



LIFE INSURANCE CORPORATION OF INDIA
OS Department, CHENNAI DIVISION I
6th Floor, 153, ANNASALAI, CHENNAI 600 002.
GSTIN - 33AAACL0582H1ZT

**TENDER DOCUMENT OF LIC OF INDIA FOR
OUTSOURCING OF
HOUSE KEEPING SERVICES**

**TENDER DOCUMENT
FOR OFFICE UPKEEP
&
HOUSEKEEPING SERVICES**

**FOR VARIOUS OFFICES UNDER ADMINISTRATIVE
JURISDICTION OF LIC OF INDIA, CHENNAI DIVISION 1**

Cost of Tender document: 500 /- + GST 18%

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Ref : LIC/DO-1/OS/1-

FORM –A NOTICE INVITING TENDER

TENDER NOTICE FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES

Life Insurance Corporation Of India, Chennai Division 1 (hereinafter referred to as (“The Corporation”) having its Office at 153 Anna Salai, 6th Floor, Chennai invites Sealed Tenders under two-bid system from reputed, licensed organizations / Agencies with their presence in Chennai, who are providing office upkeep & Housekeeping services (with at least 3 years experience) in any organization/ Government / Public Sector undertaking / Private organizations of repute etc. for providing Office upkeep and House Keeping Services for our offices at the places as given in Form D.

Schedule for the tender process is as given below:-

Tender Notification Number and Date: LIC/DO-1/OS/1	
Name of Work	Office upkeep and housekeeping services for various offices under administrative Jurisdiction of LIC OF INDIA, Chennai Division1
Branches/Locations	As per Part D
Cost of Tender Document	Rs 500/- + 18% GST Total Rs.590/- (non refundable) in the form of Demand Draft / Pay Order drawn in favour of “ LIC OF INDIA” payable at Chennai or can be downloaded from the site www.licindia.in/Tenders . If downloaded from the site, Rs. 590/- by Demand Draft / Pay Order drawn in favor of “ LIC OF INDIA” payable at Chennai is to be enclosed at the time of submitting the tender in a separate envelope super scribed” COST OF DOCUMENT FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES TENDER”
Earnest Money Deposit	Rs 80000/- in the form of Demand Draft/ Pay Order drawn in favor of “LIC OF INDIA” payable at Chennai to be paid at the time of submitting the tender in a separate envelope super scribed” EMD FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES”
Time, Date and Place of Sale of Tender Document (collection in person from the given address or downloading from officials site of the Corporation)	Download from website from 23.04.2025 OR In-person collection from 23.04.2025 to 02.05.2025 Time : 10.30 AM TO 3.00 PM .On 02.05.2025 upto 11 AM Place : OS DEPARTMENT, DIVISIONAL OFFICE -1, 6 TH FLOOR, 153, ANNA SALAI, CHENNAI 600 002.
Time , Date and Place for receipt of Tender Documents (LAST DATE)	Time - 11 AM Date – 02.05.2025 Place – LIC OF INDIA, OS DEPARTMENT, DIVISIONAL OFFICE – 1, 6 th FLOOR, LIC BUILDING, 153, ANNA SALAI, CHENNAI – 600002 *** Please see note below

Time , Date and Place of Opening Tender Document Time	Time – 3.00 PM onwards Date – 02.05.2025 Place – LIC OF INDIA, OS DEPARTMENT, DIVISION OFFICE-1, 6 th FLOOR, LIC BUILDING, 153 ANNA SALAI, CHENNAI 600 002 *** Please see note below
Validity of the tender	180 days from the date of opening of technical bids
Contract period	One year from the date of taking over as agreed upon by both the parties and which can be renewed on the same terms and conditions for second/third year, not more than for one year at a time, if the performance of the service provider is satisfactory to LIC

Note: In case of Micro and Small enterprises who have registered with the Director of Industries/District Industry center as manufacturing or service enterprises by filling Entrepreneurs memorandum part II are exempted from the EMD and Tender Fess . Original / certified copies of the certificate to that effect should be enclosed .

*** Tender document may also be downloaded from Corporation's website from the link:- www.licindia.in

The downloaded / purchased tender form must be complete in all respects and dropped in the tender box placed at the above mentioned address strictly within the dates and time mentioned as above along with the tender document and 2 Demand Drafts/Pay Orders of Rs.80000/- and Rs.500/-+18% GST drawn in favour of "LIC OF INDIA" payable at Chennai towards the Earnest Money Deposit (EMD) and cost of Tender Document/Processing fee respectively.

The tenders received after the last date and time for submission as mentioned above shall be rejected.

All the Forms from A to F and Annexures from A to D are part of this tender and shall be duly signed by tenderer or by authorised person of the tenderer.

LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.

LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.

Decision of the Corporation will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.

