



युनाइटेड इंडिया इन्श्योरेन्स कंपनी लिमिटेड
UNITED INDIA INSURANCE CO. LTD.

(भारत सरकार का उपक्रम Govt. of India Undertaking)

मुंबई क्षेत्रीय कार्यालय-1 MUMBAI REGIONAL OFFICE-1

STADIUM HOUSE, 5th FLOOR, VEER NARIMAN ROAD, CHURCHGATE, MUMBAI-400020

United India Insurance Co. Ltd.

Mumbai Regional Office No. 1

**5th Floor, Stadium House, Veer Nariman Road, Churchgate,
Mumbai-400020.**

Tender Document for Caretaker and Helper Services For

United India Insurance Co. Ltd. Guest Houses

**Located at Dilpazir - Breach Candy, Kavita - Colaba, and
Oshiwara – Andheri**

Date of Issue: 22/01/2025

Last Date of submission – 10/02/2025 BY 2.00 P.M.

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SECTION - I

INVITATION FOR THE BIDS

1. United India Insurance Co.Ltd (UIIC) is a general insurance company wholly owned by Government of India with its Regd. & Head Office is located at 24, Whites Road, Chennai 600014.
2. The website of UNITED INDIA INSURANCE CO.LTD is www.uiic.co.in.
3. Sealed Bids are invited on behalf of UNITED INDIA INSURANCE CO. LTD. under two bid system ie, Technical Bid and Financial Bid from reputed, well established and financially sound service providers to provide Caretaker and Helper for its Guest Houses at Mumbai.
4. The bids duly filled in all respect enclosing necessary documents may be submitted to Regional Manager, General Administration Department, United India Insurance co. Ltd., Mumbai Regional Office No.1, Stadium House, 5th floor, Veer Nariman Road, Churchgate, Mumbai – 400 020 so as to reach on or before the scheduled time and date as mentioned in Section II.
5. The Technical bids will be opened on the scheduled time and date as mentioned in Section II at UNITED INDIA INSURANCE CO. LTD. Mumbai Regional Office No.1 in the presence of bidders who may wish to be present, either by themselves or through their authorized Representatives.
6. Tenders should be accompanied by EMD for an amount of Rs.10,000/-(Rupees Ten thousand only) submitted in the form of Demand Draft in favour of “ United India Insurance Company Limited” payable at Mumbai.

SECTION - II

IMPORTANT INFORMATION RELATED TO TENDER

S No.	Description	Details
1	Date of issue	22/01/2025
2	Tender Document Fee	NIL
3	Earnest Money Deposit	Rs.10,000/- (Rupees Ten Thousand only)
4	Last date for submission of Pre-bid queries by E- mail	29/01/2025
5	Date of Pre-bid Meeting Physically/Virtually	31/01/2025 at 4:00 PM Place: Stadium House, 5th. Floor United India Insurance Co. Ltd, Churchgate, Mumbai
6	Last Date for Submission of bids	10/02/2025 by 2:00 PM
7	Bid Validity	90 days
8	Address for Submission of bids	Regional Manager, Administrative Dept. United India Insurance Co. Ltd Mumbai Regional Office No.1, United India Insurance co. Ltd. Situated at 5th floor, Stadium House, Veer Nariman Road, Churchgate, Mumbai-400020
9	Date of Opening of Technical bid	10/02/2025 at 4.30 PM Place: United India Insurance Co. Ltd, Mumbai Regional Office No.1, United India Insurance co. Ltd. Situated at 5th floor, Stadium House, Veer Nariman Road, Churchgate, Mumbai-400020
10	Date of Opening of Financial bid	To be notified at a later date after the Technical evaluation is completed. Shortlisted Service Providers shall be notified through E-mail.
11	Contact for any queries	Mr. Santosh Mohite, Dy. Manager, mail id - sjmohite@uiic.co.in , Contact no - 9987511902 Mr. Amit Shankar Nakhare, Regional Manager, email id: amitnakhare@uiic.co.in Contact no. - 7824055457

