

UNITED INDIA INSURANCE COMPANY LTD

DELHI REGIONAL OFFICE-01
8TH FLOOR, KANCHANJUNGA BUILDING,
BARAKHAMBA ROAD, NEW DELHI-110001.



Tender Reference no.	UIIC/DRO-01/ESTATE/PS/2025/ 01
Tender Description	<p>E-TENDER FOR SELECTING VENDORS TO OUTSOURCE</p> <ol style="list-style-type: none">1. PRINTING AND SUPPLY OF POLICY STATIONERY: PRINTING AND PAN INDIA SUPPLY OF STATIONERY FOR POLICY CERTIFICATES TO MARUTI AND SUZUKI DEALERS FOR MI TIE UP POLICIES2. RENEWAL MAILERS (2 WHEELERS AND 4 WHEELERS): PRINTING AND PAN INDIA DISPATCH OF RENEWAL NOTICES OF MI TIE UP POLICIES TO THE INSUREDS3. WEB POLICY KIT: PRINTING AND PAN INDIA DISPATCH OF POLICY KIT OF MI TIE UP POLICIES ISSUED THROUGH MARUTI INSURANCE PORTAL TO THE INSUREDS
Tender publishing date	26 th Dec 2025
Last date and time of Bid Submission	As per GeM
Date and Time of Technical Bid Opening	As per GeM
Earnest Money Deposit (Refundable)	Rs. 75,000/- (Rupees Seventy Five thousand only)
Address for offline submission of DD for Tender Fee and EMD	Regional Manager (Estate), Delhi Regional Office-01 Office Code-040000 8TH FLOOR, KANCHANJUNGA BUILDING, BARAKHAMBA ROAD, NEW DELHI-110001.
Contact Details	Telephone No.: 08360606653 E-mail id: rakeshmalhotra@ulic.co.in and surinderpalsingh@ulic.co.in
Last date for Queries	As per GeM



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This tender document is not transferable.

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 UIIC. UIIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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INTRODUCTION

The United India Insurance Company Limited (UIIC), a public sector undertaking dealing in non-life insurance. UIIC has been enjoying the highest rating from leading Indian credit rating agencies such as CRISIL and ICRA.

UIIC has its head office at New Delhi, 30 regional offices in various cities, United India Staff Training Centre (NALANDA) at Chennai, 430+ divisional offices, 650+ branch offices, Regional Training Centres, 30+ Claims OD Hubs, 30+ TP Hubs and 1000+ business centres /micro offices geographically spread out across India.

The Company has a web portal www.uiic.co.in for use of its customers and agents with a provision for online issue/ renewal of policies.

The United India Insurance Co Ltd., invites Bids for Selecting Vendor to Outsource the following activities for our tie up business with Maruti Suzuki Insurance Brokers Pvt Ltd. (MSIBPL/MI)

- 1. Printing and Supply of Policy Schedule cum Certificate Stationery: Printing and Pan India Supply of Stationery of Policy Certificates to Maruti and Suzuki Dealers for MI Tie Up Policies**
- 2. Renewal Mailers (2 Wheelers And 4 Wheelers): Printing and Pan India Dispatch of Renewal Notices to Insureds of MI Tie Up Policies**
- 3. Web Policy Kit: Printing and Pan India dispatch of Policy Kit to Insureds of MI Tie Up Policies, issued through Maruti Insurance Portal**

for a period of 1 (One) year which may be extended for 1+1-year subject to satisfactory performance at the end of contract (Total 3 years contract).

The tender documents will be available on official website of UIIC
(https://www.uiic.co.in) under tender section as well as on GeM portal Custom bid.

The bidder has to use the GeM portal for participating in the tender.



SECTION-I

TERMS AND CONDITIONS

1. ONLINE SUBMISSION:

The online bids under two envelopes/cover system comprising of (1) Technical bid and (2) Commercial bid should be submitted online on GeM portal on or before **date and time as per GeM**. The bidder has to quote (in terms of rate of each item specified in commercial bid) for all line of items mandatorily.

Alongside filling of the online template for the technical bid, the bidder should upload the scanned copies of following documents. The documents shall be arranged in the same order as mentioned in online bidding format

- a) DD/ Pay Order for EMD of Rs. 75,000/- (Rupees Seventy Five thousand only)
- b) Certificate of Incorporation/Registration of Firm Certificate/Partnership Deed/Proprietorship Deed/ Declaration of Proprietorship etc. as the case may be
- c) Audited Balance Sheets /Chartered Accountant Certificates for last 5 Financial Years.
- d) PAN and GST Registration Certificate
- e) Affidavit/Self Declaration (on bidder's letterhead) by the vendor declaring that the firm is not disqualified, blacklisted or de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs and/or not found deficient in Services / Performance not satisfactory in India by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs during the period from 1st January, 2019 till the last date of this tender (**Annexure – VI**)
- f) Documentary proof for execution of at least 1 contract of similar nature with any insurance company for a value not less than Rs. 25 lacs in the last 3 FY i.e, one in each FYs 2022-23, 2023-24 and 2024-25.
- g) Address proof of any two locations.
- h) DOP license of franking machine.
- i) Proof of dispatch of at least 25 Lacs quantity per year for last 3 years in relation to bulk printing and dispatch.
- j) Duly filled, signed and stamped Annexure – I and Annexure – II.
- k) Bidder to submit a copy of tender document duly signed and stamped on each page.
- l) **Notice Inviting Bids:**

