displaying photo identity card, a penalty of Rs.500/- per instance per person shall be deducted from the monthly bill of the Service Provider.
- d) If the housekeeping staff is found indulging smoking or under influence of alcohol or narcotics drugs on duty hours, a penalty of Rs.500/- per instance per person shall be deducted from the monthly bill and such staff shall not be allowed to enter the complex in future.
- e) If a housekeeping staff is missing from his/her place of duty except for any valid reason, a penalty of Rs.500/- per instance per person shall be deducted from monthly bill.
- f) If the behavior of the housekeeping staff is found harsh/rude and non-cooperative towards Officers/employees of UIIC & other Visitors, a penalty of Rs.500/- per instance shall be deducted from monthly bill.
- g) If the Service Provider is unable to provide the desired number of workers/personnel without any valid and convincing ground then besides deduction of wages suitable penalty may be imposed by UIIC and amount will be recovered from monthly bill.



- h) For breach of any of the conditions of the contract: **Termination of contract and forfeiture of Security Deposit.**
- i) For persistent breach or unsatisfactory services- **termination of contract along with forfeiture of security deposit and blacklisting of the Service Provider.**
- j) The Service Provider shall be responsible for faithful compliance of the terms and conditions of this agreement. In case of non-compliance of Service obligations, penalty per default will be imposed as per SLA and in case of three Consecutive defaults against same events, the contract will be liable to be cancelled and Security Deposit will be forfeited. However, non-delivery of service in time, not starting work in time, violation of existing laws and statutory requirements will be considered as a major default and the contract will be cancelled immediately without giving any further notice and **forfeiture of security deposit and blacklisting of the Service Provider.**
- k) Delay in payments of remuneration by the Service provider to housekeeping staff employed or delay in deposit of EPF contribution - Rs. 1000/- for each default on monthly bills.
- l) In case of any violation Minimum Wages Act, Contract labor Act or any other Applicable Act & rules to the Service Provider, as applicable from time to time. A penalty of Rs. 5000/- for default in addition to termination of contract and all responsibility on account of violation shall be responsibility of service provider

39. LABOUR REGULATIONS AND PAYMENT OF MONTHLY WAGES

- a. The Service Provider should have a valid labor license under the Contract Labor (R&A) Act 1970 and the Contract Labor (R&A) Central Rules, 1971 and submit a copy to UIIC. He shall continue to have a valid license during the period of contract for Housekeeping Services.
- b. The Service Provider shall also comply with the provisions of the Child Labour (Prohibition and Regulation) Act 1986, Payment of Wages Act 1936, Minimum Wages Act 1948, Employers Liability Act 1938, Workmen's Compensation Act 1923 (Employees Compensation Act, 1923 and as amended by Act No.45 of 2009 (w.e.f., 18.01.2010), Industrial Dispute Act 1947, Maternity Benefits Act 1961, Payment of Bonus Act, 1965 with Rules 1956, Employees State Insurance Act, 1948, Provident Fund and Miscellaneous Provision Act, 1952 and Apprentices Act, 1961 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time.
- c. The Service Provider is fully responsible to observe the above laws as amended from time to time in regard to his employees and compensation and other benefits & risks in relation to employees to be engaged by him. The Service Provider shall maintain all the statutory registers required under labor laws. The Service Provider shall also produce these records on demand by UIIC authority. If he fails to do so, his failure will be a breach of the contract and UIIC may at its discretion cancel the contract without prejudice to any other action under the law and contract. The Service Provider shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the Acts.
- d. The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.



- e. UIIC shall have the right to deduct from the money due to the Service Provider, any sum required or estimated to be required, for making good the loss suffered by a worker or workers, by reason of non-fulfillment of the conditions of the contract of the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.
- f. If in the course of execution of contract by the Service Provider, any minor or major damage is caused by Service Provider or their workmen to the persons or property of the UIIC, after investigation by the UIIC, any claims arising there from shall be recovered, settled and dealt with directly by Service Provider, who shall render all assistance and cooperation to UIIC, if any inquiry is held thereon.

40. PAYMENT

- a. The payment shall be made monthly on submission of the duly verified bills (In Duplicate) after deducting penalties if any. No advance payment will be made.
- b. The Bidder/Tenderer will be required to ensure payment of Minimum Wages, ESI and EPF and other statutory payments to the housekeeping staff deputed and it is the sole responsibility of the Bidder/Tenderer to comply with all the rules and regulations in this regard. In case of default / penalty from the Authorities concerned, the bidder shall be sole responsible for compliance the same and there will be no responsibility of UIIC. The Bidder/Tenderer will be reimbursed these expenses only on submission of proof of payment of Minimum Wages, ESI, EPF and other payments on monthly basis along with details of amount deposited for each housekeeping person deputed by them.
- c. The Bidder/Tenderer will be required to make payment to the housekeeping staff deployed for the period they are on duty through E-payment Only by the 5th of every month and is required to submit proof of such payment along with Monthly Bills for claiming reimbursement from the Company treating it as a mandatory requirement and no deviation in the mode of payment to housekeeping person will be permitted.
- d. The bidder / Tenderer have to make payments to the housekeeping staff regularly every month since there may be occasional delay in releasing payment by UIIC to the Service Provider for whatsoever reasons. Hence Payment of wages to the deployed personnel by Service Provider should not be linked with receiving of payment from UIIC and shall be independent of the same.
- e. UIIC shall have a buffer period of two months for the payment of monthly bills submitted by the bidder. The bidder is required to ensure that there are no delays of any kind in disbursing monthly wages to the outsourcing staff , regardless of the payment status from UIIC. Failure to comply with this wage obligation may result in penalties.
- f. UIIC Will deduct Income Tax at source under applicable section of Income Tax Act from the Service Provider at the prevailing rates.

41. Applicability



These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

42. Use of Contract document and Information

The bidder shall not, without UIIC's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of UIIC in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The bidder shall not without UIIC's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.

Any document forming a part of this tender, other than the contract itself, shall remain the property of UIIC.

43. Assignment

The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons except with UIIC's prior written consent. The permission, if any, of UIIC has to be taken before award of the contract.

44. Currency of Payments

Payment shall be made in Indian Rupees (INR) only.

45. Change Orders

UIIC may at any time, by a written order given to the bidder to make changes within the general scope of the contract in the service to be provided by the bidder.

46. Contract Amendment

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

47. Termination for Default

UIIC may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or in part:



- a) If the bidder fails to deliver any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by UIIC, OR
- b) If the bidder fails to perform any other obligation(s) under the contract and fails to remedy the same within 30 days of notice.

