



**United India Insurance Company Limited**  
**Regional Office, MADURAI**

**REQUEST FOR PROPOSAL (RFP) FOR**  
**“HOUSEKEEPING RESOURCE”**

**TENDER NO: 090000/MDU/GAD/RFP/001/2023-2024**

**GENERAL ADMINISTRATION DEPARTMENT**

**REGIONAL OFFICE**

**7A WEST VELI STREET**

**MADURAI -625 001**

**CIN : U93090TN1938GOI000108**

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**"HOUSEKEEPING RESOURCE"**  
**090000/MDU/GAD/RFP/001/2023-2024**

### **IMPORTANT NOTICE**

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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.

## **INTRODUCTION**

### **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, 7 Large Corporate and Brokers Cells and 1600+ 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 Request for Proposal or RFP inviting response from Bidders.

### **Notice Inviting Bids**

The DGM RO **MADURAI**, invites bids from eligible bidders for providing manpower for housekeeping services through outsourcing for various offices under **MADURAI** Regional Office for a period of 24 months.

### **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 Madurai Regional Office for a period of one year.



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## **SECTION –I**

### **INVITATION FOR THE BIDS**

Sub: Inviting sealed tenders for engagement of service provider for providing housekeeping services at various Offices under the control of United India Insurance Co .Ltd, Regional Office, Madurai.

1. United India Insurance Co. Ltd (UIIC) is a General Insurance Company wholly owned by Government of India with Regd. Office at 24 Whites Road Chennai 600 014 and Head Office at No.19, IV Lane, Nungambakkam High Road, Nungambakkam, Chennai 600034.
2. The website of United India Insurance Co. Ltd is [www.uiic.co.in](http://www.uiic.co.in).
3. Sealed Bids are invited on behalf of United India Insurance Co. Ltd (UIIC). under two bid system i.e., Technical Bid and Financial Bid from reputed, well established and financially sound housekeeping service providers to provide/deploy trained manpower for the housekeeping services at various Offices under the control of United India Insurance Co. Ltd ( UIIC) Regional Office Madurai.
4. The bids duly filled in all respect enclosing necessary documents may be deposited in the box provided for the purpose addressed to Regional Manager, Administration Department, United India Insurance Co. Ltd., Regional Office, 7-A, West Veli Street, Madurai - 625001 so as to reach on or before the scheduled time and date as mentioned in Section II
5. The Technical bids will be opened on the scheduled time and date as mentioned in Section II at United India Insurance Co. Ltd., Regional Office, 7-A, West Veli Street, Madurai - 625001 in the presence of bidders who may wish to be present, either by themselves or through their authorised representatives.
6. Tenders should be accompanied by EMD for an amount of Rs.50,000/-(Rupees Fifty thousand only) submitted in the form of Demand Draft in favour of “ United India Insurance Company Limited” and payable at Madurai.

## SECTION-II

### IMPORTANT INFORMATION RELATED TO TENDER

Event	Details/ Target Date
Reference Number of RFP	Tender No. 090000/MDU/GAD/RFP/001/2023-2024 Date: 18/03/2024 (Monday)
Last date to send requests for Clarifications	25/03/2024 (Monday)
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	05/04/2024 (Friday) before 03:00 P.M.
Opening of pre-qualification cum technical bid	05/04/2024 (Friday) @ 05:00 P.M.
Bid Security	Bid Security Declaration as per format provided in Annexure-8 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	<b>mmanimaran@uiic.co.in &amp; ebalamurugan@uiic.co.in</b>

**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.

### SECTION-III

#### INSTRUCTIONS TO THE BIDDERS

1. **Scope of Services:** The Scope of Services is given in Section IV.
2. **Site Visit:** The bidder is advised to visit various premises to get the onsite assessment of the work on any working day (excluding Saturday, Sunday and any Government holiday(s) between 11:00 AM to 3:00 PM by taking permission and acquaint himself with the operational system prior to the submission of the tender documents. The costs of visiting shall be borne by the bidder.
3. **Pre-bid Meeting and Clarifications:**
  1. A pre-bid meeting shall be held in the Regional office of the United India Insurance Co. Ltd (UIIC), Madurai on the date mentioned in Section II, to clarify any query of bidders regarding terms and conditions and scope of work. The time, date and venue is mentioned in Section - II above.
  2. Prospective bidders may send their queries, if any to mmanimaran@uiic.co.in latest by 5 days prior to pre-bid meeting. The same shall be clarified in the meeting and by issuance of corrigendum. Queries if any, received after the due date shall not be entertained and no clarification shall be provided for the same.

#### **4. Eligibility Criteria:**

Criteria	Documents required in support of eligibility criteria and the same should be submitted along with Technical Bid
a. The bidder's Head office / Registered office and operating / Branch office should be located in <u>Tamilnadu</u>	Self-attested copy of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address at TamilNadu evidencing its location.
b. Should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than three years as on 29/02/2024 as a company or firm as the case may be. Bids of sole proprietorship firms shall not be considered at all.	Self-attested copy of Certificate of Incorporation in respect of the applicant organisation issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.

c. The Bidder should have minimum three years experience in rendering housekeeping services as described in Scope of services.	Self-attested copies of work order
d. Must have a valid license for Housekeeping services as on date.	Self-attested copy of valid license for Housekeeping services
e. Must have generated minimum annual turnover of Rs. 1 crore each during the last three completed financial years (2020-2021, 2021-2022 and 2022-2023) and should be a profit making entity.	Statement of annual turnover and profit of the last three completed financial years from a registered practicing Chartered Accountant of the entity to be submitted as per annexure - 1
f. Bank account should be in the name of the Bidding company / Firm	Extracts of the Bank Account duly certified by the bank containing transactions for three months i.e Dec 2023 to February 2024.
g. Should have valid PAN and GST registration	1. Attested copy of PAN card 2. Attested copy of GST registration certificate.
h. They should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)	i. Attested copy of the Employee Provident ii. Fund registration letter/ certificate. Attested copy of the Employee State Insurance registration letter/ certificate iii. Attested copy of the Labour License under the Contract Labour (Regulation & Abolition) Act.



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<p>i. The Bidder during the last three years as on 29.02.2024 should have satisfactorily provided, housekeeping support and maintenance services for Organisations in Tamilnadu with the following carpet area;</p> <p>a. One Centre of minimum 5000 sqft carpet area or</p> <p>b. Two centres of minimum 2500 sqft carpet area</p>	<p>Copies of the work order/ agreement starting from 2021-2022, 2022-23 and 2023-24 and specifying value, period of contract and carpet area.</p>
<p>j. Should not have been blacklisted.</p>	<p>Declaration for not having been blacklisted by any State Government or by Government of India as per the format in Section VIII of this tender document.</p>
<p>K. Should have three Running Contracts as on 29.02.2024 of Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate</p> <p>Establishment of repute in Tamilnadu.</p>	<p>Copies of the work order/ agreement , specifying value, period of contract and carpet area.</p>
<p>L. The Bidder/Tenderer should have on their wage rolls minimum 150 Housekeeping personnel in Tamilnadu as on 29/02/2024 and atleast 25 housekeeping personnel in Madurai as on 29/02/2024</p>	<p>Attach Certificate from Chartered Accountant as per Annexure –2 in this regard.</p>
<p>M. Valid and effective Quality Assurance ISO Certificates held by the Firm / Agency, if any</p>	<p>Attach self-attested photo-copy of all such Certificates.</p>
<p>N. Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits.</p>	<p>If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs along with letter from Registering Authority certifying exemption from payment of EMD</p>

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

## 6. Tender Validity

The validity period of the bid will be 90 DAYS from the date of opening of tender documents.