The Deputy General Manager, The United India Insurance Company Limited, RO-1, New Delhi invites online bids from eligible Bidders for selection of vendor for Printing and Distribution of Policy Stationery, Policy Booklet and Renewal Notices for MI Policies on Pan India basis. The bidder has to use the portal www.uiic.co.in for participating in the tender (Refer to Annexure - 13 for e-tendering instructions and Annexure - 14 for Reverse Auction instructions).

2. OFFLINE SUBMISSION IN HARD/PHYSICAL COPIES:

The following documents, duly signed and stamped, are required to be submitted offline to Regional Manager (Estate), Delhi Regional Office-01, (040000), 8th Floor, Kanchanjunga Building, Barakhamba Road, New Delhi-110001 so as to reach by 19th Jan 2026, 1500 hours, in one sealed envelope super-scribed as "**Offline Document Submission for e-Tender - UIIC/DRO-01/ESTATE/PS/2025/ 01**". Non-submission of these documents or submission of these documents after the stipulated date & time may disqualify the bidder and his/her tender may not be opened.

- a) Original DD/ Pay Order towards EMD amount of Rs. 75,000/- (Rupees Seventy Five thousand only)
- b) Bank Details for refund of EMD through NEFT mode (Bank Name, Address, Account No, IFS Code, PAN No.) along with a cancelled cheque.



- c) Certificate of Incorporation/Registration of Firm Certificate/Partnership Deed/Proprietorship Deed/Declaration of Proprietorship etc. as the case may be.
- d) Audited Balance Sheets /Chartered Accountant Certificates for last **5 Financial Years**
- e) PAN and GST Registration Certificate
- f) Affidavit/Self Declaration (on bidder's letterhead) by the vendor declaring that the firm is not disqualified, blacklisted or de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs and/or not found deficient in Services / Performance not satisfactory in India by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs during the period from 1st January, 2019 till the last date of this tender (**Annexure - VI**)
- i) Documentary proof for execution of at least 1 contract of similar nature with any insurance company for a value not less than Rs. 25 Lacs in the last 3 FY i.e, one in each FYs 2022-23, 2023-24 and 2024-25
- j) Address proof of any two locations.
- k) DOP license of franking machine.
- l) Proof of dispatch of at least 25 Lacs quantity per year for last 3 years in relation to bulk printing and dispatch.
- m) Duly filled, signed and stamped Annexure – I and Annexure – II.
- n) Bidder to submit a copy of tender document duly signed and stamped on each page.

The details of the DD/Pay order, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the submitted bid will not be accepted.

3. EARNEST MONEY DEPOSIT (EMD)

- a) The intending bidders should pay an EMD of Rs. 75,000/- (Rupees Seventy Five thousand only)
- b) The EMD shall be payable by DD/Pay Order drawn in favor of "United India Insurance Company Limited" payable at Delhi.
- c) The EMD will not carry any interest.
- d) Bidders who are eligible to be exempted from depositing EMD according to rule 170 of GFRs, 2017, should submit documentary proof thereof along with technical bid online through GeM portal.

4. FORFEITURE OF E.M.D:

The EMD made by the bidder will be forfeited if –

- a) The bidder qualifies as L1 and backs out of the L1 quotes/tender specification/tender terms & conditions.
- b) The bidder withdraws his tender after acceptance.
- c) The bidder withdraws his tender before the expiry of the validity period of the bid.
- d) The bidder violates any of the provisions of the terms and conditions of this tender specification.

5. REFUND OF E.M.D:

- a) EMD will be refunded to the successful (L1) bidder only after signing of the contract and receipt of Security Deposit of specified amount and completion of requirements in all respects to the satisfaction of the Company.
- b) In case of unsuccessful bidders, the EMD will be refunded to them after final selection of the L1 bidder.



6. THE COMPANY RESERVES THE RIGHT TO:

- a) Revise the quantities at the time of placing the order(s), during the entire period of contract.
- b) Blacklist the L1 bidder if performance of the bidder is not satisfactory.
- c) Reject any or all of the bids if –
 - i. It is not in conformity with the instructions mentioned herein,
 - ii. It is not accompanied by the requisite EMD,
 - iii. It is not properly signed by the bidder wherever required,
 - iv. It is received after the expiry of the due date and time,
 - v. It is evasive or incomplete including non-furnishing of the required documents.
 - vi. It is quoted for period less than the validity of bid.
 - vii. It is received from any blacklisted vendor or whose past experience is not satisfactory.

7. VALIDITY OF BID:

The bid should be valid for acceptance for a period of at least 180 (One Hundred Eighty) days from the last date of submission. Offers with lesser validity period would be rejected.