In the event UIIC terminates the contract in whole or in part, pursuant to above mentioned clause, UIIC may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered. However, the bidder shall continue performance of the contract to the extent not terminated. UIIC shall pay Bidder for services performed till effective date of termination.

48. Termination for Insolvency

UIIC may terminate the contract by giving written notice to the bidder without compensation, if the bidder becomes bankrupt or otherwise insolvent or a proceeding to that effect has / is being initiated, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company.

49. Termination for Convenience

UIIC may send by 30 calendar days' written notice to the Service Provider to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In the event of the Service Provider wishing to terminate this agreement, the Service Provider may send by 30 calendar day's written notice to UIIC to terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

50. Resolution of disputes

UIIC and the Service Provider shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, UIIC and the Service Provider have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between UIIC and the Service Provider relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by UIIC and the other to be nominated by the bidder and such nominated arbitrators to appoint the Third Arbitrator who shall be the Presiding Arbitrator for the Arbitral Tribunal. The award of the Arbitral Tribunal shall be final and binding on the parties.

The Indian Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings. The venue of arbitration shall be within the original jurisdiction of Punjab & Haryana High Court, Chandigarh.

51. Governing Language



The contract shall be written in the language of the bid, as specified by UIIC in the instructions to bidder's subject to section 3.3.1. Language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.

52. Applicable Law

The contract shall be interpreted in accordance with the Indian Laws for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Ludhiana, Punjab (with the exclusion of all other Courts).

53. Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by fax/ e-mail and confirmed in writing to the address specified for that purpose in the contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

54. Non-Disclosure

The Service Provider should understand and agree that all materials and information marked and identified by UIIC as 'Confidential' are valuable assets of UIIC and are to be considered UIIC's proprietary information and property. Service Provider will treat all confidential materials and information provided by UIIC with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Service Provider will not use or disclose any materials or information provided by UIIC without UIIC's prior written approval.

Service Provider shall not be liable for disclosure or use of any materials or information provided by UIIC or developed by Bidder which is:

- i. possessed by Service Provider prior to receipt from UIIC, other than through prior disclosure by UIIC, as documented by Bidder's written records;
- ii. published or available to the general public otherwise than through a breach of Confidentiality; or
- iii. obtained by Service Provider from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to UIIC; or
- iv. Developed independently by the Service Provider.

If Service Provider receives a request from a regulatory authority or by judicial process to disclose Confidential Information of the UIIC then the Bidder (i) will use reasonable efforts to promptly give UIIC notice of such required disclosure in order to afford the UIIC adequate opportunity to seek a protective order or other legal remedy to prevent the disclosure, (ii) will reasonably cooperate with the UIIC's efforts to secure such a protective order or legal remedy, and (iii) if efforts seeking such order or remedy are unsuccessful, will take reasonable steps to seek confidential treatment of such materials or information to be disclosed.

Service Provider understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause UIIC irreparable harm, may leave UIIC with no adequate remedy at law and UIIC is entitled to seek to injunctive relief.

UIIC does not wish to receive the Confidential Information of Service Provider, and Service Provider agrees that it will first provide or disclose information, which is not confidential. Only to the extent that UIIC requests Confidential Information from Service Provider Will Service Provider furnish or disclose Confidential Information.



Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this RFP.

Nothing contained in this contract shall limit the bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

55. Cancellation of the contract & compensation

The Company reserves the right to cancel the contract placed on the selected bidder and recover expenditure/ damages incurred by the Company in the following circumstances:

- a) The selected bidder commits a breach of any of the terms and conditions of the bid and fails to remedy the same within 30 days of notice.
- b) The selected bidder goes in to liquidation voluntarily or otherwise.
- c) The progress made by the selected bidder is found to be unsatisfactory and fails to remedy the same within 30 days of notice.

The Company reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract or any other contract/order.

56. Rejection of All Proposals, and re-invitation

UIIC will have the right to reject all proposals. However, such rejections should be well considered and normally be in cases where all the bids are either substantially in deviation to the Requirement. If it is decided to re invite the bids, the terms of reference should be critically reviewed/modified so as to address the reasons of not getting any acceptable bid in the earlier Invitation for Bids.

57. Professional Liability

The Service Provider is expected to carry out its assignment with due diligence and in accordance with prevailing standards of the profession. The Service Provider will cooperate fully with any legitimately provided / constituted investigative body, conducting inquiry into processing or execution of the contract / any other matter related with discharge of contractual obligation.

58. Conflict of Interest

- a) The Service Provider shall avoid any conflict of interest while discharging contractual obligations and bring, before- hand, any possible instance of conflict of interest to the knowledge of the UIIC, while rendering any advice or service.
- b) The Service Provider will keep in view transparency, competitiveness, economy, efficiency and equal opportunity to all prospective tenderers / bidders, while rendering any advice / service to UIIC, in regard with matters related to selection of technology and determination of design and specifications of the subject matter, bid eligibility criteria and bid evaluation criteria, mode of tendering, tender notification, etc.



- c) The Service Provider shall provide professional, objective and impartial advice and at all times hold the UIIC's interest paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignment and their interests.
- d) The Service Provider will ensure adequate accountability, suitable tender terms and conditions for apportioning accountability. Also, there should be suitable provisions to enforce such accountability, in case of improper discharge of contractual obligations / deviant conduct by/ of any of the parties to the contract.
- e) The Service Provider must act, at all times, in the interest of the UIIC and render any advice/ service with professional integrity. A consultant is expected to undertake an assignment/ project, only in areas of its expertise and where it has capability to deliver efficient and effective advice / services to the UIIC.

59. PF AND ESI CONTRIBUTION FOR WORKERS DEPLOYED

The Service Provider should be ready to and will :-

- a) Deposit ESI and EPF Contribution in respect of workmen/Manpower and driver deputed for our Company through a separate Challan meant for UIIC every month and submit a copy of the same as proof of payment to statutory authorities along with complete details of contribution deposited in respect of each named workmen/Manpower on their letter head duly certified, stamped and signed by authorized signatory treating it as a mandatory requirement.
- b) Pay total amount of Monthly Wages, and other charges to the housekeeping workmen/manpower deputed for our UIIC (which should be equivalent to the amount payable to them as per minimum wages norms) through "E- transaction" and for through *Account Payee Cheque" only along with copy of Bank Pass-book showing credit entry of amount treating it as a mandatory requirement.
- c) Payment of amount of Wages to the workers in Cash will not be permitted/accepted/arranged.
- d) If any of the Service Provider's employees sustains any injury during duty hours, then all the expenses incurred on treatment are to be borne by the Service Provider. Any Compensation amount received under the any Accident insurance policy or Employer Liability insurance policy shall be passed on to the worker or to his / her family (in the event of death of worker).