Date: 23.04.2025

Senior Divisional Manager

FORM -B GENERAL RULES AND INSTRUCTIONS TO TENDERERS

(Tenderer/Bidder must go through the complete Tender document – Technical Bid and Financial Bid including Terms and Conditions and understand his/her/their responsibilities and obligations there under. **Seal and signature of company's authorized person to be affixed on all pages**)

Life Insurance Corporation Of India , Divisional Office-1, Chennai (hereinafter referred to as “ The Corporation”) invites tender for OFFICE UPKEEP AND HOUSE KEEPING SERVICES AT DIFFERENT LOCATIONS IN CHENNAI from the Agencies located in CHENNAI Area for Office upkeep and housekeeping services for our offices located at various places in Chennai (Please refer to scope of work in instructions to Bidders here below) for a period of 1 Year (Twelve Months) from the date of awarding contract extendable by two more years, not more than one year at a time, depending upon the experience at the same terms and conditions and at the discretion of Competent Authority of the Corporation.

1. Tender should be dropped (which shall be the only mode of submitting the tender) in Tender Box (placed at below address) in sealed envelope bearing address:-

**“The MANAGER, (E&OS)
6th Floor, OS Department, Divisional Office-1,
LIC OF INDIA, 153 Anna Salai, Chennai-600 002”**

2. The last date and time for submission of tender is 02.05.2025 up to 11 AM. The tender (Technical Bid) will be opened on 02.05.2025 @ 3.00 PM onwards. The venue of opening of Technical tender will be same as given above. i.e., **6th Floor, OS Department, Divisional office-1, LIC OF INDIA, 153 Anna Salai, Chennai-600 002**. The Technical Bids will be opened in presence of Tenderer or their authorized representatives. The Tenders received after 11 AM on 02.05.2025 will not be entertained and shall be rejected forthwith. Decision of the Corporation in this regard will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender on or after due date and time given here above.
3. The cost of tender form Rs 590/- is non refundable. The tender form may be downloaded from website of Corporation- www.licindia.com or can be obtained from the office at address as mentioned above. i.e. , **6th Floor, OS Department, Divisional Office-1, LIC OF INDIA, 153 Anna Salai, Chennai-600 002**.
4. The bid shall be valid for the period of 180 days from the last date of opening technical bids.
5. The tender shall be submitted in two parts i.e. Part-I (Technical Bid) and Part-II (Financial Bid). The mode of submission of tender will be:-

Cover –I: This cover forming Part-I of the tender should be superscribed with the words “**TENDER FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES AT DIFFERENT LOCATIONS IN CHENNAI - Technical Bid**”(As per FORM E and Annexure B) containing all the certificates /information/ documents. Bidder should attach the attested copies of the documents as prescribed in mandatory conditions.

Cover –II: This cover forming Part- II of the tender should be superscribed with the words “**TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES - Financial Bid**”. (The bid should be strictly in the format as given in **FORM F.**) This cover will be opened after shortlisting of tenderers based on the Technical Bids.

Cover – III : This cover forming Part- III of the tender should be **superscribed** as **TENDER FEE / EMD /DD/ Banker's Cheque / Copy of Miscellaneous receipt** deposited in cash at cash counter of LIC of India . Those who are exempted shall write “MSME Exempted “ on top of the cover and put original or certified copies inside the cover.

Cover – IV : This is a Master cover containing the above three covers of Technical Bid, Financial Bid and tender fee. This cover IV should be superscribed with the words “**TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES** “ the same shall bear the address as given below :-

**“The MANAGER, (E&OS)
6th Floor, OS Department, Divisional Office-1,
LIC OF INDIA, 153 Anna salai, Chennai-600 002”**

6. Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for OFFICE UPKEEP AND HOUSE KEEPING SERVICES shall be short-listed and financial bids of only such short-listed bidders will be opened.
7. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quoted accordingly.
8. LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
9. Any conditional offer / tender shall not be considered.
10. Any modification in the tender after opening date shall not be considered.
11. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and

Annexures forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth FORM C and in the entire tender document.

12. The Contractor should be a registered body for providing services of skilled, Semi Skilled and unskilled laborers having requisite license.
13. The Bidders should have experience of at least 3 years in providing housekeeping services and should have been in existence for the **last 5 years**.
14. The Bidder should have experience in the Housekeeping services in any Financial organization, Government /Public Sector undertaking / Private organizations of repute with at least One(1)existing work order in the said organizations with housekeeping area of at least 5000 sqft.
15. The average Annual Turnover from Housekeeping business during last 3 years should be at least Rs 200 Lakhs per annum.
16. The firm / Agency Should be a profitable company during the last 3 years, i.e 2023-24,2022-23, 2021-22.
17. Satisfactory service certificates to be produced from any two of their existing major clients with details of contact person, Telephone No. email etc.
18. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including labour laws applicable for the state of Tamilnadu. Minimum wages payable to the personnel to be engaged shall be strictly as per Labour Act only. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
 - (i) Licence from Labour Commissioner to employ contract labour under the Contract Labour Act.
 - (ii) Registration certificate under Employees Provident Act, with latest proof (challans to be Attached)
 - (iii) Registration under Employees State Insurance Act, with latest proof (Challans to be attached)
 - (iv) Latest Income tax clearance certificate and PAN Card of the Contractor to be enclosed
 - (v) GST registration Certificate.
 - (vi) Copies of audited Balance Sheets for the past 3 years (FY 2023 – 24, 2022 – 23, 2021 – 22)
 - (vii) Attested copies of registration of the firm under Shops and Establishment Act, Partnership deed with proof of registration of firm / individual / company.
 - (viii) Copy of Authorised Labour Identification number of Central Government.

