



**UNITED INDIA INSURANCE COMPANY LIMITED**

**REGIONAL OFFICE NO. 1, MUMBAI**

**Stadium House building 5<sup>th</sup> floor**

**Sir V.N.Road, Churchgate**

**TENDER DOCUMENT**

**FOR PROVIDING**

**HOUSE KEEPING SERVICES TO UNITED INDIA INSURANCE CO. LTD.**

**At**

**Various Offices across MUMBAI**

**Date of Issue: 16.3.2022**

**Last Date of submission – 25.3.2022**

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## SECTION -I

### INVITATION FOR THE BIDS

**Sub: Inviting Tenders for engagement of Housekeeping Agency for providing Housekeeping Services at United India Insurance Co. Ltd. various Offices across Mumbai R.O. 1.**

- a) United India Insurance Co. Ltd (UIIC) is a general insurance company wholly owned by Government of India with its Regd. & Head Office is located at 24, Whites Road, Chennai 600014.
- b) The website of UNITED INDIA INSURANCE CO.LTD is [www.uiic.co.in](http://www.uiic.co.in).
- c) Sealed Bids are invited on behalf of UNITED INDIA INSURANCE CO.LTD under two bid system i.e. Technical Bid and Financial Bid from reputed, well established and financially sound service providers to provide the House keeping services at Various Offices across Mumbai of UNITED INDIA INSURANCE CO.LTD (UIIC).
- d) The bids duly filled in all respect enclosing necessary documents may be submitted to **Deputy General Manager, Regional office No. 1, United India Insurance Co. Ltd., 5<sup>th</sup> Floor, Sir V.N. Road, Churchgate, MUMBAI 400 020**, so as to reach on or before the scheduled time and date as mentioned in Section II.
- e) The Technical bids will be opened on the scheduled time and date as mentioned in Section II at **Deputy General Manager, Regional office No. 1, United India Insurance Co. Ltd., 5<sup>th</sup> Floor, Sir V.N. Road, Churchgate, MUMBAI 400 020**, in the presence of bidders who may wish to be present, either by themselves or through their authorized representatives.
- f) 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"** payable at Mumbai.
- g) The agency who wish to submit the tender for Housekeeping service shall provide a certificate of satisfactory performance from the principle employer along with tender, if they have previously rendered housekeeping services to insurance sector or allied industry.

## **SECTION-II**

### **IMPORTANT INFORMATION RELATED TO TENDER**

- |    |  |  |
|----|--|--|
| 1  | Date of issue  | 16.03.2022   |
| 2  | Tender Document Fee                                    | NIL  |
| 3  | Earnest Money Deposit                                  | Rs. 50,000/- (Rupees Fifty Thousand only)  |
| 4  | Last date for submission of Pre-bid queries by E- mail | 21.03.2022   |
| 5  | Date of Pre-bid Meeting Physically/Virtually           | 23.03.2022   |
|    |  | <b>Place:</b><br><b>Deputy General Manager,</b><br><b>Regional office No. 1,</b><br><b>United India Insurance Co. Ltd.,</b><br><b>5<sup>th</sup> Floor, Sir V.N. Road,</b><br><b>Churchgate, MUMBAI 400 020,</b>               |
| 6  | Last Date for Submission of bids                       | 25.03.2022   |
| 7  | Bid Validity   | 90 days  |
| 8  | Address for Submission of bids                         | <b>Deputy General Manager,</b><br><b>Regional office No. 1,</b><br><b>United India Insurance Co. Ltd.,</b><br><b>5<sup>th</sup> Floor, Sir V.N. Road,</b><br><b>Churchgate, MUMBAI 400 020,</b>                                |
| 9  | Date of Opening of Technical bid                       | 29.03.2022<br><b>Place:</b><br><b>Deputy General Manager,</b><br><b>Regional office No. 1,</b><br><b>United India Insurance Co. Ltd.,</b><br><b>5<sup>th</sup> Floor, Sir V.N. Road,</b><br><b>Churchgate, MUMBAI 400 020,</b> |
| 10 | Date of Opening of Financial bid                       | To be notified at a later date after the Technical evaluation is completed.<br>Shortlisted Service Providers shall be notified through E-mail.   |
| 11 | Contact for any queries                                | <a href="mailto:akshayu@uiic.co.in">akshayu@uiic.co.in</a> , <a href="mailto:harshmamtora@uiic.co.in">harshmamtora@uiic.co.in</a>  |