60. Integrity Pact

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of UIIC. The pact essentially envisages an agreement between the prospective bidders/vendors and UIIC committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed in Annexure 6.

Signing of the IP with UIIC would be one of the preliminary qualification for further evaluation. In other words, entering into this pact would be one of the preliminary qualification for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor/bidder not signed the document or refusing to sign shall be disqualified in the bidding process

The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project documents. document **Shri Dharam Chand Jain, IPS (Retd.)** and **Shri Vijay Sharma, IRSE (Retd.)** shall be acting as the IEM for this



contract/Tender. However, UIIC at its sole discretion reserves the right to change/name another IEM, which shall be notified later.

Contact Details:

Shri Dharam Chand Jain, IPS (Retd.)	Shri Vijay Sharma, IRSE (Retd.)
4F, Type-VII, Tower-6, East Kidwai Nagar, New Delhi – 110023. M. No. 9414080909 E-mail jaindharam@hotmail.com	Flat no.9112,Parx Laureate, Sector 108, Noida, Uttar Pradesh , 201304 M.No. 9599008865 E-mail: vijayedtm@gmail.com

5. ANNEXURES

5.1 Annexure 1 – Offer Covering Letter

OFFER COVERING LETTER

(To be submitted in the Bidder's letter head

Ref. No: 200000/LDRO/GAD/RFP/001/2025-26

To

Chief Regional Manager,
United India Insurance Company Limited,
Regional Office, SCO-136,
Feroze Gandhi Market,
Ludhiana – 141001

Subject: RFP no 200000/LDRO/GAD/RFP/001/2025-26- “RFP for Housekeeping Resource under Regional Office Ludhiana

Dear Sir/Madam,

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for providing said service as detailed in your above-referred RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited tender and agree to all the terms and conditions of the tender and subsequent amendments made, if any.

We also understand that the UIIC is not bound to accept the bid / offer either in part or in full and that the company has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.



Authorized Signatory

Name and Designation

Office Seal

Place:

5.2 Annexure 2: Undertaking for NIL Deviations

(To be submitted on bidder's Letter pad)

Date: dd/mm/yyyy

To

Chief Regional Manager,
United India Insurance Company Limited,
Regional Office, SCO-136,
Feroze Gandhi Market,
Ludhiana – 141001

Subject: Undertaking for Nil Deviations for RFP Ref. No. 200000/LDRO/GAD/RFP/001/2025-26- "RFP for Housekeeping Resource under Regional Office Ludhiana"

Dear Sir/Madam,

I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of monthly bills along with statutory and mandatory requirements/documents for the release of payments to Bidder/Tenderer. There are no deviations (nil deviations) from the terms and conditions, scope of services, penalty clause, procedure for submission of monthly bills along with statutory and mandatory requirements/documents for the release of payments to Bidder/Tenderer of the RFP and are acceptable to us. We also hereby declare and confirm that, even if there are any modifications in it in spite of this undertaking, the same shall not have any effect or force against UIIC and UIIC may consider such modification or deviations as *non-est*.

Date:

Signature of Authorized Signatory:

Place:

Name of the Authorized Signatory:



Designation:

Name of the Organization:

Seal

5.3 Annexure-3: Eligibility Criteria

S.NO.	ELIGIBILITY CRITERIA	DOCUMENTS TO BE SUBMITTED	COMPLIANCE (YES / NO)
1	The bidder firm/Service Provider/company should be registered as a company under Companies Act 1956/2013 or as a Partnership (including Limited Liability partnership) under Partnership Act, 1932, Punjab Shops & Commercial Establishments Act 1958; as the case may be and should be in existence as such entity for not less than 10 years as on 30/11/2025 as a company or firm.	Self-attested documents as applicable to be submitted <ul style="list-style-type: none"> • copy of Registration / incorporation certificate / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted • In case of Proprietorship firm, Self-declaration and self-certificate document (s) supported by PAN in the proprietor name would suffice. 	
2	The bidder must be registered with Goods and Service Tax Authority. The bidder should have filed GST returns as per regulations.	<ul style="list-style-type: none"> • Self-Attested GST Certificate. • Self-Attested PAN Card 	
3	The minimum Average Annual Turnover of the bidder for proceeding three financial years i.e. 2022-23, 2023-24 and 2024-25 should be at least Rs.3.00 Crores	Certificate from Chartered Accountant as per Annexure 11 in this regard.	
4	The bidder should have rendered similar housekeeping services for continuous 12 months in last 5 financial years in any three organization as mentioned hereunder : a) Public Sector Company b) Public Sector Bank c) Central Govt. Undertaking d) State Govt. undertaking, in the state of Ludhiana.	Certificate of experience and satisfactory completion of work awarded from concerned establishments / Companies.	
5	The bidder should have at least 100	Certificate from Chartered Accountant As	



	number of manpower working on the payroll in the State of Ludhiana as on 30/11/2025	per attached Annexure-11.	
6	Bidder / Tenderer should be registered with appropriate authorities/law and Establishment Act / Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)	<ul style="list-style-type: none"> • Self-Attested copies to be submitted for Employees Provident Fund Registration letter/ valid certificate. • Self-Attested Employee State Insurance Registration Letter/valid certificate, • Self-Attested valid Labour license under the Contract Labour (Regulation & Abolition) Act. 	
7	The bid must be signed by a person with the proper authority to bind the company as a 'Constituted attorney of the Company'.	<ul style="list-style-type: none"> • Power of attorney. 	
9	The bidder / tenderer should have an established office premises in Ludhiana, Punjab having necessary infrastructure and sufficient manpower on its rolls to provide immediate, satisfactory and efficient services.	Certificate from Chartered Accountant As per attached Annexure-12	
10	The bidder including its proprietor / partners /directors / shareholders should not be blacklisted / prosecuted by any Government / Government Undertaking / Public Sector Organization / Statutory body /court of law / any organization where Government is the majority stake holder as on the date of publishing of this RFP.	As per Annexure-4	
11	Bids validity should be 90 days after the last date of submission of bid prescribed by UIIC.	Self-declaration duly signed by the authorized signatory	
12	The service provider should be complying with the Minimum Wages Act of the Government of India for wage payments	Self-declaration duly signed by the authorized signatory	
13	Bank account should be in the name of the bidding company/firm.	Latest Extracts of the bank account duly certified by the bank containing transactions for current month.	
14	The Company will debar bidders / tenderers having blood relatives working in UIIC from tendering in any capacity.	A non relationship certificate is required to be submitted as per Annexure-13	



5.4 Annexure 4 : No Blacklisting Declaration

(To be submitted on Bidder's Letterhead)

To

Chief Regional Manager,
United India Insurance Company Limited,
Regional Office, SCO-136,
Feroze Gandhi Market,
Ludhiana – 141001

Subject: Submission of No Black Listing Self-Declaration for RFP Ref. No.
200000/LDRO/GAD/RFP/001/2025-26- "RFP for Housekeeping Resource under Regional Office Ludhiana"

Dear Sir/Madam

We do hereby declare and affirm that we have not been blacklisted by Central / any State Government / PSU's or any regulatory bodies as on the date of bid submission.