## 7. Bid Security/Earnest Money Deposit (EMD)

- a) The interested bidders may submit the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs. 50000/- (Rupees Fifty Thousand only) in the form of a Demand Draft from a scheduled bank in favour of “ United India Insurance Company Limited ” and payable at Madurai.
- b) MSMEs would be entitled for exemption from furnishing earnest money deposit (EMD).
- c) Agencies / Bidders desirous of availing exemptions / preference under above provision should submit a copy of proof of Registration as MSMEs ,failing which it shall be summarily rejected and not considered at all.
- d) Any Tender not accompanied by EMD unless exempted as stated in the “point b “above, shall be summarily rejected and not considered at all.
- e) EMD amount of the unsuccessful bidders will be returned to them without interest on completion of the bid process.
- f) The successful Bidder/Tenderer, on award of the contract to provide Housekeeping Services on monthly contract basis, shall be required to deposit as amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Security Deposit with the Company through Demand Draft only in favour of United India Insurance Company Limited payable at Madurai within 10 days from the date of receipt of work award letter. The EMD of the successful Bidder/Tenderer will be merged with the Security Amount. Thus total Security Amount would be Rs. 2,50,000/- (Rs. Two Lac Fifty Thousand Only) which 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 subject to Bidder/Tenderer submitting a “No Dues” Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized as per specimen given in Annexure 4 of the Tender Document.
- g) If the successful bidder is a MSME, the bidder is required to deposit Security Deposit to the company, an amount of Rs.2,50,000/- (Rs. Two Lac Fifty Thousand Only) which 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 subject to Bidder/Tenderer submitting a “No Dues” Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized as per specimen given in Annexure 4 of the Tender Document

h) The Security Deposit shall be forfeited if

(i) The successful Bidder/Tenderer withdraws his Tender during the Validity Period of Tender.

(ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document during the currency of the contract.

(iii) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as PF, ESI, Minimum Wages and other statutory requirements.

## 8. Preparation and Submission of Bids:

1. Tenders are to be submitted as per two bid system i.e.- Technical Bid and Financial Bid.
2. All entries in the tender form should be legible and filled clearly.
3. The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
4. All documents/papers should be numbered, signed and sealed by the Bidder on each page.
5. Technical Bid should also contain all the documents required and EMD as specified.
6. Financial Bid should only contain the Price Schedule duly filled as per format given in Section VII. EPF and ESIC remitted to the statutory body and Bonus paid to deployed employees shall be as per applicable Act.
7. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
8. The rates should be quoted for the services to be provided as per instructions given in the tender document and should not be less than Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government guidelines applicable. The bid which does not comply with this condition shall be rejected.
9. Both the bids (Technical and Financial) separately sealed in envelopes super-subscribing as Technical Bid and Financial Bid, respectively, should be put in a third sealed envelope and should be super scribed as "Tender for House-keeping Services at United India Insurance Co. Ltd (UIIC)Madurai".
10. Sealed Tenders with requisite documents should be addressed to Regional Manager, Administration Department, United India Insurance Co. Ltd, Regional Office, 7A, West Veli Street, Madurai - 625001 and should be dropped in tender box kept in the above address.

## 9.Late Bids:

Tender submitted or received after the closing date and time will not be considered and shall be returned to the Bidder unopened. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.

## 10.Opening of Tenders:

1. The bids shall be opened on the scheduled time and date as mentioned in Section-II at United India Insurance Co. Ltd (UIIC)'s Regional Office, 7A, West Veli Street, Madurai in the presence of the representative of the Housekeeping Providers (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.
2. During the tender opening as above, the envelopes containing Technical Tender shall be opened first. The envelopes containing Financial bids shall be signed by all committee members and kept unopened for opening at a later date
3. The date and time of opening of financial bids shall be informed to all such bidders who qualify in the technical evaluation. The bidder's representative may choose to attend the opening of financial bids.

## 11.Evaluation of Tenders:

1. The committee constituted by the United India Insurance Co. Ltd (UIIC) shall evaluate the Technical Bids with reference to technical requirements and various other criteria given in the Tender Document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
2. The bid of the bidders who submit their bid in the proper format and with the required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
3. Any conditional bids received shall not be considered and will be summarily rejected in the very first instance without any recourse to the bidder and shall not be evaluated.
4. United India Insurance Co. Ltd (UIIC) may seek such clarification/ document either by E-mail or letter as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder.
5. The Technically qualified bids shall be further considered for opening and evaluation of financial bids.
6. From among the technically qualified bidders, the Bidder quoting the lowest bid amount for the services defined in the Scope of Work shall be considered for award of contract.

## **12. Award of Contract: -**

1. United India Insurance Co. Ltd (UIIC) may award the contract to the successful bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
2. United India Insurance Co. Ltd (UIIC) will communicate to the successful bidder that its proposal has been accepted.
3. The successful bidder will be required to execute an agreement with United India Insurance Co. Ltd (UIIC) on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the bidder) within 15 days from the date of the intimation from Tender Inviting Authority.
4. Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of bid security.

## **Effectiveness and Duration of Contract**

The contract shall come into effect on the date of signing the contract by both the parties. The contract shall be valid for a period of 24 (twenty-four) months from the date of commencement of services.

## **Administrative Charges :**

Administrative Charges as quoted by the Service Provider would be fixed for the period of Contract.

Any statutory increase in Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines for Skilled Semi-skilled & unskilled and variable DA as notified by Ministry of labour & Employment from time to time will be borne by UIIC.

The Bidder/Tenderer quoting the "Administrative Charges" less than 3% of the monthly gross outgo shall summarily be rejected.

## **Commencement of Services**

The House keeping service Provider should commence the Housekeeping services within 5 days of signing of contract or any other date mutually agreed by both the parties. However the same can be further extended with the mutual consent of both the parties.

The Competent Authority of United India Insurance Co. Ltd (UIIC) reserves the right to annul all bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.

The bidder will be bound by the details furnished by him/ her to United India Insurance Co. Ltd (UIIC) while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the bidder for legal action, besides termination of contract.

This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Housekeeping Service Provider described herein.

This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the Housekeeping Provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the Housekeeping Provider. While this document has been prepared in good faith, neither United India Insurance Co. Ltd (UIIC), nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by United India Insurance Co. Ltd (UIIC) and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of United India Insurance Co. Ltd (UIIC) or any of their officers or subscribers, whether negligent or otherwise.

By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of United India Insurance Co. Ltd (UIIC). United India Insurance Co. Ltd (UIIC) and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.

Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.

This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

This document constitutes no form of commitment on the part of the United India Insurance Co. Ltd (UIIC) Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed Housekeeping Service Provider selection process.

When any proposal is submitted pursuant to this tender, it shall be presumed by United India Insurance Co. Ltd (UIIC) that the bidder has fully ascertained and ensured about its eligibility to render service as a Housekeeping Service Provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Housekeeping Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.

United India Insurance Co. Ltd (UIIC) reserves the right to vary/alter/amend the eligibility criteria for the Housekeeping Service Provider at any time, in its discretion, before the last date of submission of proposals.