8. SCOPE OF WORK:

8.1 Job specification:

8.1.1 Printing and Supply of Policy Schedule cum Certificate Stationery:

To print, store and supply the Policy Stationery to various Maruti and Suzuki Dealers across India with tracking and delivery proof.

8.1.2 Renewal Mailers (2 wheelers and 4 wheelers)

To print and prepare the Renewal Mailers (4-wheeler & 2-Wheeler) as described at ANNEXURE II and dispatch to insureds Pan India through Dept. of Post with proof of dispatch tentative from financial year 2026-27 onwards.

8.1.3 Web Policy Kit:

To print and prepare Web Policy Kit as described at ANNEXURE II and dispatch to insureds Pan India through Dept. of Post with proof of dispatch.

8.2 Job Process:

8.2.1 Printing and Supply of Policy Schedule cum Certificate Stationery:

Printing as per specifications (See Annexure – II).

Shrink Wrap Packing of 50 sheets in fresh fit to size Carton with poly wrapping of carton from inside tape masking covering all edges of carton, Strip wrapping with 4 belts, labelling (with complete address & content details) as per allocation with at least 1 (one) polybag containing 50 sheets in 1 (one) carton per location



Delivery to PAN India locations through reliable and renowned courier with tracking and delivery proof.

The bidder should be able to deliver these printed stationeries at around 3000 (existing and to be added) PAN India locations through courier with complete tracking of delivery on daily basis. Bidder should have proper warehousing capacity to store sufficient stock to meet ad hoc requirements on daily basis.

8.2.2(A) Renewal Mailers (4-wheeler)

Printing and Preparing of Renewal Mailers (4 Wheeler) as per specifications (See Annexure - II)

Pin code/RMS/State wise sorting & dispatch through licensed franking from Department of Post for dispatching to PAN India insureds.

Job involves IT expertise for large Data Management with Software Development, Encryption, Storage, Data Purging and Support, Digital Printing Offset and Variable Data, Accurate matching of letters with High Speed Automated Insertion with Online Feature of Barcode Reading, Folding & Envelope sealing, Franking facility licensed from Dept. of post.

The bidder should be able to serve PAN India locations through Department of Post with proof of dispatch.

8.2.2(B) Renewal Mailers (2-wheeler):

Printing and Preparing of Renewal Mailers (2 Wheeler) as per specifications (See Annexure - II)

Pin code/RMS/State wise sorting & dispatch through licensed franking from Department of Post for dispatching to PAN India insureds.

Job involves IT expertise for large Data Management with Software Development, Encryption, Storage, Data Purging and Support, Digital Printing Offset and Variable Data Printing, Accurate matching of letters with High Speed Automated Perforation/Insertion with Online Feature of Barcode Reading, Folding & letter sealing, Franking facility licensed from Dept. of post.

The bidder should be able to serve PAN India locations through Department of Post with proof of dispatch.

8.2.3 Web Policy Kit:

Data retrieval from M/s MIBPL's server and taking approval for data from M/s MSIBPL.

Printing and Preparing Policy Kit as per specifications (See Annexure-II)

Pin code/RMS/State wise sorting & dispatch through licensed franking from Department of Post for dispatching to PAN India insureds.

Job involves IT expertise for large Data Management with Software Development, Encryption, Storage, Data Purging and Support, Digital Printing Offset and Variable Data, Accurate matching of letters with High Speed Automated Insertion with Online Feature of Barcode Reading, Folding & Envelope sealing, Franking facility licensed from Dept. of post.



The bidder should be able to serve pan India locations for dispatch on daily basis through Department of Post with proof of dispatch.

The item details are as follows:

Table-I

S.N.	Description	Annual requirement (approx.)
1	Printing and Supply of Policy Schedule cum Certificate Stationery	5,00,000 sheets
2 (A)	Renewal Mailers (4-wheeler)	25,000 units
2 (B)	Renewal Mailers (2-wheeler) Tentative from FY 2026-27	10,000 units
3	Web Policy Kit	40,000 units

Note: - Quantities mentioned above are approximate & tentative only and the Company reserves the right to increase/decrease the quantity to be purchased.

9. DELIVERY:

Job 1: Printing and Supply of Policy Stationery

- Stationery should be delivered and reached to the concerned Dealer Outlet(s) (PAN India) within **2 (two) weeks** from the date of placement of Purchase Order. Address list, existing as on the date of contract will be provided to the successful bidder by the Company, however, Bidder should dispatch to new locations also, which will be added to the list during the period of contract.
- In the event of delayed delivery, i.e. delivery after the expiry of the delivery period as specified above, the vendor shall be liable to pay a penalty at a percentage of the value of the undelivered Item subject to a maximum of **5%** (five per cent) as detailed below:
 - @ 1% for the first week;
 - @ 2.5% for the second week; and
 - @ 5% for the third week onwards

Note: For the purpose of this clause, part of the week is considered as a full week.

- Company reserves the right to cancel the order if the supplier fails to deliver the Item in the said time and may purchase the same from any other source and the original supplier shall have to make good any loss or damage that the Company may suffer on this account and/or bidder's Security Deposit will be forfeited.