The bidder should not have been black listed with any office of the Corporation (LIC) or any other establishments. The Bidders should have proper tools and tackles for providing housekeeping services.

19. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company with its seal duly affixed shall sign the Bid.
20. While discharging the duties, the agency shall be responsible for all injuries to persons, damage to building, building structure, streets, and footpaths and shall rectify it at its own cost.
21. The agency shall be responsible for storing and safeguarding its own material at its own cost. Any damage/spoiling of lift/floor/caused during such act will have to be made good by the agency at his/its own expenditure.
22. Financial bids of only technically qualified bidders will be opened to decide L1. In case of more than one L1 bid emerging, the bidder with highest average turnover in the last 3 Financial Years as per Sl.No.12 of technical bid will be decided as L1. When more than one L1 emerge even at this stage, highest turnover in the latest financial year i.e 2023-24 shall be considered to decide L1.

FORM C TERMS & CONDITIONS OF CONTRACT

1. The Office and Premises should be kept neat and tidy after cleaning / mopping, etc. is completed. No cleaning material should be left in and around the cleaned area. Number of Offices/ Locations can be increased or decreased with a notice. Accordingly, man power will be adjusted. Decrease or increase in the cost will be adjusted accordingly.
2. The material in any case should not lie on the floor / rooms / toilets or near electrical panel switchboards on any floor. The contractor shall ensure to take proper safety measures against hazardous material.
3. None of the personnel deployed by the Contractor shall indulge in any act other than that provided under this contract.
4. The Contractor shall follow all prevailing rules / regulations / laws and should possess valid licence for providing office upkeep and housekeeping services and shall take all safety measures for the personnel deployed by him. The Contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
5. The Contractor shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's staff and officers in the complex. All safe practices shall be strictly adhered to by the Contractor such as providing gloves when handling sharp objects, chemicals etc. The Contractor shall protect sides of opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices. The Contractor shall provide first aid boxes wherever required. Despite observing safe practices if any unfortunate incident occurs, the Contractor shall bear all expense or claims towards treatment or compensation.
6. The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Contractor during the performance of duties in the premises of the Corporation. The Contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.
7. The Contractor shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.
8. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Contractor for rendering housekeeping services are employees of the Corporation or deployed by the Corporation. The Contractor shall deploy workers who shall be in his

sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Contractor shall keep the Corporation indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to his workers mentioning that the workers are employees of the Contractor.

9. The Contractor should have an office at Chennai and a current ongoing contract of Housekeeping and office upkeep in Chennai.
10. The Contractor will be responsible for any accident/injury/death of any member of their staff sustained during the course of discharge of their work. The contractor shall obtain police verification of their antecedents which may be submitted to LIC along with the profiles of your personnel deployed. A certificate to this effect shall be furnished by the Contractor to the Corporation before deployment of the staff. Further, in respect of the workers deployed at the Corporation's premises, the Contractor shall submit details such as Names, appointment letters issued by the Contractor, age proof, address proofs & certificate of police verification in respect of all his staff deployed at Corporation's site. The Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.
11. The Contractor shall be responsible for any loss due to theft / pilferage / damage caused in the course of performance of duties to the Corporation's property including fittings, furniture, fixtures or any other equipment(s). The Corporation shall assess the amount payable by the Contractor towards damages / loss / theft / pilferage and the same shall be recovered by the Corporation from the monthly payment to be made to the Contractor.
12. The personnel deployed by the Contractor should be healthy, neat and clean. They should display good conduct & courteous behavior. They should be in proper uniform and should be provided photo identity cards by the Contractor at his own cost. In case of any complaint against any of the personnel deployed by the Contractor, he shall remove such person immediately and arrange for replacement of removed person within 24 hours. The person(s) so removed should not be deployed again or allowed to work in the premises.
13. If the staff deployed by the Contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Contractor will solely be responsible for all the consequences. Besides, the

Corporation shall be at liberty to lodge complaints before appropriate authorities.

14. No residential accommodation shall be provided by the Corporation to Contractor and / or to the personnel deployed by him.
15. The contract shall be for a period of One Year initially. However, the same may be extended by two more years, not more than one year at a time, at the same rates, terms and conditions subject to approval of Competent Authority.
16. The Contractor shall make payment to his personnel as per Minimum Wages Act only by electronic mode. Monthly payments to the Contractor will be made only after submission of certificate mentioning names of workmen, amount paid, name of the bank and bank account number. The names mentioned should only be of those personnel who were actually deployed for providing housekeeping services to the Corporation by the contractor. Any violation of the Minimum Wages Act will entail forthwith termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation. Periodical revision of wages is allowed depending on respective Govt.notifications.
17. All work must be carried out to the entire satisfaction of the Corporation. If the standard of housekeeping services is not maintained to the satisfaction of the Corporation, appropriate penalty will be imposed and the same will be deducted from the monthly bill and / or Security Deposit.

