



# दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड

(भारत सरकार का उपक्रम)

## THE NEW INDIA ASSURANCE COMPANY LIMITED

(Government of India Undertaking)

क्षेत्रीय कार्यालय : शारदा सेंटर, दूसरी मंजिल, नळ स्टॉप के पिछे, कर्वे रोड, पुणे 411 004

Regional Office : Sharada Centre, 2nd Floor Behind Nal Stop, Off. Karve Road, Pune 411 004 • CIN NO. L66000MH1919GOI000526

GSTIN No. 27AAACN4165C3ZP • IRDA Regn. No. 190



Phone : (020) 6767 5700

Website : www.newindia.co.in

Tender No- 14/PUNE/EST&ESTAB/25-26

Date: 14/01/2026

**BIDS ARE INVITED FROM MANPOWER PROVIDING AGENCIES IN GEM PORTAL FOR REQUIREMENT OF OUTSOURCING STAFF FOR HOUSEKEEPING SERVICES AT OFFICE UNDER ZONE I & III OF PUNE REGIONAL OFFICE**

The New India Assurance Co Ltd, Pune Regional office invites the bids in GEM portal for requirement Outsourcing Staff for Housekeeping services under Pune Regional office.

**SCHEDULE-I**

Reference	Requirement of Outsourcing staff for Housekeeping services in GEM portal in Pune Regional office Tender No. <u>14/Estb/PRO/25-26</u>
Last Date and Time of submission of Offer	18/01/2026
Bid should be addressed to	The New India Assurance Company Limited, Pune Regional office (Estate & Establishment Department)
Requirement of outsourcing staff for Zone I Offices	5 nos
Requirement of outsourcing staff for Zone III Offices	5 nos
Contract Period	03 years subject to satisfactory services.
Type of outsourcing staff	Unskilled

**SCOPE OF WORK**

Cleaning, Sweeping and Housekeeping and to assist other company employees in smooth branch/ office any incidental work as per company's requirement at various operating offices of Zone I & Zone III under Pune Regional office.

**TECHNICAL COVER**

1. The bidder should have in hand or satisfactorily completed Mechanized Housekeeping Jobs essentially including Mechanized Housekeeping Services for a minimum period of 5 years and should have 5 YEARS experience of providing housekeeping services to Govt/PSU/LIC/ or Nationalized Banks along with proofs from the respective Organization.
2. Bidders should be registered under GST.



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3. Bidders should be registered under Employees states Insurance Act and also possess the latest photo of the same.
4. Bidders should be registered under Employees Provident Fund Act and also possess the latest photo of the same. Clarity on statutory compliance such as PF contributions & ESI contributions should be followed strictly and shall be observed by the company from time to time.
5. The bidder must be Income Tax Assessee of the last three financial years, PAN card number of the bidder. Also attached are last three year copies of Income Tax Return filed.

**TENDER'S ACCEPTANCE**

Acceptance of the Bidder shall be solely at the discretion of company "The New India Assurance Co. Ltd., Pune Regional office" who reserves the rights to accept or reject any or all tenders without assessing any reasons therefore. The bidder, whose bid is accepted will have to enter into Agreement within 15 days of being Notice to do so. In case of failure, the offer of the bidder will be considered as withdrawn by him. The date of the contract will be fixed by the Company upon the Administrative approval obtained from the Competent Authority and contract will be entered therefrom.

A detailed breakup of rate as on date under "Minimum Wages Act of Central Government should be quoted. The rates quoted shall be firm and final. During the period of contract the rates will be regulated as per the minimum wages notified by the Central Government.

**Terms of the Payment –**

Payments of Cleaning, Sweeping and Housekeeping will be made on monthly basis, at the end of succeeding month but subject to administrative approval and clearance from Company. The Company shall not be responsible for payment of any interest on the amount due in case of delay in payment. Payment would be made after deduction of taxes, if any.

The rise in cost (if any) due to the half yearly revisions in D.A. Rates will be applicable.

Terms of payment as stated in the Tender Document shall be final.

At the time of payment of bills, income tax, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.

No payment shall be made in advance and payment shall be made on a monthly basis on account of services provided during the previous month.

The successful bidder should execute an agreement on Non Judicial Stamp Paper.



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The bills should be sent by the contractor after completion of a month offline to the Pune Regional office of the company.

Payment will be made through NEFT only. All receipts for payment should be signed by the contractor himself.