Date:

Signature of Authorized Signatory:

Place:

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Seal:



5.5 Annexure 5: Non-Disclosure Agreement

(To be executed on a non-judicial stamp paper of Rs.100/-)

This confidentiality and non-disclosure agreement is made on the.....day of....., 20....

BETWEEN (Bidder), (hereinafter to be referred to as “ ”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns a company incorporated under the Companies Act, 1956 and having its Regd. office at ----- (address).

AND **UNITED INDIA INSURANCE COMPANY LIMITED** (hereinafter to be called “**UIIC**”) which expression shall unless repugnant to the subject or the context mean and included its successors, nominees or assigns having its Head Office, at NALANDA # 19, 4th Lane, Nungambakkam High Road, Chennai – 600 034 & Regd. Office at No.-24, Whites Road, Chennai – 600 014 on the following terms and conditions:

WHEREAS, in the course of the business relationship between the aforesaid parties, both the parties acknowledge that either party may have access to or have disclosed any information, which is of a confidential nature, through any mode and recognize that there is a need to disclose to one another such confidential information, of each party to be used only for the Business Purpose and to protect such confidential information from unauthorized use and disclosure;

NOW THEREFORE, in consideration of the mutual promises contained herein, the adequacy and sufficiency of which consideration is hereby acknowledged and agreed, the parties hereby agree as follows: —

This Agreement shall apply to all confidential and proprietary information disclosed by one party to the other party, including information included in the caption ‘Definitions’ of this Agreement and other information which the disclosing party identifies in writing or otherwise as confidential before or within thirty days after disclosure to the receiving party (“Confidential Information”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, electronically or through visual observation or by any other means to one party (the receiving party) by the other party (the disclosing party).

1. DEFINITIONS

a. **CONFIDENTIAL INFORMATION** means all the information of the Disclosing Party which is disclosed to the Receiving party pursuant to the business arrangement whether oral or written or through visual observation or in electronic mode and shall include but is not limited to trade secrets, know-how, inventions, techniques, processes, plans, algorithms, software programs, source code, semiconductor designs, schematic designs, business methods, customer lists,

contacts, financial information, sales and marketing plans techniques, schematics, designs, contracts, financial information, sales and marketing plans, business plans, clients, client data, business affairs, operations, strategies, inventions, methodologies, technologies, employees, subcontractors, the contents of any and all agreements, subscription lists, customer lists, photo files, advertising materials, contract quotations, charity contracts, documents, passwords, codes, computer programs, tapes, books, records, files and tax returns, data, statistics, facts, figures, numbers, records, professionals employed, correspondence carried out with and received from professionals such as Advocates, Solicitors, Barristers, Attorneys, Chartered Accountants, Company Secretaries, Doctors, Auditors, Surveyors, Loss Assessors, Investigators, Forensic experts, scientists, Opinions, Reports, all matters coming within the purview of Privileged Communications as contemplated under Indian Evidence Act, 1872, legal notices sent and received, Claim files, Insurance policies, their rates, advantages, terms, conditions, exclusions, charges, correspondence from and with clients/ customers or their representatives,, Proposal Forms, Claim-forms, Complaints, Suits, testimonies, matters related to any enquiry, claim-notes, defenses taken before a Court of Law, Judicial For a, Quasi- judicial bodies, or any Authority, Commission, pricing, service proposals, methods of operations, procedures, products and/ or services and business information of the Disclosing Party. The above definition of Confidential Information applies to both parties equally; however, in addition, without limitation, where the Disclosing Party is the UIIC, no information that is exempted from disclosure under section 8 or any other provision of Right to Information Act, 2005 shall at any time be disclosed by the Receiving Party to any third party.

b. MATERIALS means including without limitation, documents, drawings, models, apparatus, sketches, designs and lists furnished to the Receiving Party by the Disclosing Party and any tangible embodiments of the Disclosing Party's Confidential Information created by the Receiving Party.

2. COVENANT NOT TO DISCLOSE

The Receiving Party will use the Disclosing Party's Confidential Information solely to fulfill its obligations as part of and in furtherance of the actual or potential business relationship with the Disclosing Party. The Receiving Party shall not use the Confidential Information in any way that is directly or indirectly detrimental to the Disclosing Party or its subsidiaries or affiliates, and shall not disclose the Confidential Information to any unauthorized third party. The Receiving Party shall not disclose any Confidential Information to any person except to its employees, authorized agents, consultant and contractors on a need to know basis, who have prior to the disclosure of or access to any such Confidential Information agreed in writing to receive it under terms at least as restrictive as those specified in this Agreement.

In this regard, the agreement entered into between the Receiving Party and any such person/s

shall be forwarded to the Disclosing Party promptly thereafter. Prior to disclosing any Confidential Information to such person/s, the Receiving Party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. The Receiving party shall use at least the same degree of care in safeguarding the Confidential Information as it uses or would use in safeguarding its own Confidential Information, and shall take all steps necessary to protect the Confidential Information from any unauthorized or inadvertent use. In no event shall the Receiving Party take all reasonable measures that are lesser than the measures it uses for its own information of similar type. The Receiving Party and its Representatives will immediately notify the Disclosing Party of any use or disclosure of the Confidential Information that is not authorized by this Agreement. In particular, the Receiving Party will immediately give notice in writing to the Disclosing Party of any unauthorized use or disclosure of the Confidential Information and agrees to assist the Disclosing Party in remedying such unauthorized use or disclosure of the Confidential Information.

The Receiving Party and its Representatives shall not disclose to any person including, without limitation any corporation, sovereign, partnership, company, Association of Persons, entity or individual

1. the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
2. that it has requested or received Confidential Information, or
3. any of the terms, conditions or any other fact about the actual or potential business relationship.