The Housekeeping service providers shall comply with and abide by such directions that United India Insurance Co. Ltd (UIIC) may issue from time to time.

The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of United India Insurance Co. Ltd (UIIC) and will not be returned.

Any matter relating to the appointment of Housekeeping Service Provider or the procedure for the appointment of Housekeeping Service Provider shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at Madurai.

Housekeeping Material/Equipment as mentioned below are to be provided at United India Insurance Co. Ltd (UIIC) premises which should be of standard quality

- Floor Duster
- Liquid Soap Refills
- Dettol Soap
- Hand sanitizer
- Vim Liquid
- Dish Washing Powder
- Hit Spray(Black & Red)
- Room Fresher
- Toilet cleaning Liquid
- Odonil cubes
- Tissue Papers(Face tissue)
- Tissue Papers(C-Fold)
- Toilet Paper rolls
- Toilet Brushes(WC)
- Domex/Lizol
- Floor Wiper (Gala/Scotchbrite)
- White Dusters
- Yellow Dusters
- Acid
- Soft Brooms
- Phenyl
- Colin



- Toilet Brush
- Hand Brush (Scrubber)
- Garbage Bag Big/Small
- Carpet Brush
- Glass Wiper
- Buckets/Baskets
- Gloves
- Dust Pans
- Naphthalene Balls
- Scotches Brite Pads
- Dust Control Mop
- Big Size Dustbin for Garbage removal
- Any other material required but not specified in the tender

**30** a) Checklists has to be maintained for Toilets and general cleanliness etc. would be under administration of the supervisor. He would sign the checklist after random physical inspection of these areas.

b) The agency will have to maintain an inventory of 100% of all consumable items at all times.

c) The agency will be responsible for any indiscipline, damage to equipment, property and third party liabilities caused by acts on part of its deployed manpower at United India Insurance Co. Ltd (UIIC) premises for housekeeping services.

d) The agency must provide necessary standard liveries to its housekeeping staff /supervisors with their identity properly displayed. No extra payment shall be claimed from United India Insurance Co. Ltd (UIIC) for such items.

e) In the event of any theft/loss of United India Insurance Co. Ltd (UIIC) property due to established negligence of the agency's deployed manpower, the bidder will make good the loss as decided by United India Insurance Co. Ltd (UIIC). Decision of United India Insurance Co. Ltd (UIIC) on the compensation will be final.

### **31** Storage of Housekeeping equipment

United India Insurance Co. Ltd (UIIC) will provide a space to the agency from its existing space for storing the equipment, materials during the contract period. The water and electricity will be provided by United India Insurance Co. Ltd (UIIC) from its existing resources.



## **Section IV**

### **SCOPE OF WORK**

1. The details of the locations of the Offices are given in Annexure I. The contractor shall ensure that said areas are to be kept in a perfect state of cleanliness and hygiene at all times to the entire satisfaction of United India Insurance Co Ltd (UIICL).
2. Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:
  1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.
  2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage etc. with dry/wet cloth, feather brush and duster.
  3. 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 etc.
  4. Replenishing all toiletries including hand towels (M-fold/C-fold), Liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during daytime.
  5. Upkeep and maintenance of the pantry area to operate the necessary equipment such as fridges, Microwave Oven, Water coolers, Water Dispensers, Tea Vending Machine etc.
  6. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
  7. The service provider has to supply all the necessary consumable items, equipment, tools, tackles and vacuum cleaners of approved make including supplying labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the Administration Department.

### 3. Jobs to be carried out Daily:

- Sweeping, Cleaning, and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies, meeting areas, cabins etc.
  - Dusting and polishing/brushing of Low high partitions, Glazed & Paneled partitions glass panes, venetian blinds, Door Mats, Tables, chairs, Workstations, conference rooms, Library, Visitors' rooms etc.
  - Acid 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 etc. Brush thoroughly to include below water level and under rims including area at Hinges and cistern handles. Restock toiletries, which include Liquid hand soap, toilet paper, air Freshener and Sanitary cubes, hand towels (M-fold/C-fold) and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.
  - Dusting of Telephone Sets, PC, Printers, Photocopier machines, Fans, Network Equipment •
  - Pantry Area: Sink, draining boards, platforms, cabinets, coolers, hot case exposed surfaces shall be cleaned and washed with approved quality liquid detergents, soap, air purifier, acids, stain removers. Mopping, dusting all as directed (One time daily and also as and when required due to exigencies) shall also be carried out.
  - Fridges, Microwave Owen within the areas should be kept clean inside and out, and defrosted when appropriate.
  - Tea/Coffee Machines should be cleaned every day in the morning.
  - Check & clean water dispenser & vending machine functioning every hour.
- Dirty glasses/Cups/Bottles should be removed immediately from conference/meeting rooms/cabins and workstations.
  - 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)
  - Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis (Two times daily and as and when required)
  - Conference room / Meeting Rooms / Discussion rooms to be checked on regular intervals / call basis. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly so that the area never looks dirty, Tables, cabinets, switchboards, white boards, doors and partitions etc. should be cleaned every day, Face tissues should be provided by the bidder whenever a meeting held. Water bottles and notepads, writing materials provided by UIIC should be neatly arranged in the meeting rooms.
  - Spraying room Fresheners / Air Fresheners daily at regular intervals.
  - Shifting of furniture and other items from one floor to another or within the floor as and when required by the Administration Department.

3. Jobs to be carried out Weekly:

- Vacuuming, brushing and shampooing of all carpet area, chairs and sofas.
  - Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipment, name plates, artifacts, plant boxes, etc.
  - Thorough Cleaning of Water Dispensers and Water coolers.
  - All other works which are listed in Daily Cleaning Section but not mentioned in this section will be attended.
  - Vacuum cleaning of floors.
- Toilets deep cleaning with chemicals and the latest equipment

## **Section-V**

### **TERMS AND CONDITIONS**

1. The contract shall tentatively commence from 1<sup>st</sup> of May 2024 and shall continue till 30<sup>th</sup> of April 2026 unless, it is curtailed or terminated by United India Insurance Co. Ltd (UIIC) owing to deficiency of service, sub-standard quality of material and Housekeeping personnel deployed, breach of contract, non-compliance with any relevant labour laws, or change in requirements of United India Insurance Co. Ltd (UIIC) or for any other reasons as stipulated in United India Insurance Co. Ltd contract to be entered into with successful bidder.
2. The contract shall automatically expire on 30<sup>th</sup> of April 2026 unless extended further by the mutual consent of contracting agency and United India Insurance Co. Ltd (UIIC).
3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and United India Insurance Co. Ltd LTD (UIIC).
- 4 The contracting Service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of United India Insurance Co. Ltd (UIIC).
5. The bidder has to provide 74 (Seventy Four) unskilled staff as required and to the satisfaction of UIIC.
6. The agency shall not employ any person below the age of 21 yrs. and above the age of 45 years
7. A Housekeeping supervisor, having a minimum qualification of 10th passed has to be deployed by the agency who will be single point of contact for United India Insurance Co. Ltd (UIIC) for all the housekeeping related matters as prescribed in this contract.
8. The Housekeeping agency shall not deploy supervisor below the age of 21 yrs. and above the age of 35 years.
9. United India Insurance Co. Ltd (UIIC) reserves right to terminate the contract at any point of time giving one month's notice to the selected Housekeeping provider.
10. The Housekeeping personnel deployed shall be the employees of the Housekeeping agency at all times and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The Housekeeping persons deployed by the agency should be properly trained, have requisite experience.
11. The agency shall engage only such Housekeeping staff, whose antecedents and health have been thoroughly verified, including character and police verification and other formalities. The agency shall be fully responsible for the conduct of his staff.