**Termination -**

The Competent Authority of the Company reserves the right to terminate the Contract by giving due notice of 30 days in case of breach of any material obligation under the Contract. The Contract may also be terminated in case of any unsatisfactory performance during the contract period.

The Company is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice, without any reason and without payment of any compensation.

The Company reserves the right not to accept the lowest or reject any or all the tenders without assigning any reason at any stage. On all the matters relating to this tender the decision of the Company will be final and binding and the same cannot be referred to the court of law.

The Company shall not be responsible for any loss or damage incurred to the contractor as a result of the termination of the contract. The Company shall be free to take due action for the appointment of a new contractor including the period under notice and thereafter.

(OTHER GROUNDS FOR TERMINATION: The Company is entitled to terminate this contract/agreement for any reason at its absolute discretion forthwith without notice, without any reason and without payment of any compensation, in the following cases by giving three months' notice.

- (i) The vendor is adjudicated insolvent by a Competent Court or files for insolvency or if the hirer being a company is ordered to be wound up by a Court of competent jurisdiction.
- (ii) If any charge sheet is filed by a competent authority of the Government against the Agency/Company, or the vendor is convicted by a criminal court on grounds of moral turpitude.
- (iii) For any reason whatsoever, the contractor becomes dis entitled in law to perform obligations under this agreement.
- (iv) In the event of failure of the contractor to provide the services thereof as mentioned in the agreement/tender document for any reasons whatsoever the company shall be entitled to procure services from other sources and the contractor shall be liable to pay to the Company, the difference of the payments /excess payment made for such other services, besides damage for the period of failure in providing the services or part thereof.
- (v) In the event that the Company terminates the Contract, the Company shall be entitled to procure services from another vendor/contractor.



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(vi) In the event of termination of the contract for any reason whatsoever, the contractor or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Company by way of compensation, damages or otherwise.

**Legal Jurisdiction-**

All disputes are subject to the jurisdiction of the Court.

**Service charge**

The service charge of manpower providing agencies should not exceed 7% of the monthly remuneration payable to outsourcing staff.

**Other Facilities**

In addition to minimum wages as mentioned above, the outsourcing staff shall also be allowed the benefits such as PF, ESI Contributions through the outsourcing agency.

**Natural Calamity, Strike etc.**

In case of strike, combination of workmen or natural calamity of any kind, fire accidents, or circumstances beyond the control of the firm causing stoppage of his work, without penalty, the company shall have the absolute right during such stoppage to get the work done from elsewhere.

**Insolvency**

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary otherwise, or in the event of the firm failing to comply with any of the conditions herein specified, the company shall have the power to terminate the contract without prior notice.

**Breach of Terms and Conditions:**

In case of breach of any of the terms and conditions mentioned in this contract the company will have the right to cancel the work order without assigning any reason therefore and nothing will be payable by the company in that event.

**Subletting of Work**

The firm shall not assign or sublet the work or any part of it to any other person or party.

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**Precautionary Measures**

The contractor shall take all reasonable steps for maintaining the quality while discharging the services of the contract.

**Arbitrations:**

The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws. All disputes or differences arising between the parties as to the effect, validity or interpretation of this any provision of RFP/Contract/agreement or as to their rights, duties or liabilities shall be resolved amicably between the parties, falling which such disputes shall be settled by a sole arbitrator appointed by Company under the Arbitration & Conciliation Act, 1996. The award of arbitrator shall be a reasoned award and shall be final and binding on the Parties. Seat of Arbitration proceedings shall be Pune and the arbitration proceedings shall be conducted in English.

**FORCE MAJEURE:**

If at any time, during the continuance of this contract the performance in whole or in part, by either party or any obligation under this contract shall be prevented or delayed by reasons beyond control FORCE MAJEURE neither party shall, by reasons of such events be entitled to terminate this contract nor shall either parties have any claim for damages against the other in respect of such non performance or delay in performance

The force majeure shall include war or hostility, or acts of the public enmity or civil commotion, or sabotage, or fire, or floods or explosions or epidemics, or quarantine, or restrictions, or strike, or lockouts or acts of God (hereinafter referred to as eventuality).

Provided such force majeure provisions apply only if notice of happening of any such eventuality is given by either party claiming concession to the other within 21 days from the date of occurrence thereof, and

Provided activities under the contract that were interrupted under the force majeure event are resumed as soon as practicable after such event comes to an end, or cease to exist, and the decision of the Company as to whether the activities have been so resumed or not shall be final and conclusive and provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons, for any such events for a period exceeding 60 days, either party may at his option terminate the contract.