This confidentiality obligation shall not apply only to the extent that the Receiving Party can demonstrate that:

- a. the Confidential Information of the Disclosing Party is, or properly became, at the time of disclosure, part of the public domain, by publication or otherwise, except by breach of the provisions of this Agreement; or
- b. was rightfully acquired by the Receiving Party or its Representatives prior to disclosure by the Disclosing Party;
- c. was independently developed by Receiving Party or its Representatives without reference to the Confidential Information; or
- d. the Confidential Information of the Disclosing Party is required to be disclosed by a Government agency, is the subject of a subpoena or other legal or demand for disclosure; provided, however, that the receiving party has given the disclosing party prompt written notice of such demand for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order prior to such disclosure.
- e. is disclosed with the prior consent of or was duly authorized in writing by the disclosing party.



3. RETURN OF THE MATERIALS

Upon the disclosing party's request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed. Provided, however, that an archival copy of the Information may be retained in the files of the receiving party's counsel, solely for the purpose of proving the contents of the Information.

4. OWNERSHIP OF CONFIDENTIAL INFORMATION

The Disclosing Party shall be deemed the owner of all Confidential Information disclosed by it or its agents to the Receiving Party hereunder, including without limitation all patents, copyright, trademark, service mark, trade secret and other proprietary rights and interests therein, and Receiving Party acknowledges and agrees that nothing contained in this Agreement shall be construed as granting any rights to the Receiving Party, by license or otherwise in or to any Confidential Information. Confidential Information is provided "as is" with all faults.

By disclosing Information or executing this Agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right.

In no event shall the Disclosing Party be liable for the accuracy or completeness of the Confidential Information. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this Agreement and the disclosure of Information pursuant to this Agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase or sale, or to enter into any additional agreement of any kind.

5. REMEDIES FOR BREACH OF CONFIDENTIALITY

a. The Receiving Party agrees and acknowledges that Confidential Information is owned solely by the disclosing party (or its licensors) and that any unauthorized disclosure of any Confidential Information prohibited herein or any breach of the provisions herein may result in an irreparable harm and significant injury and damage to the Disclosing Party which may be difficult to ascertain and not be adequately compensable in terms of monetary damages. The Disclosing Party will have no adequate remedy at law thereof, and that the Disclosing Party may, in addition to all other remedies available to it at law or in equity, be entitled to obtain timely preliminary, temporary or permanent mandatory or restraining injunctions, orders or decrees as may be necessary to protect the Disclosing Party against, or on account of, any breach by the Receiving Party of the provisions contained herein, and the Receiving Party agrees to reimburse the reasonable legal fees and other costs incurred by Disclosing Party in enforcing the provisions of

this Agreement apart from paying damages with interest at the market rate prevalent on the date of breach to the Disclosing Party.

b. The Receiving Party agrees and acknowledges that any disclosure, misappropriation, conversion or dishonest use of the said Confidential Information shall, in addition to the remedies mentioned above, make the Receiving Party criminally liable for Breach of Trust under section 405 of the Indian Penal Code.

6. TERMS

This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually.

7. GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with solely in accordance with the laws of India in every particular, including formation and interpretation without regard to its conflicts of law provisions. Any proceedings arising out of or in connection with this Agreement shall be brought only before the Courts of competent jurisdiction in Ludhiana.

8. ENTIRE AGREEMENT

This Agreement sets forth the entire agreement and understanding between the parties as to the subject-matter of this Agreement and supersedes all prior or simultaneous representations, discussions, and negotiations whether oral or written or electronic. This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

9. WAIVER

No term or provision hereof will be considered waived by either party and no breach excused by the Disclosing Party, unless such waiver or consent is in writing signed by or on behalf of duly Constituted Attorney of the Disclosing Party. No consent or waiver whether express or implied of a breach by the Disclosing Party will constitute consent to the waiver of or excuse of any other or different or subsequent breach by the Receiving Party.



10. SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, that part will be amended to achieve as nearly as possible the same economic or legal effect as the original provision and the remainder of this Agreement will remain in full force.

11. NOTICES

Any notice provided for or permitted under this Agreement will be treated as having been given when (a) delivered personally, or (b) sent by confirmed telecopy, or (c) sent by commercial overnight courier with written verification of receipt, or (d) mailed postage prepaid by certified or registered mail, return receipt requested, or (e) by electronic mail, to the party to be notified, at the address set forth below or at such other place of which the other party has been notified in accordance with the provisions of this clause. Such notice will be treated as having been received upon actual receipt or five days after posting. Provided always that notices to the UIIC shall be served on the Enterprise Risk Management Department of the Company's Head Office at Chennai by RPAD & email.

IN WITNESS WHEREOF THE PARTIES HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

a) SIGNED SEALED & DELIVERED BY THE
INSURANCE COMPANY

CHIEF REGIONAL MANAGER

b) SIGNED SEALED & DELIVERED BY THE BIDDER

In the presence of

Witnesses:1 _____

Witnesses:2 _____

In the presence of

Witnesses:1 _____

Witnesses:2 _____

5.6 Annexure 6: Pre-Contract Integrity Pact (Format)

(Bidders to submit integrity pact in ₹ 100 stamp paper)

Date:

Ref. . 20000/LDRO/GAD/RFP/001/2025-26- "RFP for Housekeeping Resource under Regional Office Ludhiana"

1 General

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at _____ place _____ on _____ day of the month of _____, 2025 between United India Insurance Company Limited, having its Regional Office, SCO 136 First Floor, Feroze Gandhi Market, Ludhiana-141001 (hereinafter called the "BUYER/UIIC", which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s. _____ represented by Shri./Smt. _____, Chief Executive Officer (hereinafter called the "BIDDER/SELLER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to issue RFP for Tender for Housekeeping Resource under Regional Office Ludhiana.

and the BIDDER/SELLER is willing to offer/has offered the services and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

2 Commitments of the BUYER

2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

2.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

2.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3 Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contact stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, or has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on the others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4 Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5 Security Deposit

After notifying the Successful Bidders, the BIDDER shall deposit an amount of Rs. 5,00,000/- (as specified in RFP) as Performance security, with the BUYER through any of the following instruments:-

- a) A confirmed guarantee by an Indian nationalized bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever the demand for payment by the BUYER shall be treated as conclusive proof of payment.
- b) Security deposit shall be valid up to a period of 13 months or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- c) In case of the successful BIDDER a clause would also be incorporated in the article pertaining to performance bond in the purchase contract that the provisions of sanction for violation shall be applicable for, forfeiture of performance bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.
- d) No interest shall be payable by the BUYER to the BIDDER on Security Deposit for the period of its currency.