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 and 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 pre-bid meeting shall be held in the office of the UNITED INDIA INSURANCE CO. LTD. (UIIC), Mumbai 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.
 - Prospective bidders may send their queries, if any to sjmohite@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 & Technical Information:**

Following details & Self-Attested Documents wherever applicable should be submitted:

 - a. Name of the Firm & Year of establishment :(copy of certificate to be enclosed).
 - b. Address, Telephone No.E-mail ID, Fax No.of Office:
 - c. Status whether Proprietary/Partnership Firm/ Private Ltd. Co./Public Limited Co. (copy of Partnership Deed/MOA as the Case may be submitted. Name of the Proprietors/Directors/Partners (as the case maybe):
 - d. Name, Designation and Phone No.of persons authorized to sign the documents on behalf of the Company/Firm/Proprietary Concern.(authorization certificate to be enclosed).

e. Banking Details :

Bank A/c No.

Name of Bank & Branch :

Type of A/c :

IFSC CODE :

PAN No. :

(Copy of PAN Card to be submitted)

f. The Tenderer should provide following details of his past & current performance along with copies of latest letter of such appointment.

- Certificate of work experience. List of establishments where caretaker/catering services are being rendered with full details of dates of contract and types of food (Vegetarian/Non-Vegetarian) served by the Tenderer :
- Name of Company
- Name of Contact Person with telephone no.
- Number of employees in the organization
- Duration of Contract and year

g. Copy of Registration/License under Shop and Establishment Act, 1948 (if obtained).

h. The Bidder/Tenderer should have rendered similar satisfactory services of providing caretaker/helper services in some reputed firms in Mumbai City and should produce Contact details/Certificate of Satisfactory service rendered by them.

i. Copy of Registration/License under Food and Drug Administration, Mumbai State (Form C), if obtained :

j. Copy of ESI and EPS registration Certificates.

k. Copy of GST Registration Certificate with GST No.

l. Copy of Sales tax of VAT clearance certificate for previous year.

m. Copy of the IT returns filed for the last three Assessment years.

- n. Compliance with provisions of child Labour Act.
- o. Declaration on letter head of the Tenderer, that none of their contract in the past was terminated during the contract period for any unsatisfactory performance. Nor the contractor refused to continue the service for the company after the contract was awarded by the company in the past.
- p. Undertaking by the contractor to obtain Workmen's compensation policy for his/her employees within a week from the date of award of the Contract, if they are declared as L1 Bidders and the Contract is awarded to them. Copy of the policy to be submitted to the Company.
- q. Canvassing in any form shall lead to disqualification of the Bidders/Tenderer and the Company reserves the right to reject such bids/tenders at any stage of the tender.
- r. Documents mentioned above to be submitted in the same serial order in which they are appearing. It may be noted that tenders not accompanied by any of the above documents shall be liable for rejection forthwith.
- s. Inspection/visit of places of only those Contractors who are found prima facie eligible on the basis of documents / information submitted will be carried out at the discretion of the COMPANY.

5 . 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.10,000/-(Rupees Ten thousand only) in the form of a Demand draft from a scheduled bank in favour of " United India Insurance Company Limited"payable at Raipur.
- 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.

6. Preparation and Submission of Bids:

- a. Tenders are to be submitted as per two bid system i.e. Technical Bid and Financial Bid.
- b. All entries in the tender form should be legible and filled clearly.
- c. The tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the bidder, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d. All documents/papers should be numbered, signed and sealed by the Bidder on each page.
- e. Technical Bid should also contain all the documents required and EMD as specified .
- f. Financial Bid should only contain the Price Schedule duly filled as per format given in Section VII. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.
- g. The rates should be quoted for the services to be provided as per instructions given in the tender document and should not be less than the wages fixed by UIIC. The bids which do not comply with this condition shall be rejected.
- h. Both the bids (Technical and Financial) separately sealed in envelopes super-scribing as Technical Bid and Financial Bid, respectively, should be put in a third sealed envelope and should be super scribed as "Tender for caretaking Services at UNITED INDIA INSURANCE COMPANY LIMITED (UIIC), 3 Guest House, Mumbai.