12. The agency at all times should indemnify United India Insurance Co. Ltd (UIIC) against all claims, damages or compensation under the provisions of all applicable laws. Payment of minimum wages, notified by the Central government, shall be ensured all the time. The minimum rates of wages include the wages for weekly day of rest.

### **13.Place of Duty, Working Hours and Punctuality:**

a. The personnel so deployed shall have to report for duty at the places mentioned in Section IV, In case there is change of office within Madurai Region, no extra charges on this account will be borne by United India Insurance Co. Ltd (UIIC).

b. All the housekeeping services will be provided for six days a week.

c. Housekeeping staff deployed by the agency shall be required to work in for six days a week from Monday to Saturday from 08.00 hrs to 17.00hrs with one-hour lunch break. The duty hours can be altered by the company as per requirements. The manpower will also be called upon to perform duties on Sunday and other holidays occasionally if required, No extra charges will be paid for attending the office on such holidays.

d. Cleaning activity shall start in the morning at 8.00AM so as to complete all the dusting/cleaning/mopping work before 9.30AM.

e. The personnel will have to report to the office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by United India Insurance Co. Ltd (UIIC).

14. Adequate supervision will be provided to ensure correct performance of the said Housekeeping in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the agency deployed, the supervisory staff will move in their areas of responsibility.

### **15.Penalty**

1. The Housekeeping personnel engaged by the agency shall be dressed in neat and clean uniform (including proper name badges), failing which a penalty of Rs.500/- per person shall be levied on each such occasion and habitual offenders in this regard shall not be allowed to be deployed.
2. In case any of the personnel of the agency deployed under the contract is (are) absent and the agency is unable to provide suitable substitute in time for the same, it will be treated as absence and penalty equal to double the wages of number of persons absent on that particular day shall be payable to United India Insurance Co. Ltd (UIIC) and the same shall be deducted from the bills payable to the agency.
3. The Agency should ensure proper attendance at all times.

16. The agency is fully responsible for obtaining licenses, Workmen Compensation insurance of employees, transportation, payment of salaries / wages to all concerned in respect of this contract and United India Insurance Co. Ltd (UIIC) will not be responsible in any manner.
17. It shall be the responsibility of the agency to issue the employment card/photo/identity card to the workers and maintain the muster roll, the wage register and other registers as per applicable law. Agency has to ensure that all its employees deployed in United India Insurance Co. Ltd (UIIC) invariably wear ID card during office hours.
18. The agency shall replace within twenty-four hours any of its personnel, if they are unacceptable to United India Insurance Company because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the personnel supplied by the agency, upon receiving written notice from the Company. Notwithstanding the above, United India Insurance Company shall have the right to ask to change /replace the personnel at any point of time without assigning any reason.
19. United India Insurance Co. Ltd (UIIC) shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the housekeeping personnel of the agency.
20. The agency shall be responsible for any damages done to the property of United India Insurance Co. Ltd (UIIC) by the personnel so deployed. United India Insurance Co. Ltd (UIIC) will be free to recover it from the security deposit given by the agency or from any other dues or recovery as per law.
21. The agency's personnel working in United India Insurance Co. Ltd (UIIC) should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of UIIC. The agency shall be responsible for any act of indiscipline on the part of persons deployed by it.
22. The House-keeping staff deployed by agency in United India Insurance Co. Ltd (UIIC) shall not claim any benefit, compensation, absorption or regularization of their services in the United India Insurance Co. Ltd (UIIC). The agency shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the agency and shall submit the said undertaking to United India Insurance Co. Ltd (UIIC). In the event of any litigation on the status of the deployed persons, United India Insurance Co. Ltd (UIIC) shall not be a party to such proceeding. However, if United India Insurance Co. Ltd (UIIC) is made a party to such dispute, the agency shall take all steps to protect the interest of United India Insurance Co. Ltd (UIIC) and the agency shall reimburse the expenditure that would be borne by United India Insurance Co. Ltd (UIIC) to defend itself, if so required.
23. The agency shall ensure that the persons deployed are disciplined and shall refrain from consumption of alcoholic drinks, pan, gutkha, smoking, loitering and shall not engage in gambling, satta or any immoral act.
24. The agency shall be solely responsible for making payment directly to the deployed Housekeeping personnel by 7<sup>th</sup> of each month.

25. Payment to the deployed Housekeeping personnel must be made by the agency through e-transfer only. To ensure this, agency will get a bank account opened for every engaged Housekeeping personnel.
  26. If as a result of post payment audit any over payment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by United India Insurance Co. Ltd (UIIC) from the agency.
  27. The Housekeeping personnel deployed by the agency shall work under overall supervision & direction of the agency and shall be guided by the Designated Officer, General Administration Department of United India Insurance Co. Ltd (UIIC) to the extent required.
  28. The agency will properly maintain muster roll of the persons employed/engaged in connection with the work at the premises of the United India Insurance Co. Ltd (UIIC).
  29. The agency shall raise the bill, in duplicate, along with attendance sheet duly verified for actual shifts manned/operated by the personnel deployed by the agency and submit the same to United India Insurance Co. Ltd (UIIC) by 10th of the succeeding month.
  30. The agency will be solely responsible for making the payment directly to its deployed personnel, since there may be occasional delay in releasing payment by United India Insurance Co. Ltd (UIIC) to the agency due to contingencies. Payment of wages to the deployed personnel by agency should not be linked with receiving of payment from United India Insurance Co. Ltd (UIIC) and shall be independent of the same.
  31. The agency will ensure that the deployed Housekeeping personnel engaged by them must receive their entitled wages by 7<sup>th</sup> of the following month. The following schedule will be adhered to:
    - 1) Monthly bill cycle will be from 1<sup>st</sup> day of the previous month to last day of the month.
    - 2) Monthly bill as per above cycle, will be submitted by the agency in the first week of the following month.
    - 3) The agency must ensure that the entitled wages of the workers are credited to their bank account by 7<sup>th</sup> of the following month. Agency will not be given any relaxation in this regard.
- 31(a). While submitting the bill for the next month, the service provider must file a certificate certifying the following:
- i) Wages of workers were credited to their bank accounts on (date).
  - ii) ESI Contribution relating to workers amounting to Rs.\_\_\_\_\_was deposited on (date)(Copy of the challan enclosed).
  - iii) EPF Contribution relating to workers amounting to Rs.\_\_\_\_\_was deposited on (date) (Copy of the challan enclosed).



32. Self-declaration stating that he is complying with all statutory regulations including the payment of the Notified Minimum Rates of the Wages of Government of India i.e. Minimum Central Wage Act. .

The minimum rates of wages include the wages for weekly day of rest.

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

33 The entire financial liability in respect of Housekeeping personnel deployed in United India Insurance Co. Ltd (UIIC) shall be that of the agency and United India Insurance Co. Ltd (UIIC) will in no way be liable for the same.