### **SECTION-III**

#### **INSTRUCTIONS TO THE BIDDERS**

1. **Scope of Services:** The Scope of Services is given in **Section IV**.
2. **Site Visit:** The bidder is advised to visit the premises to get the onsite assessment of the work on any working day (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:**
  - a) A pre-bid meeting shall be held in the office of the UNITED INDIA INSURANCE CO. LTD. (UIIC), Regional Office Mumbai at above address 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.
  - b) Prospective bidders may send their queries, if any to [akshayu@uiic.co.in](mailto:akshayu@uiic.co.in) , [harshamamtora@uiic.co.in](mailto:harshamamtora@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 and time shall not be entertained and no clarification shall be provided for the same.
4. **Eligibility Criteria:**

<b>CRITERIA</b>	<b>Documents required in support of eligibility criteria and the same should submitted along with Technical Bid</b>
<b>a. The bidder should be located in Mumbai for the past 3 years at least as on 31.3.2021</b>	Self-attested copy of Telephone bill/ Electricity Bill/ Registered Lease Deed indicating the address at Mumbai evidencing its location in the last 3 years as on 31.3.2021
<b>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 or as a Proprietorship firm as the case may be and should be in existence as such entity for not less than three years as on 31/03/2021 as a company or Partnership firm or Proprietorship firm as the case may be.</b>	Self-attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act or Certificate of Proprietorship Registration.

c. The Bidder should have minimum three years' experience in doing similar nature of works as on 31.3.2021.

d. Must have achieved minimum annual turnover of Rs. 10 lakh each during the last three completed financial years (2018-19, 2019-20 & 2020-21) and should be a profit making entity.

e. Bank account should be in the name of the Bidding company / Firm

f. Should have valid PAN and GST registration no

g. They should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labor (Regulation and Abolition Act)

i. The Bidder should have satisfactorily provided during the last three years as on 31.3.2021, housekeeping support and maintenance services for Organizations with the following carpet area ;

a) One Centre of minimum 8000 sqft carpet area or

b) Two centers of minimum 4000 sqft carpet area

j. Should not have been blacklisted

Self-attested copies of work order

Statement of annual turnover and profit of the last three completed financial years (2018-19, 2019-20 & 2020-21) from a registered

practicing Chartered Accountant of the entity.

Extracts of the Bank Account duly certified by the bank containing transactions for three

Months i.e. October 2021 to December 2021.

i. Attested copy of PAN card

ii. Attested copy of GST registration certificate.

1. Attested copy of the Employee Provident Fund registration letter/ certificate.

2. Attested copy of the Employee State Insurance registration letter/ certificate

3. Attested copy of the Labor License under the Contract Labor (Regulation & Abolition) Act.

Copies of the work order/ agreement starting from (2018-19, 2019-20 & 2020-21) and

specifying value, period of contract and carpet area.

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.



k. Should have three Running Contracts as on 31.3.2021 of Public Sector Insurance Company/ Public Sector Bank/ Central or State Government Undertaking / Autonomous Institute / Corporate Establishment of repute in Mumbai.

Copies of the work order specifying value and period of contract

l. Whether previously rendered housekeeping services to insurance sector or allied industry

A certificate of satisfactory performance from the principal employer.

**5. Inspection of premises where housekeeping service is being provided presently by the bidder shall be carried out by UIICL at its option.**

**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 favor of **"United India Insurance Company Limited"** payable at Mumbai.
- b) The bidder holding MSMEs / NSIC certificate would be entitled for exemption from earnest money deposit (EMD). In case of any issue on the subject matter, the MSMEs /NSICs may approach the tender inviting authority to resolve their grievances.
- c) Any Tender not accompanied by EMD unless exempted as stated in the " point b " above, shall be summarily rejected and not considered at all.
- d) EMD amount of the unsuccessful bidders will be returned to them without interest on completion of the bid process.
- e) The EMD of successful bidder will be converted as Security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited if any of the conditions of the contract are contravened besides any action taken against the contractor or for breach of conditions of contract. The Security Deposit will not carry any interest.
- f) EMD amount submitted shall be forfeited if the bidder withdraws his bid during the validity period of Tender.
- g) Bid security of the successful bidder shall be forfeited if the successful bidder refuses or neglects to execute the contract within the time frame specified by the Department.