- i. The initial period of contract would be for **TWO** years and can be extended for one more term, subject to satisfactory performance and by mutual consent on the same terms and conditions as per the prevailing contract

Sealed Tenders with requisite documents should be addressed to Regional Manager, General Administration Department, UNITED INDIA INSURANCE CO. LTD, 5th floor, Stadium House, Churchgate, Mumbai – 400 020 and should be dropped in tender box kept at the above address.

7. 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.

8. 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 UNITED INDIA INSURANCE CO. LTD.(UIIC)'s Mumbai Regional Office No.1, in the presence of the representative of the caretaking Service Providers (restricted to one person from the side of each bidder), if any, who wish to be present on the spot at that time.
- c. During the tender opening as above, the envelopes containing Technical Tender shall be opened first. The envelopes containing Financial bids shall be signed by all committee members and kept unopened for opening at a later date.
- d. The date and time of opening of Financial bids shall be informed to all such bidders who qualify in the technical evaluation. The bidder's representative may choose to attend the opening of financial bids.

9. 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 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. Administrative charges quoted by the Service Provider would be fixed for the period of Contract.

10. 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.

11. 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.10,000/-** as security deposit failing which work order will not be released by UIIC.

Section – IV

SCOPE OF WORK

- a. The contractor should deploy below indicated trained manpower to provide good quality of services at UNITED INDIA INSURANCE 3 Guest House Mumbai round the clock in all the days including Sundays & Holidays.

Description	Personnel details to be deployed at each Guest House
Caretaker	1 (One No.)
Helper	1 (One No.)

- b. The contractor and his deployed personnel at UNITED INDIA INSURANCE GUEST HOUSE/ TRANSIT CAMP AND BACHELORS ACCOMMODATION together shall be responsible for performance of the following duties:
- Caretaking of Guest House / Transit, facilitating accommodation and its allied services for comfortable stay of guests of UNITED INDIA INSURANCE GUEST HOUSE/ TRANSIT CAMP AND BACHELORS ACCOMMODATION.
 - Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles & equipment. Cleaning of kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually or by using mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both.
 - Furniture, fixtures, sofa sets, cushion chairs, LCD-TV, kitchen equipment, exhausts fans and other electronic gadgets are required to be cleaned DAILY.
 - Cleaning and dusting of all the doors and windows, glass panes etc in the guest house / transit Camp accommodation rooms ONCE DAILY by helpers and the helpers also will assist the cook in preparation of food etc.
 - Proper regular care for the safe maintenance of fittings, fixtures, LCD-LEDTV, equipment and furniture shall be sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.
 - The contractor shall exclusively manage catering arrangements like supply of tea/snacks, meals, lunch, dinner etc. as and when required by the guests at the specified rates fixed by the UNITED INDIA INSURANCE GUEST HOUSE

TRANSIT CAMP AND BACHELORS ACCOMMODATION as per price list **Section IX**. Personnel deployed should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect the approved rates only from the Guests/Visitors before they leave the Guest House Transit Camp And Bachelors Accommodation. Contractor will arrange all the food items which are required in Guest House Transit Camp and Bachelors Accommodation for serving the guest(s) and collect the charges from guests.