6 Sanctions for Violations

6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

- I. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other BIDDER(s) would continue
- II. The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- III. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
- IV. To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon

at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

V. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.

VI. To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER

VII. To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.

VIII. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

IX. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.

X. Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

7 Fall Clause

7.1 The BIDDER undertakes that it shall not supply identical solution(s) in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Bank / Insurance Company in India and if it is found that within one year after the signing of contract that identical solution(s) is supplied by the BIDDER to any other Public Sector Bank / Insurance Company in India at a lower price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8 Independent Monitors

8.1 UIIC has appointed 2 IEMs (Independent Monitors hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

8.2 The Integrity Pact envisages a panel of Independent External Monitors (IEMs) to review independently and objectively, whether and to what extent parties have complied with their obligation under the pact. The IEM has the right to access to all the project document.

8.3 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.4 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.

8.5 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.6 As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings

8.8 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.9 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings

8.10 The Monitor will submit a written report to the designated Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

9 Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10 Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11 Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12 Validity

12.1 The validity of this Integrity Pact shall be one year from date of its signing and extend upto the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, whichever is later in case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12.3 The BIDDER undertakes that he shall not approach the Court while representing the matter to External Independent Monitors (IEMs) and he will await their decision in the matter within a time ceiling of 90 days.

13 The parties hereby sign this integrity Pact, at _____ on _____

For & on behalf of United India
Insurance Co. Ltd

For & on behalf of (BIDDER'S
NAME)



CHIEF REGIONAL MANAGER

In the presence of:

Witnesses - 1:

Witnesses - 2:

AUTHORISED SIGNATORY

In the presence of:

Witnesses - 1:

Witnesses - 2:

5.7 Annexure 7: Bid Security Declaration

(To be submitted in the Bidder's letterhead)

(To be included in Eligibility Criteria)

To

Chief Regional Manager,
United India Insurance Company Limited,
Regional Office, SCO-136,
Feroze Gandhi Market,
Ludhiana – 141001

Re: Your RFP Ref 200000/LDRO/GAD/RFP/001/2025-26–RFP for “Housekeeping Resource under Regional Office Ludhiana”

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We will be disqualified from bidding any future contract with you including RFP Ref. 200000/LDRO/GAD/RFP/001/2025-26 and will also be blacklisted from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) fail or refuse to execute the contract, if required, or

(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

c. Have put any deviation, onerous / extraneous condition, assumption or exclusion on requirements, payment terms, integrity pact, SLAs, Scope, sizing and the terms and conditions as mentioned in the said RFP including all corrigendum/amendment floated by United India Insurance Co. Ltd. pertaining to “Manpower Outsourcing/Housekeeping Services under Regional Office, Ludhiana”.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Name: _____

Designation: _____

Date: _____

Signature: _____

(Company Seal)

5.8 Annexure 8 – Bid Submission Checklist

S.No	Document	Enclosed (Yes/No) ,Page Number
1.	Eligibility cum Technical Bid	
1.1	Tender Offer Letter as per Annexure-1	
1.2	Bid Security Declaration as per format provided in Annexure-8 to be submitted.	
1.3	Power-of-attorney granting the person signing the bid the right to bind the bidder as the 'Constituted attorney of the company'.	
1.4	Bidder shall submit self-attested PAN number, GST Registration number	
1.5	Statement of No-Deviation as per Annexure-2	
1.6	Declaration of Registered/Head Office being situated at Ludhiana, Punjab.	
1.7	Integrity Pact Agreement as per Annexure- 6	
1.8	The Company/Service Provider/Firm should submit the duly signed copy of bid terms and conditions and scope of work of the tender as an acknowledgement that the same are duly accepted.	
1.9	No Blacklisting Declaration as per Annexure-4	
1.10	Eligibility Criteria Checklist Annexure-3	
1.11	Bidders Profile as per Annexure-9	

5.10 Annexure 9 – Bidding Service Provider Profile

1	Name and Registered Address of Service Provider and Telephone numbers.	
2	Whether based in Ludhiana, Punjab and registered with ESI and PF authorities and other statutory authorities in Punjab	
3	Registration Number of the Service Provider. (Attach self-attested photocopy)	
4	Name, Designation, Address & Telephone / Mobile Number of Authorized person of firm / Contactor.	
5	Fax Number E- Mail Mobile Number	
6	Please specify as to whether Bidder is sole proprietor /Partnership firm / company or any other establishment.	
7	Name, Address and Telephone No. of Heads / Partners etc. be specified	
8	License Number for providing Contact Labour issued by Appropriate Government Authority (Attach self-attested copy)	
9	PAN / TAN Number issued by Income Tax Department. (Attach self-attested copy)	
10	Provident Fund Account Number (Attach self-attested copy)	
11	ESI Number (Attach self-attested copy)	
12	Goods and Service Tax Registration Number (Attach self-attested copy)	
13	Details of Earnest Money deposited: (a) Amount : (b) UTR No.: (c) Date of payment: (d) Name of Bank:	

14	Name of the person, if any, to whom Authorization / Power of Attorney granted. (Attach photo-copy of Authorization / Power of Attorney)	
15	Bank Account Details of Firm: (A) Bank Account Number (B) Bank Name and Address (C) IFSC Code (D) MICR Code (Attach photo-copy of canceled cheque)	
16	Any other information	

5.11 Annexure 10 – Certificate regarding turnover

CERTIFICATE REGARDING TURN-OVER OF BIDDER/TENDERER DURING THE LAST THREE FINANCIAL YEARS

I / We, M/s, _____ the Bidder/Tenderer for providing Security Services on Monthly Contract Basis, hereby confirm that the minimum Annual Turn-Over of the firm/company during the last three financial years i.e. **2022-23, 2023-24 and 2024-25** equal to or more than Rs. 3.00 Crores. The financial year-wise break-up is given below:

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR
1	2022 - 23	Rs.
2	2023 - 24	Rs.
3	2024 - 25	Rs.