18. Personnel required:

- (i) Having regard to the area mentioned in Form D of this tender, based on our experience we have arrived at number of manpower resources required to carry out OFFICE UPKEEP AND HOUSE KEEPING JOB **150 Persons [maximum of 150 Persons Semi Skilled 101 Persons (8 Hours) (including one Supervisor), Unskilled (8 Hours) 29 Persons, Unskilled (4 Hours) 20 Persons]** to ensure the quality of housekeeping services and the workers so deployed by contractor are expected to carry out office upkeep, Housekeeping, Guarding premises and other related Miscellaneous work as deemed fit by the Corporation. Our assessment of manpower requirement is only to provide an equal footing to all the bidders so that they have equal weightage on this factor. Contractor should be able to provide or remove persons from time to time depending on the actual requirement of LIC. Hence, this tender must not be construed as a tender for supply of manpower or materials. **It is also reiterated that this tender is inviting offers to provide office upkeep and Housekeeping**

services and not for supply or deployment of contract labour and / or materials. The age limit should be 18 to 60 only.

- (ii) The personnel deployed by the Contractor are expected to provide services as per terms of the contract and their services may also be utilized for any other miscellaneous work such as meetings, conferences or any other day to day work in different departments. In addition to the schedule of various house-keeping activities that are required to be carried out as mentioned in FORM-D scope of work, it should also be ensured that all the workmen are available for carrying out any office upkeep and house-keeping activity/ies that may arise intermittently.
- (iii) The Contractor is required to deploy the competent supervisor. These supervisor will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. They shall receive and comply with instructions issued from time to time by the authorities of the Corporation. The supervisor shall be responsible for ensuring cleanliness of all lift lobbies, parking areas, link portion & all areas / halls of various departments.

The Supervisor shall maintain registers showing deployment of workmen for providing services at different locations. In addition, the Supervisor shall also maintain a daily chart about various house-keeping activities performed by the personnel at different locations. The chart should contain the nature of house- keeping activity/ies carried out, the name of the workmen, and time of completing the activity/ies and should be initialed by the Supervisors in token of having verified & ensured satisfactory performance. Such chart shall also be maintained in respect of the weekly house-keeping activities required to be carried out under this Contract.

The Supervisor shall maintain a Complaint Register with a record of all complaints received from different departments/Branches /SOs and / or forwarded by OS Dept, DO-1, Chennai. Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned at point 22 below. The Register must be shown to the authorized officials of the Corporation as and when demanded by them.

- (iv) The workmen deployed by Contractor for office upkeep and Housekeeping jobs should be of sound mind & major and should be physically fit to handle the work. Full bio-data & ID proof of the workman deployed at locations shall be made available before commencement of work and the workman should be deployed in consultation with LIC.

- v) If necessary, the workmen deployed by the Contractor may also be called upon to perform any housekeeping duties in addition to those

explicitly stated in this tender. The Contractor shall ensure due compliance of such instructions, issued from time to time, by authorities of the Corporation.

vi) Complete details of the workmen deployed daily by the Contractor shall be maintained by Contractor and made available for verification as and when demanded by the Corporation. The Service Provider/Contractor shall immediately provide a substitute in the event of any housekeeping personnel leaving the job due to his personal reasons or on not attending the duty.

vii) The Contractor shall not deploy for house-keeping and / or supervision any relative(s) of any serving / retired / resigned / deceased employee(s) of the Corporation. The contract is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services more fully described in Scope of Work shall be the employees of the Service Provider and not of the LIC.

19. A) Responsibilities of the Contractor would be as under:-

- (i) To provide disciplined, courteous, trained and quality personnel ever ready to attend housekeeping work politely.
- (ii) The Contractor shall ensure excellent standard of house-keeping and maintenance and ensure that entire premises are kept hygienic and clean at all times.
- (iii) The Contractor shall maintain daily attendance register in respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded. Further, the Supervisors of the Contractor, referred above shall produce the attendance register to the Premises officers, Divisional Office or the officers of the Branch office in the premises for inspection before his workmen enter the Corporation's premises every day. Needless to add, all the workmen of the Contractor entering the Corporation's premises shall be required to display their photo identity card issued by the Contractor.
- (iv) The Workmen must enter the premises only with Cleaning materials and personal bag.
- (v) It shall be the responsibility of the Contractor to provide its workmen with all the benefits, remuneration & amenities prescribed under any applicable law.
- (vi) The Contractor shall be responsible to maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions / obligations.
- (vii) The Contractor should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan / khaini / tobacco etc. They will not play cards or indulge in gambling in the complex.

- (viii) The Contractor shall maintain a daily record of the cleaning done of the office premises and toilets and obtain signature from Officers of Branches and Satellite Office in respect of cleaning done at the office Parking area and pump room area. The daily record of cleaning of premises (including toilets, parking area, pump rooms etc) maintained by the Contractor as required herein above shall be submitted to OS Dept, DO-1 for verification as when required by OS Dept, DO-1. And Photo copies should be enclosed along with bill.
- (ix) The Contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Premises Officers/ Officials of OS Dept, DO-1, as the case may be.
- (x) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended / postponed.