- vi. All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.
- vi. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of guests. The contractor shall not be permitted to stop supply of any item for any reason whatsoever.
- vi. Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-known manufactures. Branded items only shall be used.
- vi. The eatables served by the contractor to the guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies or non-usable liquid etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.
- vi. All vegetables, fruits etc. used shall be fresh and shall not be rotten or over ripe. The contractor shall be responsible for their hygienic fitness. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good standard and should be prepared and served fresh.
- vi. If any of the above mentioned items are found to be of sub-standard quality the same shall be rejected outrightly. An authorized representative of UNITED INDIA INSURANCE has the right to destroy such items on the spot without any compensation to the contractor, whatsoever. The contractor shall ensure that beverages and eatable prepared in the Guest House Transit Camp and Bachelors Accommodation are not sub-standard. UNITED INDIA INSURANCE reserves the right to reduce the prices or refuse the payment of such items already served/supplied.

- vi. The used cups, saucers, tea pots, utensils are washed with good quality utensils cleaning powder. Used utensils/bowls are to be additionally washed in hot water.
- vii. UNITED INDIA INSURANCE shall not be responsible for any amount/due of the contractor arising out of supply of foodstuffs supplied by him to any person/individuals
- viii. The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of UNITED INDIA INSURANCE representative.
- ix. Care takers and Helpers should be present in the guest house round the clock all the days including Sundays & Holidays on shift basis and collect request for accommodation from designated UNITED INDIA INSURANCE officials daily/periodically.
- x. The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff are in uniform while working and specially while serving coffee/tea, snacks, lunch, dinner etc.
- xi. The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor or his representatives by issuing proper receipt on behalf of UNITED INDIA INSURANCE and the collected amount will have to be deposited by the contractor to UNITED INDIA INSURANCE on weekly basis. In this regard the contractor is required to maintain a proper room rent register or/and computer generated report.
- xii. Guest House Transit Camp and Bachelors Accommodation catering will not be closed or the contractor will not suspend service for any reason, whatsoever. The services should be as per menu.

c. Readiness of room for guests:

- i. The Contractor and his deployed personnel shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.
- ii. Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest and the same should be changed daily or on request of the guest.
- iii. Making of the beds of guests i.e. spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.

- iv. The Contractor and his deployed personnel shall ensure that linen of rooms during the stay of guests are changed every alternate day.
- v. The contractor and his deployed personnel shall be responsible to replace linen of rooms in case room remains vacant for more than 03 days
- vi. **The contractor and his deployed personnel will also ensure that linen is changed as & when requested by the guest. However, the charges for cleaning to the linen are directly borne by UNITED INDIA INSURANCE.**
- vi. **The bed sheet, bed spreads, pillow covers, bed covers should be got washed by the caretaker from the laundry and actual charges there of shall be paid by UNITED INDIA INSURANCE .**
- vii. The total stock of bed covers, bed sheets, bed spreads, pillow covers, blankets, towels, curtains etc. handed over in bulk against acknowledgement of the caretaker shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by UNITED INDIA INSURANCE, any loss due to any reason would be recovered from the contractor.

d. Disposal of garbage:

Tea leaves, leftover food shall be collected in proper reuse bins and disposed of immediately. It shall be the responsibility of the contractor or his deployed personnel to dispose off garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP .

e. Food Menu:

A list of menu has been provided as per **Section–IX** UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP shall in its discretion order for any of the menu.

f. Cost of Fuel/Gas:

- i. One LPG system with stove shall be provided by UNITED INDIA INSURANCE but the cost of gas cylinders and fuel cost is to be met by the contractor **which will besubsequently reimbursed.** However, electrical oven/hot

plates/microwave ovens supplied by UNITED INDIA INSURANCE can be used with the permission of Officer in charge.