34. For all intents and purposes, the agency shall be the “Employer” within the meaning of different labour Legislations in respect of Housekeeping personnel deployed by it. There shall be no claim by such deployed persons of any employment in United India Insurance Co. Ltd (UIIC). The persons deployed by the agency in the United India Insurance Co. Ltd (UIIC) shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship with United India Insurance Co. Ltd (UIIC)

35.The agency shall be solely responsible for the redressal of grievances if any of its staff deployed in United India Insurance Co. Ltd (UIIC). United India Insurance Co. Ltd (UIIC) shall, in no way, be responsible for settlement of such issues whatsoever.

36. United India Insurance Co. Ltd (UIIC) shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the staff deployed by agency in the course of their performing the functions/duties or for payment towards any compensation.

37.The agency’s personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential nature.

38.The agency will be responsible for compliance of all statutory provisions including Minimum Central Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the persons deployed by them in United India Insurance Co. Ltd (UIIC). United India Insurance Co. Ltd (UIIC) shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.

39.The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to United India Insurance Co. Ltd (UIIC) to the concerned tax collection authorities from time to time as per prevailing rules and regulations in the matter.

40.The agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The Service Provider shall produce the same, on demand, to the concerned authorities and to United India Insurance Co. Ltd (UIIC) or any other authority under Law.



41. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by United India Insurance Co. Ltd (UIIC).
42. In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof United India Insurance Co. Ltd (UIIC) is put to any loss / obligation, monetary or otherwise, United India Insurance Co. Ltd (UIIC) will be entitled to get itself reimbursed out of the outstanding bills or the Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.
43. The agency shall submit proof of deposit of PF / ESI and of other statutory dues, payable by it in respect of its staff deployed in United India Insurance Co. Ltd (UIIC), which shall be a condition precedent for payment of its bills.
44. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Security Deposit of the Service Provider will not be returned by United India Insurance Co. Ltd (UIIC) besides, annulment of the contract and other legal recourse
45. The successful bidder who is awarded the contract by United India Insurance Co. Ltd (UIIC) will retain all the documentary proof / papers deposited with the respective statutory bodies/Government departments, i.e., Employees State Insurance, Provident Fund and GST . All such documents / papers will be necessarily submitted within seven days by the Service Provider as and when they are requisitioned by United India Insurance Co. Ltd (UIIC), failing which a penalty of Rs.100/- per day shall be deducted from the monthly bill of the agency.
46. United India Insurance Co. Ltd (UIIC) reserves the right to withdraw / relax & modify any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.
47. Any delay or forbearance on the part of United India Insurance Co. Ltd (UIIC) or any waiver of its rights or condonation of any acts, on the part of United India Insurance Co. Ltd (UIIC) shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.
48. The Company will debar Bidders/Tenderers having relatives working in The United Insurance Company Limited from tendering in any capacity. A Non-Relationship Certificate is required to be submitted as per Annexure 3 of the Tender Document.
49. The words UIIC and UIICL used in this document refers to United India Insurance Company Limited.
50. The words Bidder, tenderer, service provider, agency, contracting agency and contractor used in this document refers to the entity who has responded to this tender issued by UIIC.

**SPECIMEN**

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

**Section -VI**

**BIDDER DETAILS FORM CUM TECHNICAL BID**

**Tender for Providing House-keeping to United India Insurance  
Co. Ltd (UIIC)**

S.No	Description	Information	
1	Name of Housekeeping Service Provider		
2	Details of Earnest Money Deposit	DD No. _____date of Rs. 50,000/- drawn on Bank	
3	Name of Director/ Partner		
4	Full Address of Head Office / Registered  Office:  Name of the contact person   Telephone No:  E-Mail Address:  (Head Office and / or Registered Office should be located in Tamilnadu)		

5	<p>Full address of Operating / Branch Office</p> <p>Name of the contact person</p> <p>Telephone No.:</p> <p>E-Mail Address</p> <p>(Operating / Branch Office should be located in Tamilnadu)</p>	
6	The bidder should be located in Tamilnadu for the past 3 years atleast.	Refer to Eligibility criteria and attach the required documents
7	Should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than three years as on 29/02/2024 as a company or firm as the case may be. Bids of sole proprietorship firms shall not be considered at all.	Refer to Eligibility criteria and attach the required documents
8	The Bidder should have minimum three years' experience in doing similar nature of work	Refer to Eligibility criteria and attach the required documents
9	Must have a valid license for Housekeeping as on 29/02/2024.	Refer to Eligibility criteria and attach the required documents
10	Must have generated minimum annual turnover of Rs. 1 crore each during the last three completed financial years ( 2020-21, 2021-22 and 2022-23) and should be a profit making entity.	Refer to Eligibility criteria and attach the required documents
11	Bank account should be in the name of the Bidding company / Firm	Refer to Eligibility criteria and attach the required documents
12	Should have valid PAN and GST registration no.	Refer to Eligibility criteria and attach the required documents

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13	Should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labour (Regulation and Abolition Act)	Refer to Eligibility criteria and attach the required documents
14	The Bidder during the last three years as on 29.02.2024 should have satisfactorily provided, housekeeping support and maintenance services in Tamilnadu for Organizations with the following carpet area ;  1. One Centre of minimum 5000 sqft carpet area or  2. Two centres of minimum 2500 sqft carpet area	Refer to Eligibility criteria and attach the required documents
15	Should not have been blacklisted.	Refer to Eligibility criteria and attach the required documents
16	Should have three Running Contracts as on 29.02.2024 of Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute <u>in TAMILNADU</u> .	Refer to Eligibility criteria and attach the required documents
17	The Bidder/Tenderer should have on their wage rolls minimum 150 Housekeeping personnel's in Tamilnadu as on 29/02/2024	Refer to Eligibility criteria and attach the required documents
18	Valid and effective Quality Assurance ISO Certificates held by the Firm / Security Agency, if any.	Refer to Eligibility criteria and attach the required documents



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19.	Whether the Bidder/Tenderer is categorized as Micro and Small Enterprises under Public Procurement Policy of Government of India and eligible for benefits.	If Yes, attach self-attested copy of Valid Certificate of Registration as MSEs along with letter from Registering Authority certifying exemption from payment of EMD
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Additional information, if any. (Attach separate sheet, if required)

Signature of authorized person

Date: Name:

Place: Seal:

**SHOULD BE SUBMITTED IN LETTER HEAD OF THE BIDDER**

**Section VII**

**PRICE BID FORMAT**

**(TO BE ATTACHED WITH FINANCIAL BID)**

(Date)

Regional Manager

Administration Department

United India Insurance co. Ltd

Madurai

Dear Sir/Madam,

Ref: Tender for Selection of Housekeeping Services Provider for

United India Insurance Co. Ltd (UIIC) for Madurai Region

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

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

We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with United India Insurance Co. Ltd (UIIC).

If our proposal is accepted, we agree to deposit as amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Security Deposit with the Company through Demand Draft only in favour of The United India Insurance Company Limited payable at Madurai within 10 days from the date of receipt of work award letter. We also agree for merging EMD with the Security Amount. Thus total Security Amount of Rs. 2,50,000/- (Rs. Two Lac Fifty Thousand 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 claimed 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 subject to Bidder/Tenderer submitting a "No Dues" Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized as per specimen given in Annexure 4 of the Tender Document.