19 (B) The Contractor shall:

- (i) Display and maintain inside each toilet, a chart showing the time during which the toilet(s) were cleaned as per the terms of this Contract. The chart shall be initialed by the cleaner(s) along with the time of cleaning and shall also be signed by the supervisor of the Contractor in token of satisfactory cleaning.
- (ii) Provide proper neat and clean uniform to all the workmen deployed by him for providing housekeeping services and ensure that the same is worn by his workmen during the course of their duties in the premises.
- (iii) Train personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behavior, safety etc.
- (iv) Ensure immediate corrective action on receipt of any complaint against the services provided or against any individual deployed by him in the premises of the Corporation.
- (v) Arrange and pay for the Policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above Act or any rule framed there under.
- (vi) Obtain Insurance Policy of adequate value in respect of all his workmen deployed for providing housekeeping services, towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as when the same shall become due during the currency of the Contract.

- 20. Be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as CORPORATION, is able to make any alternative arrangement or CORPORATION has agreed in writing to allow the Contractor to discontinue whichever is earlier. Comply with the instructions issued

by the authorities of the Corporation from time to time relating to the performance of the services, duties and obligations. The services rendered by the Contractor shall be subject to regular review by the Corporation and its decision as to the quality thereof shall be final and absolute. Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between CORPORATION and the Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Contractor is an independent entity and not an employee, agent, associate or authorized representative of Corporation. The Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of Corporation whatsoever.

21. The Contractor & the workers deployed by him at the Corporation Premises shall maintain confidentiality of any information in their possession during their deployment in the premises of the Corporation & thereafter.
22. In case the Contractor fails to fulfill his obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the Contractor shall pay damages ranging from Rs 50/- (minimum) to Rs 5,000/- (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation shall without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor. Refer Annexure C for details.
23. Upon expiry of the Contract or termination of the Contract, the Contractor and its workmen shall vacate the premises and handover the same in good working condition.

24. Mandatory Conditions:-

- (i) **The tendering Firm / Contractor / Company are required to enclose photocopies of the following documents duly self attested along with the Technical Bids failing which their bids shall be summarily rejected.**
 - (a) Registration certificate with Labour Department
 - (b) Copy of PAN card
 - (c) Copy of Income Tax Returns filed for the last three financial years (For the year 2023-24 if ITR is not filed necessary certificate from the Auditor)
 - (d) Copies of EPF and ESI certificate
 - (e) Copy of GST Registration
 - (f) Copy of Shop and Establishment License
- (ii) The Contractor should have the necessary valid licence. It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.

- (iii) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.100/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.
- (a) Child Labour Abolition & Rehabilitation Act, 2006
 - (b) Workmen Compensation Act 1923
 - (c) Labour & employment Act 1972
 - (d) Industrial Employment (Standing Orders) Act 1946
 - (e) Contract Labour (Regulation & Abolition) Act 1970
 - (f) The Minimum Wages Act 1948
 - (g) Employees' Provident Fund Act 1952
 - (h) The Employees' State Insurance Act 1948
 - (i) The Payment of Bonus Act, 1965
 - (j) Income Tax Act 1961 & GST Act 2017.
 - (k) Any other Act or Legislation which may govern the nature of Contract.
25. The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EFP & MP Act, Industrial Dispute etc. The Contractor will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.
26. The Successful bidder shall execute and submit Integrity Pact on stamp paper of Rs 500/- as per Annexure A in this tender document and submitted along with contract before taking over.
27. All the bidders shall submit an affidavit confirming that the contractor has not been blacklisted by any of the office of Corporation.
28. The bidder should neither be a sub-contractor to any other entity / person, nor should, at any time, sub-let to any other person, the contract awarded to him. He should not be a party to any cartel at any time for processing any contract including the present Tender.
29. The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be

rejected.

30. PAYMENT TERMS:

The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages, according to their respective category, viz unskilled / semi-skilled etc. The Contractor will be paid on monthly basis by NEFT / RTGS only for the services rendered during the particular month for which he shall submit the bill for the agreed amount latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC+VDA+EPF+ESIC+STATUTORY BONUS), Bank name and bank account number.

Wages shall be paid by the Contractor first and then claimed from LIC. Wages should be paid not later than first week of the following month.

The Contractor shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by electronic mode only.

- ☐ TDS at the prevailing rates will be deducted.
- ☐ The Contractor shall alone bear all taxes, rates, charges and levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with rendering services except Goods and Services Tax (GST) raised by Contractor in the monthly bill & same will be paid by Corporation along with the other agreed charges for the services of housekeeping.
- ☐ All the taxes which the Corporation may be liable to deduct or called upon to so deduct, during the currency of the Contract which are liable to be paid by the Contractor under the law, if not paid, shall be set-off against the bills raised by the Contractor and paid to the respective government department(s) or authorities as may be required under law and the Contractor shall have no claim / objection in respect of any or all such payments.