- ii. UNITED INDIA INSURANCE will provide water supply and electricity free of charge but power should not be used for cooking. Necessary fans, fixtures, fittings, refrigerator and furniture items for the dining hall as well as in other rooms will be provided by UNITED INDIA INSURANCE and the contractor is solely responsible for the proper care and general maintenance of these system.

g. Housekeeping Material :

The Contractor is required to provide sufficient Housekeeping material at UIIC Guest House and Transit Camp at his own cost.

h. Toilet & Bathroom cleaning :

- a. The contractor has to arrange for toilet & bathroom cleaning on daily basis at his own cost. The cleaning material is required to be supplied by the contractor.
- b. Deep toilet cleaning has to be carried out once in a month at the cost of the contractor.

i. Record Keeping:

The caretaker will record in the register maintained for the purpose the names of the guest, rooms allotted, issue and collect back room keys and almirah keys, collection of tariffs, issues of receipts to guest, maintain the account and the collected tariffs shall be deposited with UNITED INDIA INSURANCE office on weekly basis also the record for issue of soaps etc to be maintained.

j. Miscellaneous:

- i. Special Events' Arrangements: There may be special arrangements organized besides regular activities in which the contractor may be asked to provide the services. The contractor has to supply caretakers/cooks/service boys etc. under this contract as and when required. For such arrangements if any of food menu is different or in addition, the rates shall be mutually decided prior to the event.
- ii. The caretaker shall also carry out the instructions of the authorized official of UNITED INDIA INSURANCE for smooth running of the Guest House Transit camps and Bachelors Accommodation, such as visit to the State Electricity Board office, Water Board office, Telephone office, arranging for plumbing repairs etc.

SECTION-V

TERMS AND CONDITIONS OF CONTRACT

1. **PERIOD OF CONTRACT:** 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 Caretaker and Helper personnel deployed, breach of contract, non-compliance with any relevant labour laws, or change in requirements of the UNITED INDIA INSURANCE CO.LTD (UIIC) or for any other reasons as stipulated in the contract to be entered into with successful bidder.
2. The contract shall automatically expire 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 vendors should have adequate number of trained / experienced workforce in their establishment.
4. All welfare measures of the personnel employed will have to be borne by the contractor only. However, UNITED INDIA INSURANCE shall provide space in the Guest House to sleep and to keep household items to the deployed personnel i.e Caretaker and Helper of the contractor.
5. The Guest House Caretaker shall follow the lawful instructions of the Guest House In-charge or the concerned officer from time to time for strict compliance.
6. The contractor shall be responsible for maintenance of the Guest House items as per the inventory list to be provided. In case of loss of any item, the cost of the same will be recovered from contractor's bill or Security deposit without considering any request.
7. The contractor shall obtain all the required clearances from the concerned authorities before entering into contract with this organisation.
8. The agency shall be responsible for compliance with the provisions of the applicable labour legislations/Acts for the time being in force and Rules made there under and such other laws, rules and regulations as may be made from time to time.
9. Employees deployed by contractor at UNITED INDIA INSURANCE GUEST HOUSE And BACHELORS ACCOMMODATION shall not be paid less than the rate fixed by the company during currency of the contract by the contractor.

10. UNITED INDIA INSURANCE shall provide all necessary items in the Guest house / Transit camp like utensils/crockery/cutlery/beds/TV/Fridge etc.
11. Any replacement of the personnel deployed shall be made with the consent of UNITED INDIA INSURANCE GUEST HOUSE TRANSIT CAMP AND BACHELORS ACCOMMODATION only. In case of absence of the caretaker on any day during the month, alternate arrangement for deploying another caretaker/Helper shall be ensured by the contractor immediately.
12. UNITED INDIA INSURANCE reserves the right to issue the quotations and to accept or reject any part or full quotations without assigning any reasons thereof.
13. The contractor should provide the Bio-Data with photographs of the deployed personnel.
11. During the currency of Contract including extension period, if any, the contractor has to pay the fixed wages as well as other payments which would be made applicable to the contractor by various laws, to the labourers as applicable & notified by the Government from time to time.
12. In the event of any dispute in this regard the decision of the UNITED INDIA INSURANCE or any other officer appointed by him on his behalf from time to time shall be final and binding on the contractor.
13. Commencement of Services:

The Caretaking Service Provider should commence the Caretaking 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.
14. 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.
15. 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.
16. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Caretaking service provider described herein.