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We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with United India Insurance Co. Ltd (UIIC) for provision of Housekeeping service.

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

It is hereby confirmed that I / we are entitled to act on behalf of our company/ firm and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this            Day of        2024

(Signature)

(In the capacity  
of)

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

(Name and Address of Company)

(Seal/Stamp of bidder)

Witness Signature:

Witness Name :

Witness Address :



HOUSEKEEPING RESOURCE"  
090000/MDU/GAD/RFP/001/2023-2024

## SPECIMEN

### TO BE SUBMITTED IN THE LETTER HEAD OF THE BIDDER

### FINANCIAL BID PART I

### TENDER FOR PROVIDING HOUSEKEEPING SERVICES TO UIIC.

Monthly Wage Rate ( not less than Minimum Central Wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines) including VDA, ESI, EPF, Bonus and Administrative charges per person/per month). Taxes as applicable will be reimbursed as shown in the invoice

Sr. no	Manpower	No. of person require	Wages per person per day (in Rs.)	EPF	ESI	Bonus	Contractor profit (service charge)	Taxes, if any	Total wages per person per month (in Rs.)
1	Housekeeping – Area A	24							
2	Housekeeping – Area B	9							
3	Housekeeping – Area C	41							

### GROSS TOTAL

Note :: \*\* Minimum qualification: 10 th passed

— The minimum rates of wages include the wages for weekly day of rest.

— Month means 26 days.

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

Date:

Place:

Signature of authorized person

Name :

Office

Seal:



## **FINANCIAL BID – PART II**

### **TENDER FOR PROVIDING HOUSEKEEPING SERVICES TO UIIC.**

#### **EMPLOYEE BREAK UP (PER EMPLOYEE/PER MONTH)**

	House Keeping Unskilled
Basic	
VDA	
DEDUCTIONS:	
EPF - @	
ESI - @	
Bonus - @	
Total	
Administrative Charges	
Gross Total	

**\*\* Minimum qualification: 10th passed**

→ The minimum rates of wages include the wages for weekly day of rest.

→ Month means 26 days.

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

Signature of authorized person

Full Name

Office Seal : Date:

Place:

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Note :: Employee break up in Financial Bid ( Part II ) is for information purpose. L1 will be determined based on the amount mentioned in the Gross Total column in Part I of the Financial Bid.

MATERIAL DESCRIPTION	BRAND/ MAKE	QUANTITY REQUIRED PER MONTH (A)	RATE PER UNIT (B)
Floor Duster			
Liquid Soap			
Dettol Soap			
Hand sanitizer			
Vim Liquid			
Dish Washing Powder			
Hit Spray (Black & Red)			
Room Freshener			
Toilet cleaning Liquid			
Odonil cubes			
Tissue Papers(Face tissue)			
Tissue Papers(C-Fold)			
Toilet Paper rolls			
Toilet Brushes			
Domex / Lizol			
Floor Wiper (Scotch brite)			
White Dusters			
Yellow Dusters			
Acid			
Soft Brooms			
Phenyl			



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Colin			
Hand Brush(Scrubber)			
Garbage Bag Big/Small			
Carpet Brush			
Glass Wiper			
Buckets/Baskets			
Gloves			
Dust Pans			
Naphthalene Balls			
Scotch Brite Pads			
Dust Control Mop			
Big Size Dust bIn for Garbage removal			

ANNEXURE TO FINANCIAL BID.

DETAILS OF MATERIAL TO BE USED Any other material required but not specified in the tender				
GRAND TOTAL				

Signature of authorized person

Date : Name :

Place: Office Seal :



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

**Section VIII**  
**SELF-DECLARATION – NO BLACKLISTING**

(Date)

Regional Manager  
Administration Department  
United India Insurance co. Ltd.,  
Madurai

Dear Sir/Madam,

Ref: Tender for Selection of Housekeeping Service Provider for United India Insurance Co. Ltd (UIIC), Madurai Region

In response to the Tender Document for Selection of Housekeeping Services Provider for United India Insurance Co. Ltd (UIIC) Madurai Region. I / We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

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

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

Thanking you,

Yours faithfully,

Signature of the authorized person

On behalf of the company/Firm

(with seal)

Name\_

**SPECIMEN**

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

**ANNEXURE--1**

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

I / We, M/s \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping services on Monthly Contract Basis to UIIC, hereby confirm that the total turnover of the firm/company and profit during the last three financial years i.e. 2020-21, 2021-22 and 2022-23 is equal to or more than Rs. 1 Crore each.

The financial year-wise break-up is given below :-

**FINANCIAL YEAR TURN-OVER FOR THE YEAR PROFIT EARNED FOR THE YEAR**

2020 - 21 Rs. \_\_\_\_\_ Rs. \_\_\_\_\_

2021 - 22 Rs. \_\_\_\_\_ Rs. \_\_\_\_\_

2022 - 23 Rs. \_\_\_\_\_ Rs. \_\_\_\_\_

**SIGNATURE & SEAL OF THE TENDERER**

**CERTIFICATE BY CHARTERED ACCOUNTANT**

I / We, \_\_\_\_\_, Chartered Accountants, certify that the figures regarding Annual Turnover and profit earned for the 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**



**SPECIMEN**

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

**ANNEXURE—2**

CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF HOUSEKEEPING ON THE ROLL OF THE BIDDER / TENDERER AS ON 29/02/2024

I / We, M/s \_\_\_\_\_, the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to The United India Insurance Company Limited, Regional Office, 7A, West Veli Street, Madurai, hereby confirm that the total number of Housekeeping on our roll as on 29/02/2024 is \_\_\_\_\_ (No. in words : \_\_\_\_\_). The site / firm / contract wise break up of Housekeeping provided to Firms/Clients are as under:

SL. NO	NAME OF FIRM / COMPANY TO WHOM HOUSEKEEPING ARE PROVIDED	ADDRESS OF FIRM / COMPANY	NUMBER OF HOUSEKEEPING PROVIDED
		Grand total	

**SIGNATURE & SEAL OF THE TENDERER**

Certified that the figure regarding number of Housekeeping in Tamilnadu on the roll of Mr. / 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 29/02/2024.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**



**SPECIMEN**

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

**Annexure :: 3**

**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 The United Insurance Company Limited, Regional Office, Madurai.

In case at any stage, if it is found that the information given by me / us is false / incorrect, The United 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 Bidder/Tenderer with Seal \_\_\_\_\_

Name of the Bidder / Tenderer \_\_\_\_\_

Date

#### Annexure 4

#### NO DUES CERTIFICATE

(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security Deposit)

DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE UNITED INSURANCE COMPANY LIMITED (ON NON-JUDICIAL STAMP PAPER OF RS. 100/- DULY NOTARIZED.)

This deed of Indemnity executed on \_\_\_\_\_ at Madurai by Shri/Smt \_\_\_\_\_ on behalf of (Name and address of the Housekeeping Service Provider) (herein referred to as the Service Provider) favouring The United Insurance Company Limited (herein referred to as the UIIC at Madurai, witness as follows

1. The Service Provider had been working for the UIIC, Madurai Region for providing Housekeeping Services.

The Service Provider has made a Security Deposit of Rs. 2,50,000/- only for Housekeeping Services as provided under Item No. 1 above.