31. TERMINATION:

Corporation reserves the right to cancel or terminate this contract / agreement by giving one month's notice in writing without giving or assigning any reasons whatsoever for doing so. In the event of the Contractor wishing to terminate this Contract, the Contractor shall give at least three months notice to Corporation in writing and in either case; the Contractor shall hand over the peaceful possession of the

space as provided in the tender.

In the event of earlier termination of the Contract by either parties or on expiry of the contract, the contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till the Corporation is able to make alternate arrangements for housekeeping services, even if Corporation has agreed in writing to allow the Contractor to discontinue earlier.

The contract is also liable to be terminated by the Corporation if

- (a) The Contractor abandons the work or
- (b) The Contractor assigns or sublets the work in whole or in part thereof or
- (c) The Contractor makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or
- (d) The Contractor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
- (e) The Contractor persistently disregards the instructions issued by the Corporation or
- (f) The Contractor fails to adhere to the agreed schedule of the work or
- (g) The information submitted by the Contractor in the Tender is found to be incorrect or
- (h) The Contractor fails to perform its obligations as per terms and conditions of the contract or
- (i) The Contractor fails to maintain records / registers as required under the terms of this contract
- (j) The contractor fails to adhere to the laws required to provide the services including the laws mentioned under Section 24 above.

32. DISPUTES & DIFFERENCES:

In all cases of dispute, the matter will be referred to the Senior Divisional Manager of L.I.C. Of India, Chennai DO-1 whose decision shall be final and legally binding on the contractor. All legal disputes will be within the jurisdiction of courts in Chennai.

33. SEXUAL HARASSMENT:

The Contractor shall be solely responsible for full compliance with the provision of the “the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”

- i. In Case of any complaint of sexual harassment against its employee/s, the complaint will be filled before the Internal Complaints Committee constituted by the Contractor and the contractor shall ensure appropriate

- action under the said Act in respect to the complaint.
- ii. The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
 - iii. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to ours' employee, if sexual harassment/violence by the employee of the contractor is proved.

34. PENALTY CLAUSE

The competent authority at LIC of India, Chennai Divisional Office will impose penalty for non fulfillment of contractual obligations by the contractor as per Annexure C.

35. SECURITY DEPOSIT:

The selected BIDDER shall submit a security deposit of 4% of annual contract value of which Rs. 2,00,000/- by way of Demand draft and balance amount by way of bank guarantee from any Nationalized bank as per the Annexure D within 15 days of awarding the contract.

The amount will be kept with the Corporation, interest free, for the entire period of the contract. The Security Deposit shall be refunded within a period of two months from the date of expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation. In case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security Deposit and balance, if any, shall be refunded without interest to the Contractor

The Contractor shall remit ESI and EPF contribution of all his workmen regularly to ESI Corporation and P.F. Authorities respectively and furnish the proof of the same every month to the Corporation with remittance details along with bill. If it is found at any time that ESI and EPF contributions in respect of his employees are not being deposited, L.I.C. of India reserves the right to utilize the amount of Security Deposit for the same or from the amount payable to the said contractor. The service provider /Contractor will be liable for getting the Provident Fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.

36. The Contractor agrees to abide by the regulations if any notified by IRDAI during the currency of Contract in connection with, "Outsourcing of Services" by LIC of India.

37. PROVISIONS OF SECTION 33(3) and 33(4) OF THE INSURANCE ACT, 1938 AS AMENDED BY THE INSURANCE LAWS

(AMENDMENTS) ACT, 2015:

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents and the data base in the custody of the Contractor in respect of services outsourced by the LIC of India. It shall be the duty of the Contractor to provide such documents / statements / information as may be required by IRDAI within such time as may be specified by IRDAI.

In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, Managing Director or Other Officer of the Contractor or agency where the services are outsourced by LIC of India.

38. The Corporation reserves the right to call for any record or requirements from the Contractor at any time in response to any query from the Appropriate Authorities.

We accept all the above terms and conditions as set forth in the tender comprising of Forms A to F and Annexures A to D

AUTHORISED SIGNATORY
NAME / DESIGNATIONS & SEAL OF THE FIRM/
CONTRACTOR/COMPANY

**Form D PLACES OF WORK AND
MATERIAL AND SCOPE OF WORK**

The successful contractor will be required to provide office upkeep and housekeeping services in our Branch offices, Satellite Offices situated at the following places and offices which are likely to be opened in the various places in Chennai Division 1 during the contract period.