17. 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 Caretaking 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 Caretaking 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.
18. 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.
19. Accordingly, interested bidders should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
20. 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.
21. 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 selection process of deploying Caretaker and Helper at UII Guest House Transit Camp and Bachelors Accommodation.
22. 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 catering 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 Caretaking service provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.

23. UNITED INDIA INSURANCE CO.LTD(UIIC) reserves the right to vary/alter/amend the eligibility criteria or other terms and conditions for the catering service provider at any time, at its discretion, before the last date of submission of proposals.

24. The catertaking Service providers shall comply with and abide by such directions that UNITED INDIA INSURANCE CO.LTD., (UIIC) may issue from time to time.

25. 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.

26. Any matter relating to the appointment of Catering service provider or the procedure for the appointment of Caretaking 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.

27. The Contractor is entitled on for “use of premises:; equipment, utensils provided by the COMPANY as a licensee for providing Caretaker services to the Company as per contract and does not in any way, under any circumstances, acquire any other rights, liens or privilege on the said premises and equipments, utensils provided by the COMPANY in any form whatsoever

28. The Guest House premises, Guest Rooms, Dining Hall, Kitchen, etc., shall be kept clean and in hygienic condition. The security of such things shall be the sole responsibility of the Contractor. The staff of the Contractor must be properly dressed and maintain personal cleanliness and good health, free from diseases. It is the responsibility of the Caretaker on duty to get the utensils cleaned and sterilized before use. Any disregard to these will attract penalty as decided by the Company on the merit of the case.

29. The Contractor shall take all possible steps to ensure health, sanitation and security in the entire Guest House premises. He shall employ only healthy workers in the Guest House free from any communicable disease. Any person found to be unfit or unsuitable shall have to be removed by the Contractor from the services and suitable replacement shall have to be arranged forthwith.

- 30.The Contractor shall ensure that police verification of all his employees/workers has been done and details along with the copy of police verification are submitted to the Company.
- 31.For any breach/irregularity in taste/services, the services may be stopped or liable for termination of contract.
- 32.The agency shall bear all statutory liabilities like ESI, EPF, workmen compensation /Personal Accident claims related to accident/death for their staff, leave, they will submit proof of all records concerning statutory issues on regular basis.
- 33.The agency shall provide ID Card, uniform to the caretaker and helper and shoes as required. The cost to this effect shall be charged on account of Administrative Charges in Financial Bid.
- 34.The individual shall be adult and not more than 58 years of age and should have good knowledge of languages (Marathi/English and Hindi).

SELECTION CRITERIA:

UNITED INDIA INSURANCE reserves the right to obtain feedback from the previous/present clients of the Bidder and may depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first-hand information regarding the quality of food and Caretaking services provided by the Bidder.

MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, absence or offensive languages while inside the premises.

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, or any immoral act.

In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

TERMINATION OF THE CONTRACT:

- a. UNITED INDIA INSURANCE reserves the right to terminate the contract giving one month notice without giving any reason there off/ non satisfactory performance of the contract.
- b. By the contractor: The contractor may withdraw the contract prematurely by giving minimum three months' notice, however, in that case 100% of the security deposit will be forfeited.
- c. On termination/expiry of the contract, the contractor will hand over all the equipments/ furniture/ articles etc supplied by UNITED INDIA INSURANCE in good working condition to UNITED INDIA INSURANCE failing which the items will have to be replaced to UNITED INDIA INSURANCE.

xvi. PAYMENT CONDITIONS:

- a. The contractor will be paid for the due amount for fulfilling the obligations as per contract terms and conditions within 15 days of submission of original (in duplicate) bill along with wage disbursement acquaintance roll of the billed month to the deployed personnel at UNITED INDIA INSURANCE GUEST HOUSE AND TRANSIT CAMP Guest House. The monthly bill should be submitted within 10 days of succeeding month.
- b. The payment will be made after deducting applicable TDS to the contractor.

xvii. PENALTY CLAUSE :

Failure to perform to the services mentioned in scope of work would attract penalty:

- a. If the Contractor fails to deploy any defined manpower as stated in section IV during the calendar billed month, then 20% of the monthly billed amount will be deducted from that month bill.
- b. If the contractor fails to supply required grocery & vegetables Housekeeping & Cleaning material and deviation from the approved menu for supply of food items to the guests during calendar billed month, then 10% of the monthly billed amount will be deducted from that month bill.