SIGNATURE & SEAL OF THE TENDERER

CERTIFICATE BY CHARTERED ACCOUNTANT

I / We, _____, Chartered Accountants, certify that the figures regarding Annual Turnover for previous three Financial Years mentioned above in respect of M/s _____ are checked and found correct and true as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

**5.12 ANNEXURE-11 - CERTIFICATE REGARDING CONFIRMATION OF
NUMBER OF HOUSEKEEPING STAFF ON THE ROLL OF THE BIDDER /
TENDERER AS ON 30/11/2025**

I / We, M/s _____, the Bidder/Tenderer for providing Housekeeping Staff on contract Basis to United India Insurance Company Limited, Regional Office, 136, Feroze Gandhi Market, Ludhiana hereby confirm that the total number of housekeeping staff on my / our roll **as on 30/11/2025** is(No. in figures :) in Punjab. The site / firm / contract-wise break up of Housekeeping staff provided to Firms/Clients are as under:

SL. NO	NAME OF FIRM / COMPANY TO WHOM HOUSEKEEPING STAFF ARE PROVIDED	ADDRESS OF FIRM / COMPANY WITH CONTACT DETAILS	NUMBER OF HOUSEKEEPING STAFF PROVIDED AS ON 30/11/2025
		GRAND TOTAL :	

SIGNATURE & SEAL OF THE TENDERER

Certified that the figure regarding number of Housekeeping staff in Punjab on the rolls of M/s. _____, the Bidder/Tenderer for providing Housekeeping services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts **as on 30/11/2025**.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

5.13 ANNEXURE-12 - CERTIFICATE REGARDING CONFIRMATION OF HAVING AN ESTABLISHED OFFICE PREMISES IN LUDHIANA, PUNJAB HAVING NECESSARY INFRASTRUCTURE AND SUFFICIENT MANPOWER ON ITS ROLLS TO PROVIDE IMMEDIATE, SATISFACTORY AND EFFICIENT SERVICES.

I / We, M/s, the Bidder/Tenderer for providing Housekeeping Staff on contract Basis to United India Insurance Company Limited, Regional Office, 136, Feroze Gandhi Market, Ludhiana hereby confirm that we have an established office premises in Ludhiana, Punjab having necessary infrastructure and sufficient manpower on our rolls to provide immediate, satisfactory and efficient services.

SIGNATURE & SEAL OF THE TENDERER

Certified that the above claim of M/s _____ regarding office premises and manpower as mentioned above is true and found correct as per their Books of Accounts **as on 30/11/2025**

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE II

5.14 Annexure 13 - FORMAT OF NON-RELATIONSHIP CERTIFICATE

I / We / Our organization, _____ including our Partners / Share-holders / Directors hereby certify that none of my / our blood relative(s) is / are employed and posted at United India Insurance Company Limited. In case at any stage, if it is found that the information given by me / us is false / incorrect, United India Insurance Company Limited shall have the absolute right to take any action as deemed fit without any prior intimation to me / us.

Signature of the Tenderer with Seal

Name of the Tenderer

Date

Annexure A of Scope of Work

UNITED INDIA INSURANCE COMPANY LIMITED, REGIONAL OFFICE, LUDHIANA				
REQUIREMENT OF MAN POWER				
Sr. No	Office (RO/DO/BO/Service Hub)	Address	Carpet Area (in Sq. ft.)	No of Housekeeping Manpower
1	Regional Office, Ludhiana	136, Feroze Gandhi Market, Ludhiana-141001	8000	5
2	OD Service, Hub, Ludhiana	SURYA TOWER 108 FloorNo -3 MALL ROAD LUDHIANA PUNJAB - 141001	3488	1
3	T.P. Service, Hub, Ludhiana	SURYA TOWER 108 FloorNo -3 MALL ROAD LUDHIANA PUNJAB - 141001	3488	1
4	T.P. Service Hub, Patiala	ANKUR BHAWAN THE LOWER MALL Floor No -0 OPPOSITE POLO GROUND SAI MARKET PATIALA PUNJAB - 147001	3500	1
5	Business Office, Link Road, Amritsar	RAILWAY LINK ROAD AMRITSAR FloorNo -1 RAILWAY LINK ROAD AMRITSAR PUNJAB - 143001	1000	1
6	Business Office-Tarn Taran	FloorNo -0 AMRITSAR ROAD OPP. S S P OFFICE TARN TARAN TARAN TARN AMRITSAR PUNJAB - 143407	1200	1
7	Business Office-Bathinda	MCB NO. Z2-11786/001 NATHA SINGH TOWER FloorNo -0 100 FEET ROAD NEAR GHORE WALA CHOWK BATHINDA BAHINDA PUNJAB - 151001	2600	1
8	Business Office- Mansa	FloorNo -1 GAUSHALA ROAD MANSA BATHINDA PUNJAB - 151505	1404	1
9	Business Office-Rampura Phul	KHATI BAZZAR FloorNo -1 INDUSTRY ROAD HOSPITAL BAZAR RAMPURA PHUL BATHINDA PUNJAB - 151103	1020	1
10	Business Office Talwandi Sabo	FloorNo -0 BATHINDA TALWANDI ROAD VERKA CHOWK , NEAR BUS STAND TALWANDI SABO BATHINDA PUNJAB - 151302	1047	1
11	Business Office-Industrial Area, Ludhiana	SAVITRI COMM.COMPLEX FloorNo -1 G.T. ROAD DHOLEWAL LUDHIANA PUNJAB - 141003	1144	1
12	Business Office-Ahmedgarh Mandi	BOMBAY CLOTH HOUSE FloorNo -1 DHURKOT CHOWK, DHURKOT CHOWK, AHMEDGARH SANGRUR PUNJAB - 148021	1424	1

13	Business Office- R.K.Road, Ludhiana	PHASE-II B-17 FloorNo -1 FOCAL POINT LUDHIANA PUNJAB - 141010	1022	1
14	Business Office, Moga	6-7 FloorNo -0 G.T.ROAD, SHAHEED BHAGAT SINGH MARKET, MOGA PUNJAB - 142001	3834	1
15	Business Office- Kapurthala	1 st floor, Above Bank of Baroda, Mall Road, Kapurthala	1696.8	1
16	Business Office- Nakodar	Opp. Bus stand, Nakodar	1600	1
17	Business Office-Patiala	ANKUR BHAWAN FloorNo -0 THE LOWER HALL OPPOSITE POLO GROUND PATIALA PUNJAB - 147001	1850	1
18	Business Office-Patiala	LEELA BHAWAN NO. 22 PATHAK FloorNo -1 BHUPINDRA ROAD LEELA BHAWAN MARKET PATIALA PUNJAB - 147001	3500	1
19	Business Office-Sangrur	FloorNo -0 RAILWAY ROAD SANGRUR PUNJAB - 148001	1910	1
20	Business Office-Samana	FloorNo -1 PATIALA ROAD SAMANA PATIALA PUNJAB - 147101	1218	1
21	Business Office- Malerkotla	FloorNo -1 ABOVE BANK OF BARODA THANDI SARAK MALERKOTLA SANGRUR PUNJAB - 148023	1200	1
22	Business Office- Mohali	SCO 72 FloorNo -2 PHASE 9 MOHALI PUNJAB - 160063	2541	1
23	Business Office- Morinda	NEAR PNB FloorNo -0 G.T.ROAD MORINDA ROPAR PUNJAB - 140101	1000	1
24	Business Office-3 Ludhiana	BATRA PLAZA, 1, Floor No -2 FEROPUR ROAD, OPPOSITE SILVER ARC MALL, LUDHIANA PUNJAB - 141001	2002	1
25	Business Office, Mata Rani Road, Ludhiana	SURYA TOWER 108 FloorNo -3 MALL ROAD LUDHIANA PUNJAB - 141001	3488	1
26	Business Office, Goraya	Opp Main fly-over, Goraya	1200	1
27	Business office, Hoshiarpur	1ST MALL COMPLEX FloorNo -1 SUTHERI ROAD HOSHIARPUR PUNJAB - 146001	2000	1
28	Business office, Amritsar	35 FloorNo -3 MALIKA CHOWK DHARAM SINGH MARKET AMRITSAR PUNJAB - 143001	1200	1
29	BO Barnala	FloorNo -1 DHANAULA ROAD BARNALA SANGRUR PUNJAB - 148101	1200	1