#### 8. Preparation and Submission of Bids:

- a. Tenders are to be submitted as per two bid system i.e. - Technical Bid and Financial Bid.
- b. All entries in the tender form should be legible and filled clearly.
- c. The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d. All documents/papers should be numbered, signed and sealed by the Bidder on each page.
- e. Technical Bid should also contain all the documents required and EMD as specified.
- f. Financial Bid should only contain the Price Schedule duly filled as per format given in Section VII.
- g. The bidders are advised to submit Financial bid quoting as per State Minimum wages respectively in separate sealed cover.**
- h. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- i. 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 Wages Act as prescribed under the notified Minimum Wages as per State Government guidelines. The bids which do not comply with this condition shall be rejected.
- j. Both the bids (Technical and Financial) separately sealed in envelopes super-scribing as Technical Bid and Financial Bid **in two separate sealed covers**, should be put in a third sealed envelope and should be super scribed as "Tender for Housekeeping Services at UNITED INDIA INSURANCE COMPANY LIMITED (UIIC), Mumbai.
- k. Sealed Tenders with requisite documents should be addressed to DGM, UNITED INDIA INSURANCE CO. LTD, , **Regional office No. 1, United India Insurance Co. Ltd., 5<sup>th</sup> Floor, Sir V.N. Road, Churchgate, MUMBAI 400 020** and should be dropped in tender box kept at 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:

- a. The Tenders shall be opened at the scheduled date, time and venue as mentioned in Tender data by the committee constituted by the UNITED INDIA INSURANCE CO. LTD. (UIIC). The Bidders' representative may attend the Tender opening.
- b. The bids shall be opened on the scheduled time and date as mentioned in Section-II at **Deputy General Manager, Regional office No. 1, United India Insurance Co. Ltd., 5<sup>th</sup> Floor, Sir V.N. Road, Churchgate, MUMBAI 400 020,,** in the presence of the representative of the House Keeping Service Providers (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.
- c. During the tender opening as above, the envelopes containing Technical Tender shall be opened first. The envelopes containing Financial bid shall be signed by all committee members and kept unopened for opening at a later date.
- d. The date and time of opening of Financial bid 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 bid.

#### 11. Evaluation of Tenders:

- a) The committee constituted by the UNITED INDIA INSURANCE CO..LTD. (UIIC) shall evaluate the Technical Bids with reference to technical requirements and various other criteria given in the Tender Document. **All eligibility conditions have to be satisfied on the date of submission of bid and not later.**
- b) The bid of the bidders who submit their bid in the proper format and with the required EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.

- c) Any conditional bids received shall not be considered and will be summarily rejected in the very first instance without any recourse to the bidder and shall not be evaluated.
- d) UNITED INDIA INSURANCE CO. LTD. (UIIC) may seek such clarification/ document either by E-mail or letter as may be required for it is to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may result in disqualification of the bid of such bidder.
- e) The technically qualified bids shall be further considered for opening and evaluation of financial bids.
- f) 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.
- g) UIIC will be the Final Authority in deployment of the candidates in our offices, which are selected by the Agency.

**12. Award of Contract:-**

- a) 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.
- b) UNITED INDIA INSURANCE CO. LTD. (UIIC) will communicate to the successful bidder that its proposal has been accepted..
- c) The successful bidder will be required to execute an agreement with UNITED INDIA INSURANCE CO. LTD. (UIIC).
- d) Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD.

**13. Security Deposit and Award of Contract:**

- a) The EMD of successful bidder will be converted as Security Deposit and will be returned after the completion of the contract period. The security deposit will be forfeited if any of the conditions of the contract are contravened besides any action taken against the contractor or for breach of conditions of contract. The Security Deposit will not carry any interest.

- b) The successful bidder shall execute an agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the bidder) within 15 days from the date of the intimation from Tender Inviting Authority.
- c) If the successful bidder fails to execute the agreement within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited by him along with the tender shall stand forfeited.
- d) If the successful bidder is exempted from EMD at the initial tender submission stage, upon receipt of intimation of his selection, shall submit a Demand Draft for an amount of Rs. 50,000/- (Rupees Fifty Thousand Only) as security deposit failing which work order will not be released by UIIC.

#### **14. Effectiveness and Duration of Contract**

The contract shall come into effect on the date of signing the contract by both the parties. The contract shall be valid for a period of 36 ( thirty-six) months from the date of commencement of services.

#### **15. Administrative charges quoted by the Service Provider would be fixed for the period of Contract and any statutory increase in Minimum Wages Act as prescribed under the notified Minimum Wages as per State Government Guidelines for Skilled and Semi-skilled and variable DA as notified by Ministry of Labor & Employment from time to time will be borne by UIIC.**

#### **16. Commencement of Services**

The House Keeping Service Provider should commence the House keeping service **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.