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**OTHER TERMS AND CONDITIONS**

1. Company requires engagement of about 10 personnel for Cleaning Sweeping and Housekeeping and to assist other company employees in smooth office or any incidental work as per Company's requirement for week days for Six days a week.
2. Requirements of persons can be increased or decreased as per the requirement. Bidders can be asked to provide manpower on Saturday & Sunday or Holiday if need arises and payment would be made on a pro-rata basis.
3. The Bidder approved for providing cleaning, and housekeeping services (hereinafter called the "Contractor or the "cleaning and Housekeeping Agency"), will be fully responsible for ensuring sweeping /cleaning of Pune Regional office, Claims hub office & Various Operating Offices under Pune Regional office.
4. The purpose of cleaning and housekeeping is that the entire premises of the Company must look neat and clean at every time and the contractor has to undertake all such jobs/activities required to maintain premises neat and clean whether such activities are elaborated here or not.
5. Cleaning should be completed in office cited premises prior to opening of office hours of branches and other offices so that work in the office does not get interrupted in the middle for cleaning purposes.
6. The work of sweeping, cleaning and mopping of all the area of the offices including rooms, toilets, corridors, inside the premises and all-round the office premises, building, generator room.
7. Brooming, sweeping and washing of corridors and staircases.
8. Sweeping and mopping of toilets, bathrooms, urinals-twice a day
9. Spraying of Room Freshener/ deodorant in toilets and Officers rooms
10. Dusting and cleaning of office furniture, office equipment including tables. Chairs side tables, racks and doors, paper trays and all other installations
11. Sweeping of floors, mopping of floors-twice a day. Sweeping lawns and open areas. Emptying of all dustbins.
12. Dusting of doors, cleaning of wash-basin and mirror, cleaning of toilet seats/ urinals (with sanitary and water) twice a day. Sweeping of open space and removal of garbage there from. Complete cleaning with soft brooms.
13. Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided and directed by the Officials of the Company). Moving of articles like tables, chairs, almirahs, display boards, etc. as and when such shifting is necessary.
14. Replenishment of soap, urinal cubes, naphthalene balls/air purifier (As and when required)
15. Polishing of floors, cleaning of walls & window panes. Washing and wiping, mopping of floors. Thorough cleaning of toilets with suitable cleaning agents, wiping & cleaning of fixtures, fittings.
16. Dusting of files and file racks and cleaning of walls & window times





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17. Polishing of staircase railings, cleaning of Venetian blinds and cobwebs of walls.
18. Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner, Daily cleaning/dusting of writing tables, working tables chairs, telephones, computers office cubicles, photocopier machines, fax machine, printers etc
19. Dusting of doors, dusting of room coolers, air conditioners
20. Removal of blockage, if any, occurring in the drains, floor traps, toilets bathroom, rainwater pipes and gutters etc.
21. No criminal case should be pending in the Court of Law against the personnel proposed to be deployed.
22. The personnel should be polite, courteous in their behavior.
23. No person deployed by the contractor for housekeeping services will indulge in playing cards, consuming liquor or narcotics or gossip with any outsider(s). The agency will ensure that the personnel while on duty should not be under the influence of any intoxicant at any time. In no case any misbehavior with any officer official of the Company will be tolerated If any such incident comes to notice the Contract will be liable for termination.
24. That the persons engaged shall not be below the age of 18 years or above the age of 50 years and they shall not interfere with the duties of the employees of this office.
25. Only such personnel will be deployed in the office premises and office premises of the Company by the Contractor as are physically fit and do not have any physical handicap, impairment, night blindness or colour blindness
26. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
27. The Contractor shall certify that proper Police verification has been carried out in respect of the antecedents of each Personnel deployed by him and the Contractor shall be fully responsible for their conduct and behavior.
28. It should be clearly understood by the Contractor that the Company does not undertake any liability on account of leave, wages, employment or any other obligation under any State of Central Government Regulations to be performed by the Contractor in the capacity of an employer in respect of such personnel as are employed by him. The Contractor shall be solely responsible to the employment and labour regulating authorities in respect of aforesaid personnel. By way of this contract, the contractor should not violate minimum Wages Act or any other legislative Enactments in force from time to time.
29. The service provider's person shall not claim any benefit/compensation/absorption/regularization of services from/ in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition Act), 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
30. The Contractor should release the payment to the personnel deployed before 10th of every month and send the payslip/salary slips of said personnel to the Company by 15th of said month.