Job 2: Renewal Mailers (2 wheelers and 4 wheelers)

- Dispatch (PAN India) to be made within **2 (two) weeks** from the receipt of data from MSIBPL/UIIC.



b) In the event of delayed delivery, i.e. delivery after the expiry of the delivery period as specified above, the vendor shall be liable to pay a penalty at a percentage of the value of the undelivered Item subject to a maximum of 5% (five per cent) as detailed below:

- @ 1% for the first week;
- @ 2.5% for the second week; and
- @ 5% for the third week onwards

Note: For the purpose of this clause, part of the week is considered as a full week.

c) Company reserves the right to cancel the order if the supplier fails to deliver the Item in the said time and may purchase the same from any other source and the original supplier shall have to make good any loss or damage that the Company may suffer on this account and/or bidder's Security Deposit will be forfeited.

Job 3: Web Policy Kit

a) Dispatch (PAN India) to be made within **1 (one) week** from the receipt of data from the MSIBPL.

b) In the event of delayed delivery, i.e. delivery after the expiry of the delivery period as specified above, the vendor shall be liable to pay a penalty at a percentage of the value of the undelivered Item subject to a maximum of 5% (five per cent) as detailed below:

- @ 1% for the first week;
- @ 2.5% for the second week; and
- @ 5% for the third week onwards

Note: For the purpose of this clause, part of the week is considered as a full week.

c) Company reserves the right to cancel the order if the supplier fails to deliver the Item in the said time and may purchase the same from any other source and the original supplier shall have to make good any loss or damage that the Company may suffer on this account and/or bidder's Security Deposit will be forfeited.

10. PRICE:

a) The Bid has to be made on per unit basis inclusive of, but not limited to the following:

- i) Raw Material, Digital Printing (Off Set and Variable), Packing (as mentioned in the tender)
- ii) Forwarding, Freight, Transit, Insurance, Excise Duty, Other Duties and Taxes, if any including State Levy,
- iii) Software Development, Encryption, Storage & Support,
- iv) Automated Insertion M/c, Folding M/c, Pasting M/c, Digital Printing M/c and
- v) Delivery of Printed Policy Stationery to Maruti and Suzuki Dealers (Pan India) under Job Description 1 as per Table 1 above.

b) GST on "a)" above will be paid extra as per prevailing rate.

c) Franking charges / Postage Charges for Job Descriptions 2(A), 2(B) and 3 will be paid extra as per prevailing rate (as provided by Department of Post) plus GST at the end of the month on submission of the monthly dispatch report.



- d) No Extra Amount shall be paid to the vendor, except those are expressly mentioned here as above.
- e) Prices quoted, finalized and agreed to at the time of contract shall be valid for the entire contract period.
- f) There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the bidder. However, any benefit arising out of any subsequent reduction in the prices due to reduction in duty, taxes etc. or otherwise, after the prices are fixed and before the delivery should be passed on to the Company.
- g) For postage, the company (UIIC) will not have any direct relation with department of post. The UIIC would have contract with vendor only. Thus, payment / deduction of taxes also will be dealt with, as per norms.

11. PAYMENT TERMS

100% Payment will be made through NEFT mode only on successful delivery of the Policy Stationery, dispatch of Renewal Mailers (4-wheeler and 2-wheeler) and web policy kits on submission of delivery challan, Proof of Delivery / Dispatch, as the case may be & original invoices.

12. SECURITY DEPOSIT

The successful bidder will have to furnish a Security Deposit to the tune of 5% of the value of the Contract for proper fulfillment of the contract in the form of a Bank a obtained from a Nationalized/Scheduled bank. The Bank Guarantee should remain valid for the period as mentioned on GeM portal.

13. ADDENDUM/CORRIGENDUM, if any, will be published only on Company's website <https://www.uiic.co.in> as well as on GeM portal.

At any time prior to the last date of receipt of bids, the Company may, for any reason, whether at its own initiative or in response to clarifications requested by the prospective bidders, modify the tender document by clarifications.

The clarifications, if any, issued by the Company at any time before the due date of submission of the bid will become part of the tender document and would be notified on the official website of UIIC (<https://www.uiic.co.in>) as well as at GeM Portal.

The bidders should visit above-mentioned websites regularly till the closing date of the tender.

14. CLARIFICATIONS/QUERIES:

- a) The queries, if any, can be made through GeM Portal as per format given in **Annexure - V**. The queries received via any other mode other than mentioned above will not be entertained.
- b) The Company shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained.
- c) The clarifications (if any) issued at any time before the due date of submission of the bid will become a part of the tender document and would be notified on the official website of the Company as well as online e-tender portal.



15. ALTERATION IN QUANTITIES:

Quantities mentioned in the tender are approximate & tentative only and the Company reserves the right to increase/decrease the quantity to be purchased without making any changes in the price.