SPECIMEN

TO BE FURNISHED ON THE BIDDER LETTER HEAD

Section VI

BIDDER DETAILS FORM CUM TECHNICAL BID

United India insurance Company Officers 3 Guest House is situated at Dilpazir, Kavita and Oshiwara and has three to four rooms for the guests and apart from a Kitchen & Living-cum-Dining Hall.

Confirmation from contractor :

1. (a) One Caretaker on 24/7 basis for 365 days : Yes / No
(b) One Helper on 24/7 basis for 365 days : Yes / No
2. EMD payment Rs.10,000/- enclosed- D.D.No./date Name of the Bank
3. List of documents to be attached with the tender :
 - (a) Confirmation by Tenderer Name of the establishment/COMPANY : Yes No
 - (b) Status whether Proprietary/Partnership Firm/PVT.Ltd.Co./Pub.Ltd.Co./ (Copy of Partnership deed/MOA as the case may submitted): Yes / No

Self attested copies of :

1. Year of Establishment/COMPANY (Copy of certificate to be enclosed)
2. Address/ TelNo/ Email id/ Fax No. of Office.
3. Name of the Proprietor/Directors/Partners as the case may be
4. Name/Designation and phone no of person authorized to sign the documents on behalf of the company/Firm/Proprietary concern. (Authorisation Certificate to be enclosed).
5. Banking Details
6. Pan No (Copy of PAN card to be submitted)
7. Technical Information Certificate of work experience : Yes / No
The Bidder should have minimum three years of experience in doing similar nature of works as on 31.12.2024.

8. Details of Past as well as current performance along with latest letter of such appointments : Yes / No

(a) Copy of Registration/Licence under Shop and Establishment Act, 1948 : Yes / No

(b) Copy of ESI and eps REGISTRATION Certificates Yes / No

(c) Copy of Registration / License under GST/ Sales tax or VAT : Yes / No

(d) Copy of the IT returns filed for the last three Assessment years : Yes / No

(e) The Bidder/Tenderer should have minimum Annual Turnover of Rs.10 Lacs during anyone of the last three financial years i.e.2021-22, 2022-23 and 2023-24. (Attach Certificate from Chartered Accountant in this regard Copy of Service tax registration certificate : Yes / No

(f) Declaration on letterhead of the Tenderer(s) that it has never been involved in any illegal/criminal activity or financial frauds : Yes / No

(g) Compliance with Provisions of Child Labour Act : Yes / No

(h) Declaration on letterhead of the Tenderer, that none of their contract in the past was terminated during the contract period for any unsatisfactory performance. Nor the contractor refused to continue the service for the COMPANY after the contract was awarded to them in the past : Yes / No

(i) Undertaking by the Contractor to obtain Workmen's compensation Policy for his/their employees and Copy of the policy to be submitted to the COMPANY within a week : Yes / No.

(j) Non-relationship Certificate is required to be submitted : Yes / No

(k) Should have two Running Contracts as on 31.12.2024 of Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking/ Autonomous Institute/ Corporate Institute of repute in Mumbai.

Name of Signatory & Seal

Designation

Date :

Place :

SPECIMEN
SHOULD BE SUBMITTED IN LETTER HEAD OF THE BIDDER

Section VII
PRICE BID FORMAT
(TO BE ATTACHED WITH FINANCIAL BID)

(Date)

To,

The Regional Manager,
General Administration Department,
United India Insurance co. Ltd
Mumbai Regional Office No.1

Dear Sir/Madam,

Ref: TENDER FOR CARETAKER AND HELPER SERVICES AT UNITED INDIA INSURANCE GUEST HOUSE AT MUMBAI

Having examined the tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Caretaking Service Provider To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal.