We give below the details and address of the offices:

SI.NO	Name of the Branch	Address of the Branch	Area in Sq Ft. (Approx.,)	No.of.Toilets
1	Br. : CHENNAI CBO-2	THIRD FLOOR,SOUTH INDIA CO-OP BUILDING,NO.15, ANNA SALAI,CHENNAI - 600 002	5295	3
2	Br. : CHENNAI CBO-6	SECOND FLOOR,SOUTH INDIA CO-OP BUILDING,NO.15, ANNA SALAI,CHENNAI - 600 002	4450	3
3	Br. : CHENNAI CBO-8	NO.559, ANNA SALAI,TEYNAMPET CHENNAI - 600 018	5000	4
4	Br. : CHENNAI CBO-9	JEEVAN DEEP ,NO.48, THIYAGARAJA ROAD, T.NAGAR,CHENNAI - 600 017	6748	8
5	Br. : CHENNAI CBO-10	INDIAN MUTUAL BUILDING,NO.56, ANNA SALAI CHENNAI - 600 002	7250	4
6	Br. : CHENNAI CBO-14 (CAB NO.1)	PREMIER LIFE BUILDING,II FLOOR ,NO.123, G N CHETTY ROAD ,T. NAGAR ,CHENNAI 600017	5000	9
7	Br. : CHENNAI CBO-15	NO.3, UNITED INDIA COLONY,4th MAIN ROAD KODAMBAKKAM,CHENNAI - 600 024	5000	12
8	Br. : CHENNAI CBO-16	PRASANTHI NILAYAM,NO.37, 1st MAIN ROAD GANDHI NAGAR, ADAYAR,CHENNAI - 600 020	8506	7
9	Br. : CHENNAI CBO-19	NO.6, NEW STREET,SUPER BAZAAR COMPLEX ALANDUR.CHENNAI - 600 016	6862	12
10	Br. : CHENNAI CBO-21	NO.101, ARCOT ROAD,VIRUGAMBAKKAM CHENNAI - 600 092	5945	6
11	Br. : CHENNAI CBO-23	NO-55,KALKI KRISHNAMURTHY ROAD,THIRUVANMIYUR CHENNAI - 600 041	5450	6
12	Br. : CHENNAI CBO-25	NO.150, LUZ CHURCH ROAD,MYLAPORE CHENNAI - 600 004	5380	5
13	Br. : CHENNAI CBO-26	140, MARSHALL ROAD,EGMORE CHENNAI - 600 008	4150	3
14	Br. : CHENNAI CBO-28 & CLIA SO.	CMBT PREMISES, CENTRAL HALL, 1st FLOOR KOYAMBEDU ,CHENNAI - 600 107	8147	7
15	Br. : CHENNAI CBO-29	LADIES CAB NO-2,SOUTH INDIA CO-OP BLDGS, NO-15,ANNA SALAI,CHENNAI - 600 002	2900	3
16	Br. : CHENNAI CBO-30	NO. 37A,VELACHERY MAIN ROAD,VELACHERY CHENNAI - 600 042	5640	5

17	Br. : TAMBARAM	NO.19 & 20, APEX TOWERS, ELUMALAI STREET, WEST TAMBARAM, CHENNAI - 600 045	6050	5
18	Br. : CHENGALPATTU	JEEVAN JYOTHI, GUNTUR CHURCH ROAD CHENGALPATTU - 603 002	7500	7
19	Br. : MADURANTHAKAM	4/100, GST ROAD, MADURANTHAKAM - 603 306	5300	2
20	Br. : KANCHEEPURAM	12, RAILWAY STATION ROAD, PERIYA KANCHEEPURAM	5800	4
21	TRIPPLICANE SSO	211, TRIPPLICANE HIGH ROAD, TRIPPLICANE, 600004	1225	2
23	NUNGAMBAKKAM SSO	BHAVANI MANSION, GRND FLOOR, F1, BLOCK A NO.3, 4TH STREET, NUNGAMBAKKAM HIGH RD CHENNAI 600034	800	1
24	Ashok Nagar SSO	I Floor, F1 & F2, No.69, II Avenue, Kalyani Towers, Ashok Nagar, Chennai 600083	1603	3
25	SAIDAPET SSO	THANGAPPA TOWER, First Floor, Old No.377 & 378 New No.872, Anna Salai, Saidapet, CHENNAI 600015	913	2
26	NANDAMBAKKAM SSO	FIRST FLOOR, NO.4/13, VALLUVAR SALAI, RAYALA NAGARRAMAPURAM, CHENNAI, 600116	2150	2
27	K.K.NAGAR SSO	I FLOOR, NO.1/1 SRINIVASA PILLAI ST., WEST MAMBALAM, CHENNAI 600033	1200	3
28	PERUNGUDI SSO	No.5/318 Old Mahabalipuram Road Okkiyam, Thoraiakkam Chennai 600097	1352	2
29	MEHTA NAGAR SSO	No.135, Stilt Floor, Nelson Manickam Road, Mehta Nagar Chennai-600029	1200	3
30	THARAMANI SSO	12, Kattabomman Street, Opp. 100 feet link road, Tharamani, CHENNAI 600113	1248	2
31	NANGANALLUR SSO	NO.8, 17TH STREET (Near IDBI Bank) NANGANALLUR CHENNAI 600061	898	1
32	PALLAVARAM SSO	I Floor, Pallavaram Municipality Bldg. Chromepet, CHENNAI 600044	2184	2
33	SELAIYUR SSO	RMA Complex, I Floor, I, Muthumariamman Koil St., Aadhi Nagar, CHENNAI 600015	1127	2
34	KALPAKKAM SSO	C.M.COMPLEX, EAST COAST RD. PUDHUPATTINAM KALPAKKAM - 603102	1150	1
35	THIRUKALUKUNDRAM SSO	No.146, Mettu Street, Thirukalukundram PIN 603109	1113	2
36	GUDUVANCHERY SSO	No.140, GST ROAD, II FLOOR, GUDUVANCHERY 603032	1600	2
37	UTHIRAMERUR SSO	25 V.P.Naidu Street, Uthiramerur 603406	1950	1
38	WALAJABAD SSO	No.80, Raja Veedhi, Walajabad, PIN 631605	1700	2
39	EDMS CENTRE	BOMBAY MUTUAL BUILDING, 223, NSC BOSE ROAD, CHENNAI-1	5000	4
40	MASH CENTRE	ORIENTAL INSURANCE BUILDING, NO:47, ARMENIAN STREET, CHENNAI-1	5000	2