16. REJECTION OF BIDS:

The bid is liable to be rejected *inter-alia*:

- If it is not in conformity with the instructions mentioned herein,
- If it is not properly signed by the bidder wherever required,
- If it is received after the expiry of the due date and time,
- Requisite DD for Tender fee and EMD not submitted offline,
- If it is evasive or incomplete in any manner including non-furnishing the required documents.
- If more than one Bid are submitted by any bidder, all the bids submitted by that bidder will be rejected

17. ARBITRATION

- All disputes/differences of any kind whatsoever arising out of or relating to the construction, meaning, operation, effect or breach of the Agreement, then either party may refer to a sole arbitrator who shall be jointly appointed by both the parties or, in the event that the parties are unable to agree on the person to act as the sole arbitrator within 30 days after any party has claimed for arbitration in written form, by three arbitrators, one to be appointed by each party with power to the two arbitrators so appointed, to appoint a third arbitrator within a period of 30 days from the appointment of the second of the Arbitrators.
- The arbitration shall be conducted under the Indian Arbitration and Conciliation Act, 1996 as amended or re-enacted from time to time
- The governing law for the arbitration shall be Indian Law.
- The proceeding of arbitration shall be conducted in English language. The arbitration shall be held in Delhi, India.

18. FORCE MAJEURE

The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following: Act of God, refusal of permissions or other Government Act, fire, explosion, accident and the like which renders it impossible or impracticable for the bidder to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond bidder's control, up to two working days. Bidder should make necessary arrangements to perform his part of contract within two working days, which may be extended for three more working days subject to written approval from UIIC, failing which company shall be at the liberty to take appropriate decision, which may include but not limited to invoking penalty clause (as mentioned in clause 9), forfeiture of Security etc.

Decision of the company on failure to perform the contract beyond two days, would be final.

19. AGREEMENT

The successful bidder has to sign an agreement with the Company. **The Performa agreement will be shared with the successful bidder.**



20. TERMINATION FOR DEFAULT

UIIC may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part:

- If the Bidder fails to perform his duties as per this contract within the time period(s) specified in the contract, or any extension thereof granted by UIIC; or
- If the Bidder fails to perform any other obligation(s) under the contract

In the event of UIIC terminating 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, goods and services similar to those undelivered and the Bidder shall be liable to UIIC for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.

21. TERMINATION FOR INSOLVENCY

UIIC may, at any time, terminate the contract by giving written notice to the Bidder, without any compensation to the Bidder, whatsoever if:

- The Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UIIC.
- the Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the UIIC.

22. TERMINATION FOR CONVENIENCE

Either party may, by 30 calendar days written notice sent to the other party, 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.

The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by UIIC at the contracted terms and prices. For the remaining goods and services, UIIC may elect:

- To have any portion completed and delivered at the contracted terms and prices; and/ or

To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.

23. CANCELLATION OF THE CONTRACT & COMPENSATION

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

- The selected bidder commits a breach of any of the terms and conditions of the bid.
- The selected bidder goes into liquidation voluntarily or otherwise.
- The progress made by the selected bidder is found to be unsatisfactory
- If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, UIIC reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected bidder. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UIIC reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same. In this event, the selected bidder is bound to make good the additional expenditure (capped at 5% differential value), which UIIC may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

24. RIGHTS RESERVED BY UIIC

- i. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
- ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, UIIC will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by UIIC and take any other action as maybe deemed necessary.
- iii. UIIC reserves the right to issue a fresh RFP for this project at any time during the validity of the contract period with the selected Bidder.

25. LIMITATION OF LIABILITY

Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.

26. WAIVER

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

27. VIOLATION OF TERMS

UIIC clarifies that UIIC shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies UIIC may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

28. OTHER TERMS AND CONDITIONS

- a) All items should be as per our specifications. To avoid further enquiries and unnecessary delay, the bidder may inspect the sample from our office.
- b) If any supply is made in violation of our specifications, the same would not be accepted and Company would not be responsible for any loss to the bidder on this account. Company shall be at the liberty to take appropriate decision, in this regard, which would be final.
- c) Bidder should have Registered Office, Printing, Storage and Dispatch facility in Delhi & NCR.

- d) Neither alteration in quality of the items approved & ordered nor any enhancement in the rate of the items shall be accepted until the validity of the contract. If done so, Security Deposit of supplier shall stand forfeited.
- e) Any bid not complying partly or wholly with these terms and conditions will be liable for rejection.
- f) Successful bidder shall ensure delivery and dispatch of items conforming to the packing specifications as per **Annexure - II**.
- g) Any loss/damage of items during the transit will be borne by the successful bidder.
- h) The successful bidder has to mandatorily sign and submit the Confidentiality & Non-Disclosure Agreement (as per **Annexure - VII**).
- i) The successful bidder has to submit a report of all the transaction details related to this tender for time to time review.
- j) The Company reserves the right through its authorized representative to visit the premises of the bidders to verify the facility/infrastructure of the bidder required for the job process of the tender items after opening the Technical Bid. If not found satisfactory, the bid may be rejected.
- k) The Company reserves the right through its authorized representative to visit the premises of the successful bidder any time during the contract period for verification of facilities, jobs being undertaken and records thereof, etc. If not found satisfactory, the contract so awarded may be terminated.
- l) The Company reserves the right to reject any and/or all bids without assigning any reason thereof.
- m) All process should be undertaken by the selected bidder only and no job should be outsourced/sublet to anyone by the successful bidder.
- n) All payments would be made through NEFT mode and in INR only.
- o) The tender will be awarded in totality for all line of items together to a single successful bidder.
- p) Suppliers agreeable to all the terms and conditions of this tender may only participate in the e-tender.
- q) Any dispute arising out of or related to this Tender shall be deemed to have arisen in National Capital Territory of Delhi and shall be subjected to the jurisdiction of Delhi Court only.