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31. The service provider's personnel shall not divulge or disclose to any person, any details of office operational process, technical know-how security arrangements and administrative/organizational matters as all are of confidential/secret nature.
32. The rates quoted should be exclusive of GST.
33. The office staff / any other nominated officer has the right to inspect the personnel and his work assigned to him.

**Indemnity Clause -**

Contractor shall indemnify, protect and save the Company and hold the Company harmless from and against all claims, losses, costs, damages, expenses action suits and other proceedings.(Including reasonable attorney fees) relating to or resulting directly or indirectly from:-

1. An act or omission of Contractor its employees, its agents, in the performance of the services provided by this contract.
2. Breach of any of the terms of this agreement document or breach of any representation or warranty by Contractor.
3. Use of the allocated site and or facility provided by Contractor
4. Infringement of any patent, trademarks, copyrights Intellectual Property Rights etc or such other statutory infringements in respect of all components used to facilitate and to fulfill the scope of the site requirement
5. Contractor shall further indemnify the Company against any loss or damage arising out of loss of data, claims of infringement of third party copyright, patents or other intellectual property, and third party claims on the Company for malfunctioning of the equipment providing facility to Company's equipment at all points of time.
6. Contractor shall indemnify the Company and undertake to keep the Company fully saved and indemnified against any loss, action or claim arising out of or in respect to error, misconduct, fraud, misbehavior or violations of any laws committed by Contractor or its employees/agents/ persons employed by third parties
7. This indemnification is only a remedy for the Company. Contractor / partner is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would cover damages, loss or liabilities suffered by the Company arising out of claims made by its customers and/or regulatory authorities.

Non-Disclosure: It is hereby agreed that all the parties in this agreement hereby agree as follows. Contractor shall hold all information about this tender and/or information gathered about the Company through this process in strict confidence with the same degree of care with which Contractor protects its own confidential and proprietary information. Contractor shall restrict disclosure of the information solely to its employees, agents and sub contractors on a need to know basis and advise those persons of their obligations hereunder with respect to such information.



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To use the information only as needed for the purpose solely related to this Project.

Except for the purpose of execution of this Project, not disclose or otherwise provide such information or knowingly allow anyone else to disclose or otherwise provide such information.

Contractor shall not disclose any information to parties not involved in supply of the products and services forming part of this order and disclosure of information to parties not involved in supply of the products and services forming part of this order will be treated as breach of trust and invite legal action. This will also mean termination of the contract and disqualification of the Contractor in any future tendering process of the Company.

Any information considered sensitive must be protected by the Contractor from unauthorized disclosure or access.

**Severability:**

If any of the provisions of this agreement may be constructed in more than one way, one of which would render the provision illegal or otherwise voidable or enforceable, such provision shall have the meaning that renders it valid and enforceable.

**SCHEDULE – II**

The Financial Bid following components:-

Outsourcing staff (Type of worker-Unskilled)-Requirement-10 nos (5 nos. for Zone I & 5 nos. for Zone III under Pune Regional office)

Designation	Housekeeping Staff-Unskilled-Zone I	
Number of working days in a month	26	8 hr per day
Minimum daily wage (INR)	805	20930
Bonus	0	0
EDLI (0.50%)	0	0
EPF Admin Charge (0.5%)	4.025	105
Optional Allowances 1	0	0
Optional Allowances 2	0	0
Optional Allowances 3	0	0



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Remuneration per resource per hour for Overtime Hours	0	0
ESI (INR per day) (3.25 %)	26.1625	680
Provident Fund (INR per day) (12% on 15000/-)	85.00	2210
Total Monthly Salary		23925

Designation	Housekeeping Staff-Unskilled	
Number of working days in a month	26	8 hr per day
Minimum daily wage (INR)	541	14066
Bonus	43.28	1125
EDLI (0.50%)	0	0
EPF Admin Charge (0.5%)	2.705	70
Optional Allowances 1 (HRA-10%)	54.1	1407
Optional Allowances 2	0	0
Optional Allowances 3	0	0
Remuneration per resource per hour for Overtime Hours	0	0
ESI (INR per day) (3.25 %)	17.5825	457
Provident Fund (INR per day) (12% on 15000/-)	70.33	1829
Total Monthly Salary		18954

The interested parties should send their quotes on the GEM portal on or before 18/01/2026

Chetna Parab  
Regional Manager  
Pune Regional office (150000)  
(The New India Assurance Company Limited)