- 17. The Competent Authority of the UNITED INDIA INSURANCE CO.LTD (UIIC) reserves the right to annul all bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.
- 18. The bidder will be bound by the details furnished 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.
- 19. This document does not constitute nor should it be interpreted as an offer or invitation for the Appointment of the House keeping service provider described herein.



20. 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 House keeping service provider or be the sole basis of any Contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the House keeping Service Provider. While this document has been prepared in good faith, neither UNITED INDIA INSURANCE CO. LTD. (UIIC), nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by UNITED INDIA INSURANCE CO. LTD. (UIIC) and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of UNITED INDIA INSURANCE CO. LTD. (UIIC) or any of their officers or subscribers, whether negligent or otherwise.
21. By acceptance of this document, the bidder 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.
22. Accordingly, interested bidders should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
23. 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.
24. 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.
25. 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.
26. UNITED INDIA INSURANCE CO. LTD. (UIIC) reserves the right to vary/alter/amend the eligibility

criteria or other terms and conditions for the House keeping service provider at any time, at its discretion, before the last date of submission of proposals.

27. The House Keeping Service providers shall comply with and abide by such directions that UNITED INDIA INSURANCE CO.LTD. (UIIC) may issue from time to time.
28. 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.
29. 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 Mumbai.
30.
  - a) 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.
  - b) 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.
  - c) 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 area for Housekeeping Services to be provided is as mentioned below.

S.No.	Office	Address
1	DO 6, Mumbai	Jehangir Bldg. 133, Floor No. 1, M G Road, Fort, Mumbai 400 001.
2	DO 09, Mumbai	5 <sup>th</sup> floor, Rohit Chambers, Janmabhoomi Marg, Fort, Mumbai 400 001.
3	DO 14, Mumbai	Vulcan Insurance Bldg, Floor No. 3, Veer Nariman Road, Churchgate Mumbai - 400 020,
4	DO 20, Mumbai	Universal Insurance Bldg., Floor no. 1, Sir P.M. Road, Fort, Mumbai-400001.
5.	DO 4, MUMBAI	Vulcan Insurance Bldg., Floor No. 1, Veer Nariman Road, Churchgate, Mumbai – 400 020.
6.	MRO I MUMBAI	4/5 <sup>th</sup> floor, Stadium House Building, Sir V.N. Road, Churchgate, Mumbai – 400 020.

Flexible timings 4 persons – 8.45 am to 5.45. pm

1 person - 9.45 am to 6.45 pm

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). However UNITED INDIA INSURANCE CO. LTD (UIIC) may call the selected bidder for providing Housekeeping Services at any location other than above across Mumbai based on the requirement in future during the contract period and the selected bidder is bound to provide Housekeeping Services at required location at the same rate existing in future at that time.

2. Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:
- a) Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 8.45 AM so as to complete all the dusting/ cleaning/ moping work before 9.45 AM.
  - b) 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, standing and wall mounted fans



- c) Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.
- d) 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.
- e) Office boy – cleaning of offices as in (2) above and attending bells, punching, filing of papers and record keeping, dispatch work, taking out photo copies and any other work required during the working hours,
- f) Saturday the cleaning of the office, sign boards, fans, tube lights, window panes etc.
- g) 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.
- h) Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.

### **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, and 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 Oven 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.

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- 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 there is 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.

#### **4 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.

*gnt*



## Section V

### TERMS AND CONDITIONS

1. The contract shall be for a period of two years unless, it is curtailed or terminated by UNITED INDIA INSURANCE CO.LTD (UIIC) owing to deficiency of service, sub-standard quality of House Keeping personnel deployed, breach of contract, non-compliance with any relevant labor laws, or change in requirements of the UNITED INDIA INSURANCE CO.LTD (UIIC) or for any other reasons as stipulated in the contract to be entered into with successful bidder.
2. The contract shall automatically expire at the end of two years unless extended further by the mutual consent of contracting agency and UNITED INDIA INSURANCE CO.LTD (UIIC).
3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and UNITED INDIA INSURANCE CO.LTD (UIIC).
4. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub- contract its rights and liabilities under this contract to any other agency without the prior written consent of UNITED INDIA INSURANCE CO.LTD (UIIC).
5. The bidder has to provide **10 (Ten) housekeeping staff** as workforce to maintain the premises and technical support as required and to the satisfaction of UIIC. The Housekeeping agency shall not employ any person below the age of 21yrs. and above the age of 50 years
6. The UNITED INDIA INSURANCE CO.LTD (UIIC) reserves right to terminate the contract at any point of time giving one month's notice to the selected Housekeeping service provider.
7. The Housekeeping personnel deployed shall be the employees of the House keeping 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 and having the skills of using appropriate materials and tools/ equipment.
8. For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish this details / information to UNITED INDIA INSURANCE CO. LTD (UIIC), and a copy of the same shall be provided to UIIC. The bidder will provide identity cards to the manpower deployed to work at UNITED INDIA INSURANCE CO. LTD (UIIC).
9. 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 government, shall be ensured all the time.