2. The Contract for providing Housekeeping Services has been completed/terminated by the UIIC / Cancelled by the UIIC / Service Provider with effect from \_\_\_\_\_.
3. The Service Provider has paid all dues of the workers engaged in aforesaid Housekeeping Services.
4. The Service Provider having satisfied the UIIC that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the UIIC and on the request of the Service Provider the UIIC has agreed to refund the aforesaid Security Deposit of Rs. 2,50,000/-.
5. Now in the above premises and in consideration thereof Service Provider agrees and undertakes as follows :- (A) In the event of any dues to the workers found to be still unpaid or in the event of any damage, breakage or any other injury to the property of the Principal caused by the Service Provider or his workers, the Contractor shall, on being required by the UIIC, pay and make good all those dues or damages forthwith.

(B) In the event of delay or failure to pay or make good any amount in the above connection which the UIIC has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above





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Service Provider (Name of the Service Provider) hereby undertakes to indemnify the Principal against all claims, demands, expense, losses, proceedings and all liabilities of whatsoever nature.

In witness whereof the Service Provider has signed his deed of indemnity at the place and date above mentioned in presence of following witness :

Witness Signature of the Service Provider with Stamp of Firm

Signature

Name Address

Signature Name Address



Annexure – 5

**UNITED INDIA INSURANCE COMPANY LIMITED**

**REGIONAL OFFICE MADURAI**

**LIST OF OFFICES WHERE HOUSEKEEPING IS TO BE DEPLOYED**

Off. Code	Office Name	No. of persons	Address	State	Pin Code
90000	RO MADURAI	4	7A, WEST VELI STREET PANDIYAN BUILDING, MADURAI	TAMIL NADU	625001
90091	OD SERVICE HUB MADURAI	2	7A, WEST VELI STREET PANDIYAN BUILDING, MADURAI	TAMIL NADU	625001
90092	TP SERVICE HUB MADURAI	2	7A, WEST VELI STREET PANDIYAN BUILDING, MADURAI	TAMIL NADU	625001
90093	TP SERVICE HUB TRICHY	2	NO.4, PROMENADE ROAD, 1ST FLOOR, CANTONMENT, TRICHIRAPPALLI, TAMILNADU - 620001	TAMIL NADU	620001
90094	TP HUB TIRUNELVELI	2	1ST FLOOR POST OFFICE ROAD, PALAYAMKOTTAI TIRUNELVELI	TAMIL NADU	627002
90095	TP HUB THANJAVUR	2	JEEVAN PRAKASH BUILDING NO 39 FLOORNO -0 GANDHIJI ROAD THANJAVUR THANJAVUR. TAMIL NADU -	TAMIL NADU	613001
90096	TP HUB NAGERCOIL	2	AATHISAMY ARCADE, 1/5, 2ND FLOOR, PWD ROAD, GANESAPURAM JUNCTION, NAGERCOIL, KANYAKUMARI, TAMIL NADU 629002	TAMIL NADU	629002
90097	PROPERTY & CASUALTY HUB MADURAI	2	7A, WEST VELI STREET PANDIYAN BUILDING, MADURAI	TAMIL NADU	625001
90098	OD HUB TRICHY	2	NO. 4 PROMENADE ROAD, CANTONMENT TIRUCHIRAPALLI, TRICHY, TAMIL NADU	TAMIL NADU	625001

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90100	DO TUTICORIN	1	DIVISIONAL OFFICE TUTICORIN,457,VICTORIA EXTENSION ROAD, TUTICORIN,TAMIL NADU	TAMIL NADU	628002
90200	DO 1 MADURAI	1	7A, WEST VELI STREET PANDIYAN BUILDING, MADURAI	TAMIL NADU	625001
90400	DO 3 MADURAI	1	DOOR NO 73, SANTA MARIA COMPLEX, 1ST FLOOR BY PASS ROAD CHOCKALINGA NAGAR, MADURAI	TAMIL NADU	625016
90500	DO 1 TRICHY	1	NO. 4 PROMENADE ROAD, CANTONMENT TIRUCHIRAPALLI, TRICHY, TAMIL NADU	TAMIL NADU	620001
90600	DO 2 TRICHY	1	74-A SALAI ROAD, THILLAI NAGAR TRICHY, TRICHY, TAMIL NADU	TAMIL NADU	620018
90700	DO DINDIGUL	1	KAR TOWERS II FLOOR,R S ROAD, DINDIGUL	TAMIL NADU	624001
90900	DO VIRUDHUNAGAR	1	103/B-1 MADURAI ROAD (UPSTAIRS UNION BANK OF INDIA) MADURAI ROAD VIRUDHUNAGAR	TAMIL NADU	626001
91000	DO TIRUNELVELI	1	DIVISIONAL OFFICE NO. 1 POST OFFICE ROAD, PALAYAMKOTTAI.	TAMIL NADU	627002
91100	DO THANJAVUR	1	NO-39, GANDHIJI ROAD,LIC DIVISIONAL OFFICE BUILDING "JEEVAN PRAKASH BUILDING"- GROUND FLOOR, THANJAVUR	TAMIL NADU	613001
91300	DO KARUR	1	19/2, NAVARANG PLAZA, II FLOOR, OPP: LGB PETROL BUNK, COVAI ROAD	TAMIL NADU	639001
91400	DO SIVAKASI	1	24-A ,SIRUKULAM COLONY, SIVAKASI	TAMIL NADU	626123
91500	DO 4 MADURAI	1	52, S N S COMPLEX SOUTH MASI STREET MADURAI, MADURAI, TAMIL NADU	TAMIL NADU	625001

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91600	DO NAGERCOIL	1	DIVISIONAL OFFICE, NO. 1/5, 2ND FLOOR, ATHISAMY ARCADE, P.W.D. ROAD, NAGERCOIL.	TAMIL NADU	629001
91700	DO KUMBAKONAM	1	DIVISIONAL OFFICE - 091700, 42, MUTT STREET, IST FLOOR, KUMBAKONAM	TAMIL NADU	612001
91800	DO TENKASI	1	37/2, MATTAPPA STREET NEEL COMPLEX, II FLOOR, TENKASI TENKASI, TAMIL NADU	TAMIL NADU	627811
91900	DO MARTHANDAM	1	2/60/1, P.P.K. BUILDING TRIVANDRUM MAIN ROAD MARTHANDAM, TAMIL NADU	TAMIL NADU	629165
92000	DO 3 TRICHY	1	NO 4 , ROYAL CITY , KARUR ROAD, TRICHY	TAMIL NADU	620002
90102	BO 2 TUTICORIN	1	3 E BALAVINAYAKAR KOIL STREET, TUTICORIN TAMIL NADU	TAMIL NADU	628002
90202	BO 2 MADURAI	1	14/8/A-1,ABDUL GAFFARKHAN ROAD,CHINNACHOKKIKULAM, MADURAI	TAMIL NADU	625002
90204	BO PARAMAKUDI	1	5/328 -E, SOWKATH ALI STREET, (OPP:A.V.H.S.SCHOOL),PARAMAKUDI - 623707	TAMIL NADU	623707
90205	BO MELUR	1	1ST FLOOR, 861, K4, MADURAI MAIN ROAD MELUR, TAMILNADU	TAMIL NADU	625106
90401	BO 1 TIRUNAGAR	1	SITALAKSHMI COMPLEX GST ROAD, THIRUNAGAR MADURAI, MADURAI, TAMIL NADU	TAMIL NADU	625006
90402	BO 2 THENI	1	NO:443 PERIYAKULAM ROAD, THENI	TAMIL NADU	625531
90502	BO TIRUVERUMBUR	1	BRANCH OFFICE , NO-4/700V THIRU ERUMBESWARAR NAGAR ( NEAR SREE SWEETS ) NEW TOWN BUS STOP, TIRUVERUMBUR	TAMIL NADU	620013
90503	BO PUDUKKOTTAI	1	SUNDARAM MASILA MALIGAI ,T.S.NO: 5476-79 OLD THIRUMAYAM	TAMIL NADU	622001