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

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

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

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or

to be delivered to the UNITED INDIA INSURANCE CO.LTD(UIIC) are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead UNITED INDIA INSURANCE

CO.LTD (UIIC) as to any material fact. We understand that if at any point of time it is noticed/discovered by UNITED INDIA INSURANCE CO.LTD (UIIC) that any information given by us is false or incorrect or misleading UNITED INDIA INSURANCE CO.LTD (UIIC) shall have the right to take such necessary action as it may deem fit including cancellation of contract.

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

Dated this Day of 2025

(Signature) (In the capacity of)

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

(Name and Address of Company)

(Office Seal/Stamp of bidder) Witness Signature:

Witness Name & Witness Address:

FINANCIAL BID – PART II

TENDER DOCUMENT FOR CARETAKER AND HELPER SERVICES AT

UNITED INDIA INSURANCE GUEST HOUSES IN MUMBAI

EMPLOYEE BREAK UP (PER EMPLOYEE)

	Caretaker	Helper
Consolidated Pay*		

N.B*:

(1) Consolidated Pay payable to Caretakers & Helpers @ Rs.25,000/- & Rs.12,000/- respectively, subject to their services to UIIC is more than 10 years.

(2) Consolidated Pay payable to Caretakers & Helpers @ Rs.15,000/- & Rs.10,000/- respectively, if their services to UIIC is fresh or less than 10 years.

We confirm that the above payments are in accordance with the wages fixed by UIIC

Signature of authorized person

Full Name

Office Seal :

Date:

Place:

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

SPECIMEN

TO BE SUBMITTED IN THE LETTER HEAD OF THE BIDDER

(TO BE ATTACHED WITH TECHNICAL BID)

Section VIII

SELF-DECLARATION – NO BLACKLISTING

Date :-

To,
Regional Manager
General Administration Department
United India Insurance co. Ltd.,
Mumbai.

Dear Sir/Madam,

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

In response to the Tender Document for Selection of Caretaking service 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 authorized person

On behalf of the company/Firm (with seal)

The Food menu and rates of Food items at Guest House

(The rates are given below are applicable for metros and A Class city)

S. No.	Description of food items	Rates
1	Tea **	10/-
2	Coffee / Milk **	12/-
3	Breakfast #	50/-
4	Lunch / Dinner (Veg) \$	80/-
5	Lunch / Dinner (Non-Veg) @	125/-

- Standard cup of Tea / Coffee / Milk (150 ml)

Meal Type	Items
Breakfast: Any two of the following	Idly 4 Nos. with Chutney and Sambar (each 50 gms)
	Dosa 2 Nos. with Chutney & Sambar (each 50 gms)
	Pongal (200 gms) with Chutney and Sambar (50 gms)
	Uthappam 2 Nos. with Chutney & Sambar (each 50 gms)
	Aloo Paratha 2 Nos. (200 gms) with curd (50 gms) and pickle
	Poori 4 Nos. (150 gms) with aloo sabji 150 gms
	Egg Omlet 1 No. & Modern Bread 2 Slices with Amul butter, tomato ketchup Sachet
	Hot/Cold milk (150 ml) with corn flakes 50 gms
Lunch / Dinner – Veg	Pulao / Jeera rice / Plain rice 150 gms
	Chappathis 2 Nos. (50gms), Sambar, Rasam / Dhal, Sabji (each 150 gms)
	Seasonal Veg Curries 2 (each 100 gms), curd (100 gms)
	Pappad and seasonal cut fruit (100 gms) or Banana 1 No.
Lunch / Dinner – Non Veg	Above Veg Lunch / Dinner with Chicken / Mutton / 2 Nos. egg curry (100gms)