DISCLAIMER

This RFP is being issued by UIIC for inviting bids for providing printing and distribution of policy stationery, policy booklet and renewal notices for MI policies on Pan India basis. The words 'Tender' and 'RFP' are used interchangeably to refer to this document. The purpose of this document is to provide the Bidder with information to assist in the formulation of their proposal. While the RFP has been prepared in good faith with due care and caution, UIIC or any of its employees or consultants do not accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in this document. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries. UIIC reserves the right not to proceed with the project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any party submitting a bid. No reimbursement of any cost will be paid to persons, entities submitting a Bid.



SECTION II

PROCEDURE FOR PROCESSING THE TENDER DOCUMENT

1. The Committee constituted by the Company will open the Technical Bids electronically.
2. Each and every aspect in the Technical Bid consisting of **Annexure - I** and **Annexure - II** would be discussed by the Committee for technical qualification. The meeting will be held at the office of the Company, at the time and date, as decided by the Company.
3. The Commercial Bids of technically qualified bidders will be opened by the Committee in the presence of bidders who wish to be present.
4. The lowest Commercial Bid (L1) on the total amount for all line of items put together on the tentative annual quantity as mentioned in **Annexure III** will be identified as L1.
5. The Company reserves the right either to go for the L1 bidder identified after Commercial Bid or opt for Reverse Auction.
6. In case of Reverse Auction –
 - The lowest commercial bid (L1) will be identified as start price for Reverse Auction. However, the Company also reserves the right to give its own start price and decrement factor for each line of item for Reverse Auction (Parameters and documentary requirements for E-reverse auction shall be as per GeM guidelines).
 - Final successful bidder will be selected on the basis of minimum total bid amount for all line of items put together on the tentative annual quantity as mentioned in **Annexure – III**.
7. Any Commercial Bid incomplete in any respect will be disqualified.



TECHNICAL BID

Annexure - I

ELIGIBILITY CRITERIA

S N	Particulars	Compliance (Yes/ No)
1	The bidder should be of reputed background and a well-established Printing and Mail Management Company, having its business in India for at least 5 years as on 1 st January 2025. Bidder has to submit Registration number of the firm along with the PAN and GST number. <i>(Documentary proof to be submitted)</i>	
2	The bidder should have an Annual Turnover of Rs. 5 Crores for each financial year in Printing Stationery for the last 5 financial years i.e. FY2020-21, FY 2021-22, FY 2022-23, FY 2023-24 & FY 2024-25. <i>(Profit & Loss account, Audited Balance Sheet, CA certified documents to be submitted)</i>	
3	The bidder should have made positive net operating profit in the past 3 financial years out of the last 5 financial years i.e. FY2020-21, FY 2021-22, FY 2022-23, FY 2023-24 & FY 2024-25. <i>(Profit & Loss account /CA certified documents to be submitted)</i>	
4	The bidder should be well experienced in handling bulk printing, storage and dispatch. <i>(Proof of dispatch of 1 Cr. Quantity per FY for last three FY to be submitted)</i>	
5	The bidder should not have been disqualified, blacklisted, or de-panelled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs and/or not found the bidder by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs deficient in services / performance not satisfactory in India during the period from 1 st January, 2019 till the last date of this tender <i>(Undertaking to be submitted as per Annexure - VI)</i>	
6	The bidder should have Registered Office, Printing and Dispatch / Delivery facility and Storage Facility in India with adequate stocks of the items and qualified service executive in their organization. <i>(Documentary proof to be Submitted)</i>	
7	The bidder should have executed minimum 1 nos. of contract of similar nature with any Insurance Company (excluding the Company) for a value not less than Rs.25 Lacs. Per annum during the last 3 financial years i.e. FY 2021-22, FY 2022-23 & FY 2023-24 <i>(Documentary proofs for each FY to be submitted)</i>	
8	The Bidder should have back up Printing / Storage / Delivery and Dispatch Facility(ies), to avoid business interruption due to causes mentioned under Force Majeure or any other unforeseen situation without outsourcing/subletting any of the jobs, which are part of this contract. <i>(Address proof for two different locations to be submitted.)</i>	
9	The Bidder should have in-house Franking facility, duly installed / approved by the Department of India Post. <i>(copy of DOP License of franking machine to be submitted.)</i>	