30	Business Office, Phagwara	FloorNo -0 G.T.ROAD PHAGWARA, Distt.KAPURTHALA PUNJAB - 144401	1500	1
31	Business office-4, Ludhiana	SAVITRI COMM.COMPLEX -I FloorNo -1 G.T. ROAD DHOLEWAL LUDHIANA PUNJAB - 141003	4230	1
32	Business office Nawan Shahr	FloorNo -0 BANGA ROAD NAWANSHAHR PUNJAB - 144514	1298.9	1
33	Business office, Jagraon	FloorNo -1 RAIKOT ROAD, JAGRAON LUDHIANA PUNJAB - 142026	1070	1
34	Business Office, Jalandhar	SAYAL HOUSE FloorNo -1 SYAL HOUSE, LAJPAT NAGAR MARKET, JALANDHAR PUNJAB - 144001	4232.65	1
35	Business Office, Jalandhar	SAYAL HOUSE FloorNo -1 SYAL HOUSE, LAJPAT NAGAR MARKET, JALANDHAR PUNJAB - 144001	4232.65	1
36	Business office, Nangal	RED CROSS BHAWAN FloorNo -0 SECTOR 1 NAYA NANGAL ROPAR PUNJAB - 140126	804	1
37	Consumer Cell, RO, Ludhiana	Floor No.3, 136, Feroze Gandhi Market, Ludhiana	1000	1
38	Property & Casualty Hub, Ludhiana	Floor No.1, 136, Feroze Gandhi Market, Ludhiana	2000	1
39	Business office-I, Ludhiana	B 17, FloorNo -1 METRO ROAD, PHASE 2, FOCAL POINT LUDHIANA PUNJAB - 141010	2347	1
40	Business office, Abohar	NARANG TOWERS ABOVE INDIAN BANK FloorNo -1 GAUSHALA ROAD STREET NO.22-23 ABOHAR FAZILKA PUNJAB - 152116	1126	1
Total				44

Note: UIIC has the right to shift the Outsourcing Personnel from one office to another with prior intimation to the Agency/Contractor

**ANNEXURE 14:
FINANCIAL BID (Format)**

To be submitted in GeM Portal (financial part) only and rates should not be mentioned anywhere in the technical part of the bid. If rates are found anywhere in the technical bid the bid will be cancelled.

Calculation to arrive on final bid amount should be as per given format. For providing Housekeeping service at United Inc Insurance Company limited Financial bids are invited from agencies/Firms/Companies for providing manpower as per the requirement specified below: (Monthly wage rate is as per notified minimum wages under Minimum Wages Act of Central Government of India . Taxes as applicable will be reimbursed as shown in the invoice.)

UIIC OFFICE NAME	CLASS OF CITY	SEMI SKILLED / UNSKILLED AND SCOPE OF WORK	NO. OF OUTSOURCING PERSONS REQUIRED	Wages Per Person Per Day	EPF	ESIC	Bonus	Contract Service Charge	Taxes (If any)	Total Wages Per Person Per Day
Regional Office Ludhiana	B	Semi skilled (Driver)	1							
Regional Office Ludhiana	B	Semi skilled (Watch and Ward/ Security Guard without Gun) Mentioned as Driver-2 in GEM portal bid	1							
Regional Office Ludhiana	B	Unskilled	3							
OD Hub Ludhiana	B	Unskilled	1							
TP Hub Ludhiana	B	Unskilled	1							
TP Hub Patiala	C	Unskilled	1							
BO Link Road Amritsar	B	Unskilled	1							
BO Tarn Taran	C	Unskilled	1							
BO Bathinda	C	Unskilled	1							
BO Mansa	C	Unskilled	1							
BO Rampuraphu	C	Unskilled	1							
BO Talwandi Sabo	C	Unskilled	1							
BO Industrial Area, Ludhiana	B	Unskilled	1							

BO Ahmedga Mandi	C	Unskilled	1								
BO R K Road Ludhiana	B	Unskilled	1								
BO Moga	C	Unskilled	1								
BO Kapurtha	C	Unskilled	1								
BO Nakodar	C	Unskilled	1								
BO Patiala	C	Unskilled	1								
BO Patiala 1	C	Unskilled	1								
BO Sangrur	C	Unskilled	1								
BO Samana	C	Unskilled	1								
BO Malerkotl	C	Unskilled	1								
BO Mohali	C	Unskilled	1								
BO Morinda	C	Unskilled	1								
BO 3 Ludhia	B	Unskilled	1								
BO Mata Ran Road, Ludhia	B	Unskilled	1								
BO Goraya	C	Unskilled	1								
BO Hoshiarp	C	Unskilled	1								
BO Amritsar	B	Unskilled	1								
BO Barnala	C	Unskilled	1								
BO Phagwar	C	Unskilled	1								
BO 4 Ludhia	B	Unskilled	1								
BO Nawan Shahr	C	Unskilled	1								
BO Jagraon	C	Unskilled	1								
BO Jalandha	B	Unskilled	1								
BO Jalandha	B	Unskilled	1								
BO Nangal	C	Unskilled	1								
Consumer Ce RO Ludhiana	B	Unskilled	1								

PCH Ludhian	B	Unskilled	1							
BO 1 Ludhian	B	Unskilled	1							
BO Abohar	C	Unskilled	1							
		TOTAL	44							

(End of RFP)

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