#### 10. 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 mentioned locations, 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 **08.45hrs to 17.45hrs with** one-hour lunch break. 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 8.45 AM so as to complete all the dusting/cleaning/ mopping work before 9.45 AM.
  - 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).
11. 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.

#### 12. Penalty

- a. 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.
  - b. 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.
13. The agency is fully responsible for **obtaining licenses, Workmen Compensation insurance of employees, transportation, payment of salaries / wages and depositing the PF, ESIC for each person** to all concerned in respect of this contract and the UNITED INDIA INSURANCE CO. LTD (UIIC) will not be responsible in any manner.

14. It shall be the responsibility of the agency to issue the employment card/photo/identity card to the workers and maintain the master 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.
15. The agency shall replace within twenty four hours any of its personnel, if they are unacceptable to the Company because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the Housekeeping personnel deployed by the agency, upon receiving written notice from the Company. Notwithstanding the above, the Company shall have the right to ask to change /replace the personnel at any point of time without assigning any reason.
16. 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 personnel of the agency.
17. The agency shall be responsible for any damages done to the property of the UNITED INDIA INSURANCE CO.LTD. (UIIC) by the personnel so deployed. UNITED INDIA INSURANCE CO.LTD. (UIIC) will be free to recover it from the security deposit given by the agency or from any other dues or recover as per law.
18. The agency's personnel working in the UNITED INDIA INSURANCE CO. LTD. (UIIC) should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of UIIC. The agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
19. The Housekeeping staff deployed by agency in the UNITED INDIA INSURANCE CO.LTD., (UIIC) shall not claim any benefit, compensation, absorption or regularization of their services in the UNITED INDIA INSURANCE CO.LTD. (UIIC). The agency shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the agency and shall submit the said undertaking to UNITED INDIA INSURANCE CO.LTD.(UIIC). In the event of any litigation on the status of the deployed persons, UNITED INDIA INSURANCE CO.LTD. (UIIC) shall not be a party to such proceeding. However, if UNITED INDIA INSURANCE CO.LTD., (UIIC) is made a party to such dispute, the agency shall take all steps to protect the interest of UNITED INDIA INSURANCE CO.LTD., (UIIC) and the agency shall reimburse the expenditure that would have been borne by UNITED INDIA INSURANCE CO.LTD., (UIIC) to defend itself, if so required.



20. 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.
21. **The agency shall be solely responsible for making payment directly to the deployed Housekeeping personnel by 7<sup>th</sup> of each month.**
22. **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.**
23. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by UNITED INDIA INSURANCE CO.LTD. (UIIC) from the agency.
24. 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.
25. 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).
26. 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.
27. 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.
28. The agency will ensure that the 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:
- I. Monthly bill cycle will be from 1<sup>st</sup> day of the previous month to last day of the month.
  - II. Monthly bill as per above cycle, will be submitted by the agency in the first week of the following month.
  - III. 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.



a. While submitting the bill for the next month, the services provider must file a certificate Certifying the following:

1) Wages of workers were credited to their bank accounts on (date).

2 ESI Contribution relating to workers amounting to Rs \_\_\_\_\_ was deposited on \_\_\_\_\_ (date) (Copy of the challan enclosed).

3) EPF contribution relating to workers amounting to Rs. \_\_\_\_\_

4) He is complying with all statutory regulations including the payment of the Notified Minimum Rates of the Wages of Government.

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

29. The entire financial liability in respect of Housekeeping 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.

30. For all intents and purposes, the agency shall be the "Employer" within the meaning of different labor 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 against UNITED INDIA INSURANCE CO.LTD. (UIIC)

31. The agency shall be solely responsible for the redressal of grievances if any of its staff deployed in UNITED INDIA INSURANCE CO.LTD. (UIIC). The UNITED INDIA INSURANCE CO.LTD. (UIIC) shall, in no way, be responsible for settlement of such issues whatsoever.