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			ROAD NEAR ANNA STATUE, PUDUKKOTTAI		
90504	BO ARIYALUR	1	36/11, IST FLOOR, RAGHAVAN COMPLEX, VELLALA STREET, ARIYALUR	TAMIL NADU	621704
90604	BO 2 TRICHY	1	23 E.V.R. ROAD, PUTHUR TRICHY, TRICHY, TAMIL NADU	TAMIL NADU	620017
90701	BO KARAUKUDI	1	463, SREE VISALAM CHIT FUND BLDG V.O.C.STREET, KARAUKUDI KARAUKUDI, TAMIL NADU	TAMIL NADU	630001
90702	BO PALANI	1	SHANMUGANANDHA BHAVAN COMPLEX IIND FLOOR, R.F. ROAD,PALANI-624601, DINDIGUL DISTRICT	TAMIL NADU	624601
90703	BO DINDIGUL	1	54-A, MYTHILI NIVAS PALANI ROAD, DINDIGUL DINDIGUL, DINDIGUL, TAMIL NADU	TAMIL NADU	624001
90901	BO RAJAPALAYAM	1	391 TENKASI ROAD, RAJAPALAYAM RAJAPALAYAM, RAJAPALAYAM, TAMIL NADU	TAMIL NADU	626117
90903	BO ARUPUKOTAI	1	137 B, KPV COMPLEX PANDALKUDI ROAD, ARUPPUKOTAI ARUPPUKOTAI, TAMIL NADU	TAMIL NADU	626101
91003	BO TIRUNELVELI	1	5/1 "ALAGU BAGAVATHY COMPLEX KAILASAPURAM MIDDLE STREET,TIRUNELVELI	TAMIL NADU	627001
91004	BO VALLIOOR	1	560 X, KANDAN COMPLEX, II ND FLOOR OPP. TO NEW BUS STAND, VALLIOOR	TAMIL NADU	627117
91101	BO NAGAPATTINAM	1	DOOR NO 20, FIRST FLOOR, PERUMAL KOVIL EASTERN STREET, NAGAPATTINAM, TAMIL NADU- 611001	TAMIL NADU	611001
91301	BO KULITHALAI	1	78 KAMARAJ SALAI, CAUVERY NAGAR, KULITHALAI TAMIL NADU	TAMIL NADU	639104

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91401	BO KOVILPATTI	1	CATHOLIC CENTRE 924-A, MAIN ROAD, KOVILPATTI	TAMIL NADU	628501
91403	BO SANKARANKOIL	1	312 RAJAPALAYAM MAIN ROAD SANKARANKOIL	TAMIL NADU	627756
91501	BO 3 MADURAI	1	SUN RISE TOWER,SECOND FLOOR,NO 60 KAMARAJAR SALAI, MADURAI	TAMIL NADU	625009
91602	BO MONDAY MARKET	1	NO1/45B-6, 2NDFLOOR JPC BUILDING, COLACHEL ROAD, MONDAY MARKET KANYAKUMARI DT TAMIL NADU	TAMIL NADU	629802
91603	BO KANNIYAKUMARI	1	17/48-A-9 LEELA BALAN COMPLEX, FIRST FLOOR, TIRUNELVELI MAIN ROAD, MATHAVAPURAM, KANYAKUMARI.	TAMIL NADU	629702
91701	BO MAYILADUTHURAI	1	123-A,, TAJ TOWERS NO.2 ROAD, MAYILADUTHURAI	TAMIL NADU	609001
91702	BO SIRKALI	1	BRANCH OFFICE -091702, "SSG COMPLEX" FIRST FLOOR, NO 25B, KUTCHERY ROAD, SIRKALI,	TAMIL NADU	609110
91801	BO AMBASAMUDRAM	1	10 FIRST FLOOR, BSNL CSC BUILDING, URKAD ROAD, AMBASAMUDRAM	TAMIL NADU	627401
92001	BO PERAMBALUR	1	50A , PALLIVASAL STREET , PERAMBALUR	TAMIL NADU	621212
	OFFICES IN MADURAI REGION (ADDITIONAL) AS PER REQUIREMENT	9			
	TOTAL	74			

**ANNEXURE 6**

The Matrix for evaluation of Financial Bids on the scale of 100 marks as detailed below in case more than one bidder stands as L-1 for identifying the successful bidder.

S.No	Criteria		Total Marks
1	Average Annual Turnover of the Bidder during the last three Financial years viz. 2020-21, 2021-22, 2022-2023.		
	1. (1) Turnover between Rs. 2 Crores to Rs. 5 Crores	05 Marks	22 Marks
	2. (2) Turnover above Rs. 5 Crores to Rs. 7.5 Crores	10 Marks	
	3. (3) Turnover above Rs. 7.5 Crores to 10 crores	15 Marks	
	4. (4) More than 10 crores	20 Marks	
	5. (5) Topper in the List [Highest turnover] will be given 2 Bonus marks	2 Marks	

S.No	Criteria		Total Marks
2	6. Total Number of housekeeping manpower working on the Pay Roll of Bidder duly supported by EPFO Challan for the month of February 2024		
	1. Between 150 to 250	05 Marks	21 Marks
	1. (2) ) Above 250 to Less than 350	10 Marks	
	(3) Above 350 to Less than 500	15 Marks	
	(4) More than 500	20 Marks	
	(5) Topper in the list [highest manpower] will be given 1 Bonus Mark	1 Mark	

S.No	Criteria		Total Marks
3	Experience of the Bidder in Security Services as on 29.02.2024		
	2. 1) Between 3 years to 5 years	05 Marks	21 Marks

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	3. (2) Above 5 years but less than 7 years	10 Marks	
	4. (3) Above 7 years but less than 10 years	15 Marks	
	5. (4) More than 10 years	20 Marks	
	6. (5) Topper in the list [more years of experience] will be given 1 Bonus Mark	1 Mark	

S.No	Criteria		Total Marks
4	Work Experience of Bidder in Security Services in Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking /		
	7. (1) Working experience more than 3 and less than 5 organizations	05 Marks	21 Marks
	8. (2) Working experience more than 5 and less than 7 organizations	10 Marks	
	9. (3) Working experience more than 7 and less than 10 organizations	15 Marks	
	10. (4) Working experience more than 10 organizations	20 Marks	
	11. (5) Topper in the List [experience with more no. of Organisations] will be given 1 Bonus Mark	1 Mark	

S No	Criteria		Total Marks
5	Company Ownership		15 Marks
	12. (1) Partnership Firm	05 Marks	
	13. (2) Private Ltd. Company	10 Marks	
	14. (3) Public Ltd. Company	15 Marks	
<b>GRAND TOTAL [S NOS: 1+2+3+4+5]</b>			<b>100 Marks</b>