Annexure - II

ITEM SPECIFICATION

S.N.	Item Description	Compliance (Yes/No)
1	<p>Policy Schedule cum Certificate stationery: Supply of Paper, Size: 8.50" x 13.75", Paper: 95 GSM Sunshine Super printing BILT / ITC, Printing: 4 Color printing on both sides with watermark. Packing: Shrink Wrap Packing of 50 sheets in fresh fit to size Carton with poly wrapping of carton from inside tape masking covering all edges of carton, Strip wrapping with 4 belts, labelling as per allocation with at least 1 (one) polybag containing 50 sheets in 1 (one) carton per location. Delivery to approx.3000 PAN India dealership locations via courier with tracking and proof of delivery. Storage: Warehousing to meet ad hoc requirements on regular basis</p>	
2A	<p>Renewal Mailers (4-wheeler): Supply of Paper, Letter 1 & letter 2, Size: A-4, Paper: 80 GSM Super printing BILT / ITC, Printing - Offset: 4 Color on both sides, Digital: variable data printing on both sheets ENVELOPE: Size: 4.375" x 9.375", Paper: 80 GSM Super Printing BILT/ITC, Printing: 4 Color printing, Window Envelope making for automated insertion. Post Printing: Automated insertion process: Barcode reading, Folding and Insertion of 2 letters into envelope, envelope sealing. Franking of mailers with pin code wise sorting and delivery to India Post Office with proof of dispatch.</p>	
2B	<p>Renewal Mailers (2-wheeler): Supply of Letter cum Envelope, Size: A-4, Paper: 80 GSM Super printing BILT / ITC, Printing: Offset- 4 color, Digital: Variable data printing on both sides, Post printing: Folding, Perforation and Sealing. Franking of mailers with pin code wise sorting and delivery to India Post Office with proof of dispatch.</p>	
3	<p>Web Policy Kit: Covering Letter: 1 sheet Size: 8.50" x 13.75" Paper: 80 GSM Super printing BILT or ITC, Printing: Offset: 4 Color on single side, Digital: variable data printing on single side Policy Schedule cum Certificate: 1 sheet Size: 8.50" x 13.75", Paper: 95 GSM Sunshine Super printing BILT / ITC, Printing: Offset: 4 Color on both sides, Digital: variable data printing with printed watermark on one side.</p> <p>Envelope for Automated Insertion: Size: 9.375" x 4.375" Paper: 80 GSM Super Printing BILT/ITC Printing-: 4 colors Window Size: 3.50" x 1.75" Finishing: 25- micron cellophane on window, Machine made envelope for automation. Post Printing: Automated insertion process: Barcode reading, Folding and Insertion of covering letter and policy schedule cum certificate into envelope, envelope sealing. Franking of mailers with pin code wise sorting and delivery to India Post Office with proof of dispatch.</p>	 <p>UNITED INDIA INSURANCE CO. LTD. D-26, B-39, Outer Circle Connaught Place NEW DELHI-01</p>

Note- Any additional or better features are acceptable subject to prior written approval from UIIC.

Annexure - III

COMMERCIAL BID

S N	Item Description	Annual Tentative qty.	Per sheet or Per Unit Price in Rs. (excluding GST)	Existing per unit Postage amount in Rs. (As per DOP, excluding GST)	Total Amount in Rs. (excluding GST)
1	Policy Schedule cum Certificate Stationery (Supply of paper, Printing & dispatch to pan India locations, tracking and delivery reporting and warehousing)	5,00,000 Sheets	Rs Per sheet (Including Delivery charges)	NA	
2A	Renewal Mailers (4-wheeler) (Supply of Paper, Printing renewal letters (2 Nos. of sheets) with window envelope, Automated insertion & franking service and dispatch to PAN India locations)	2,50,000 units	Rs Per unit	Rs Per unit	
2B	Renewal Mailers (2-wheeler) (Supply of letter cum envelope, Printing with folding, perforation, sealing & franking service and dispatch to PAN India locations) 2 nd year onward i.e from FY 2026-27 onwards.	10,000 units	Rs Per unit	Rs Per unit	
3	Web Policy Kit (Supply of Paper, Covering letter 1 no., Policy Schedule cum Certificate 1 no. and Envelope, Automated Insertion & Franking Service and dispatch to PAN India locations)	40,000 units	Rs Per unit	Rs Per unit	
Total Amount (in Rs.)					
GST (in Rs.)					
Grand Total (in Rs.)					



DEVIATIONS FORMAT

S/N	Bidder's Name	Page No. (tender ref)	Clause (tender ref)	Description in the tender (tender ref)	Deviation Details	Reasons for deviation
1						
2						

Note: - The Company reserves the right to accept/reject any or all of the deviations shown by the bidder.
Non-submission of details in the format will be considered as nil deviation.