32. The UNITED INDIA INSURANCE CO.LTD. (UIIC) shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the housekeeping staff deployed by agency in the course of their performing the functions/duties or for payment towards any compensation.

33. Adequate supervision should be provided by the bidder to ensure correct & effective performance of the House keeping in accordance with the prevailing assignment and instructions agreed upon between the two parties.

34. 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.

35. The agency will be responsible for compliance of all statutory provisions including Minimum State Wages, Provident Fund, and Employees State Insurance, contract labor and any other

applicable law in respect of the persons deployed by them in UNITED INDIA INSURANCE CO.LTD. (UIIC). The UNITED INDIA INSURANCE CO. LTD. (UIIC) shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.

36. 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.
37. 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.
38. 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).
39. In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the UNITED INDIA INSURANCE CO.LTD(UIIC) is put to any loss / obligation, monetary or otherwise, the UNITED INDIA INSURANCE CO.LTD(UIIC) will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.
40. 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.
41. 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 be liable to be forfeited besides, annulment of the contract and other legal recourse.
42. 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.
43. The UNITED INDIA INSURANCE CO.LTD(UIIC) reserves the right to withdraw/relax & modify any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.

44. 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.
45. The words UIIC and UIICL used in this document refers to United India Insurance Company Limited.
46. 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 Housekeeping to UNITED INDIA INSURANCE CO.LTD (UIIC)**

<b>S.No</b>	<b>Description</b>	<b>Information</b>
1	Name of Tendering Housekeeping Service Provider	
2	Details of Earnest Money Deposit	DD No. _____ date _____ _____ of Rs. 50000/- drawn on Bank
3	Name of Director/ Partner	1.  2.
4	Full Address of Registered Office:  Telephone No.:  FAX No. :	
5	Full address of Operating Branch/Office:  Telephone No. :  FAX No. :  E-Mail Address :	

To be  
filled  
in by  
tende  
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Attach documents as  
annexures \*\*

**Annexure  
No.\***

**Page No.\***

- 6 The bidder should be located in Mumbai for the past 3 years at least as on 31.3.2021
- 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 or as a Proprietorship firm as the case may be and should be in existence as such entity for not less than three years as on 31/03/2021 as a company or Partnership firm or Proprietorship firm as the case may be.
- 8 The Bidder should have minimum three years' experience as on 31.3.2021 in doing similar nature of work.
- 9 Must have a valid license for Housekeeping services as on date.
- 10 Must have achieved minimum annual turnover of Rs. 10 lakh each during the last three completed financial years (2018-19, 2019-20 and 2020-21) and

should be a  
profit making entity.

- 11 Bank account should be in the name of the Bidding company / Firm
- 2 Should have valid PAN and GST registration no
- 13 They should be registered with appropriate authorities under Employees Provident Fund, Employees State Insurance Act and the Contract Labor (Regulation and Abolition Act)
- 14 The Bidder should have satisfactorily provided during the last three years as on 31.3.2021 housekeeping support and maintenance services for Organizations with the following carpet area ;
1. One Centre of minimum 8000 sqft carpet area or
  - 2 Two centers of minimum 4000 sqft carpet Area
- 15 Should not have been blacklisted.
- 16 Should have three Running Contracts as on 31.3.2021 of Public Sector Insurance Company/ Public Sector Bank/ Central or State Government Undertaking/ Autonomous Institute/ Corporate Establishment of repute in Mumbai/Pune/Nagpur.
- 17 Whether previously rendered housekeeping Services to insurance sector or allied industry
- If so, Name of the company
- Period of contract

\*\* Note: Refer to Eligibility criteria and attach the required documents

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

  
Signature of authorized person

Name

Office Seal



जेसिंता लुईस  
JACINTA LEWIS  
क्षेत्रीय प्रबंधक  
Regional Manager

Date 14<sup>th</sup> March 2022

Place MRO I, Mumbai

**SECIMEN**  
**TO BE SUBMITTED IN THE LETTER**  
**HEAD OF THE BIDDER (TO BE**  
**ATTACHED WITH TECHNICAL BID)**

**Section VIII**

**SELF-DECLARATION – NO BLACKLISTING**

Date:-

To,  
Chief Regional Manager  
United India Insurance  
Co. Ltd  
Regional Office Mumbai.

Dear Sir/Madam,

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

In response to the Tender Document for Selection of Housekeeping Provider for UNITED INDIA INSURANCE CO. LTD. (UIIC), I/We hereby declare that presently our Company/firm

\_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices 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 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 author On behalf of the co (with seal)