Annexure - V

QUERIES FORMAT

S/N	Bidder Name	Page No (Tender Ref)	Clause(Tender Ref)	Description (Tender Ref)	Query



Annexure - VI

UNDERTAKING REGARDING NON-BLACKLISTING

Tender Ref: UIIC/DRO-01/ESTATE/PS/2025/ 01

We, M/s _____, participating in the bid, confirm that we have not been disqualified/blacklisted/de-paneled and the product quoted is not disqualified/blacklisted/de-paneled for whatsoever reason by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs and/or not found the bidder by any Central/State Government Department/Public Sector Banks/Financial Institutions/other PSUs deficient in services / performance not satisfactory in India during the period from 1st January, 2019 till the last date of this tender

Dated at _____ this _____ day of _____ 20

Signature of the Authorized Signatory : _____

Name : _____

Designation : _____

Name & Address of the company : _____

Seal of the Company : _____



Annexure - VII

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

(Should be on Rs.100/-stamp paper)

This confidentiality and non-disclosure agreement is made on the.....day of....., 20....
BETWEEN (.....), (hereinafter referred to as "Bidder") 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 principal 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 Registered Office at.....(address) 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)
provided any information which has been disclosed in an intangible form shall reduce to writing within fifteen
(15) business days for such information to be deemed as Confidential Information



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, defences 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** mean 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, consultants 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

- i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties,
- ii) that it has requested or received Confidential Information, or
- iii) 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

- 1) 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.
- 2) 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) TERM



This Agreement shall be effective on the first date written above and shall continue in full force and effect for the term of the assignment and for a period of three years 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 for the term of the assignment and for a period of two years thereafter.

GOVERNING LAW & JURISDICTION

This Agreement shall be governed by and construed with sole 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 Mumbai.

7) 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.

8) 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.

9) 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.

10) 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 Information Technology Department of the Company's Head Office at Mumbai and a CC thereof be earmarked to the concerned Branch, Divisional or Regional Office as the case may be 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) For & On behalf of the UIIC

b) For & on behalf of the bidder

In the presence of

In the presence of

Witnesses:1 _____

Witnesses:1 _____

Witnesses:2 _____

Witnesses:2 _____



Annexure - IX

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. Tender document with detailed terms and conditions is available on our website www.uiic.co.in and on GeM Portal custom bid. Interested parties may download the same and participate in the tender as per the instructions given therein, on or before the due date of the tender. The tender shall have to be submitted online through GeM Portal
2. Corrigendum/amendment, if any, shall be notified on the company's website www.uiic.co.in and on GeM Portal. In case any corrigendum/amendment is issued after the submission of the bid, then such bidders, who have submitted their bids, shall be intimated about the corrigendum/amendment by a system- generated email (In case of open tender corrigendum / amendment will be on the public dash board and no mail will be fired for the bidder who has not participated by that time). It shall be assumed that the information contained therein has been taken into account by the bidder. They have the choice of making changes in their bid before the due date and time.
3. Bidders are required to complete the entire process online on or before the due date of closing of the tender.
4. The Commercial/Price bid of only those bidders shall be opened whose Technical bid is found to be acceptable to us. The schedule for opening the price bid shall be advised separately.
 - i. Directions for submitting online offers, electronically, against e-Procurement tenders directly through internet:
 - ii. The system time (IST) that will be displayed on GeM Portal shall be the time considered for determining the expiry of due date and time of the tender and no other time shall be taken into cognizance.
 - iii. Bidders are advised in their own interest to ensure that their bids are submitted on GeM Portal well before the closing date and time of bid. If the bidder intends to change/revise the bid already entered, he may do so any number of times till the due date and time of submission deadline. However, no bid can be modified after the deadline for submission of bids.
 - iv. Once the entire process of submission of online bid is complete, the bidders are required to go to option own bid view through dashboard and take the print of the envelope receipt as a proof of submitted bid.
 - v. Bids / Offers shall not be permitted in GeM portal after the due date / time of tender. Hence, no bid can be submitted after the due date and time of submission has elapsed.
 - vi. No manual bids/offers along with electronic bids/offers shall be permitted.
 - vii. The bidder has to quote (in terms of rate of each item specified in commercial bid)for all line of items mandatorily.



5. No responsibility will be taken by UIIC and/or GeM for any delay due to connectivity or unavailability of website. They shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause. It is advisable that bidders who are not well conversant with e-tendering procedures, start filling up the tenders much before the due date /time so that there is sufficient time available with him/her to acquaint with all the steps and seek help if they so require. Even for those who are conversant with this type of e-tendering, it is suggested to complete all the activities ahead of time. It should be noted that the individual bid becomes viewable only after the opening of the bid on/after the due date and time. Please be reassured that your bid will be viewable only to you and nobody else till the due date/ time of the tender opening. The non-availability of viewing before due date and time is true for e-tendering service provider as well as United India Insurance officials.
6. United India Insurance Co Ltd and/or the GeM shall not be responsible for any direct or indirect loss or damages and or consequential damages, arising out of the bidding process including but not limited to systems problems, inability to use the system, loss of electronic information etc.



Annexure - X

DETAILS OF REVERSE AUCTION

Buyer's Name	United India Insurance Co. Ltd. Delhi Regional Office – 01 (040000), 8 th Floor, Kanchanjunga Building, Barakhamba Road, New Delhi-110001
Auction to be Conducted By Service Provider	GeM Portal
Date & Time of Reverse Auction	Auction website: Will be shared after commercial bid opening <u>Reverse Auction Date:</u> To be announced <u>Reverse Auction Time:</u> To be announced
Parameters and documentary requirements for E-reverse auction shall be as per GeM guidelines.	