Note:- Before submitting the tender, the bidder may visit the site where intended services are to be provided and satisfy him as to the area requiring housekeeping services at the site. No claim on this account shall be entertained by the Corporation under any circumstances subsequently.

DETAILS OF THE SCOPE OF WORK

The Contractor will be required to discharge the following functions as per time schedule given below:-

A: i. 4 hrs duty at Satellite Offices Nature of man power required: Unskilled Persons

Approx. Number required 20 Persons Timings :8am to 12 am

ii. 8 hrs duty at Branches Nature of man power required: Unskilled Persons

Approx. Number required 29 Persons Timings : 8 am to 4 pm

Office Premises –Branches, Satellite Offices and other servicing centers in various offices of Chennai division 1 as given above.

- 1) Cleaning and mopping to be done daily in all Office Premises, Canteen hall, dining area Recreation club, Ladies room, staircases, Lifts etc. Dusting of partitions, doors, walls etc;
- 2) Daily cleaning of toilets, wash rooms, windows, exhaust and mirrors.
- 3) Cleaning of Hand railings, sweeping of parking area, cleaning of LIC name Board, outside Open area, gates ,Terrace etc - daily.
- 4) Conference room on need basis to be cleaned.
- 5) Disposal of wastes/garbage daily as per municipal guidelines and cleaning of waste bins daily.
- 6) Taking care of gardens available in LIC office premises & Any other emergency housekeeping activities if any notifies by LIC Officials.
- 7) Filling and refilling of(i) Hand wash liquid Soap, (ii) Air Fresheners (stick / round / etc...),
iii) Naphthalene Balls / Sani Cubes to deal with bad odour and germs.

B. 8 hrs duty at Branch/ Divisional Offices/Satellite Offices (9.30 am to 5.30 pm)

Nature of man power required: Semi Skilled Persons

Approx. Number required 91 Persons

- 1) Cleaning of tables, Chairs, Telephones, side racks, computers, printers and other Office Equipments.
- 2) Moving of papers, files and articles from one department to another and also to other Offices.

- 3) Helping the Office in arranging the files and filing of papers.
- 4) Assisting the office for dispatch documents, letters/ files and articles.
- 5) Helping the Office in destruction of old and unwanted records.
- 6) Help the office in keeping Office file and equipments clean and tidy
- 7) Any other work assigned from time to time by the office.

c. Guard: Nature of Man power Required: Unskilled

Approx. Number Required:10 Timings:24 hrs in 3 shifts (3 persons each for three shifts at Kanchipuram, Chengalpattu and CBO 15) and one person at CBO 19 for one shift

1. To be present on time as per allotted schedule. The outgoing guard will relinquish his duties only after arrival of next shift guard.
2. To be always in uniform with proper Identity Card to be provided by the Service Provider along with individual identity card, should carry a whistle, torch and a lathi and the movement of the guards must be arranged in such a way that no part of the building remain unnoticed/unattended.
3. To be courteous to the Officers/Employees/Visitors. They should be polite but firm, disciplined, physically fit and alert all the time while on duty.
4. Safeguarding LIC's property against theft, damage, misuse and keeping a watch over the cars, scooters, cycles etc. parked inside the premises / compound; Preventing unauthorized persons, vehicles, animals etc., from entering the premises; preventing even employees from entering office premises during the night without specific permission of the Head of the Office / without identity card / permission letter;
5. Taking charge of personal property found in the Corporation's premises and handing over the same to the Authorized officer.
6. While on duty, observing carefully the pipelines, electrical fittings, drainage and safety installations and taking action against damage, breakdown, leakage or wastage and bringing them to the notice of the superiors for further remedial action;
7. Preventing unauthorized additions or alterations in the premises being carried out by outsiders or tenants or employees and reporting the matter to the in charge of the Branch. Performing duties in connection with pumping of water such as operating pumps etc.,
8. No person will be allowed inside the premises without proper identity and checking; Watching entire premises and patrolling the same frequently during the period of duties
9. No person will be allowed to carry any prohibitive items inside the premises;
10. Closing and opening of the Office daily as per the instructions of superiors;

11. Checking that all doors, windows, ventilators etc. in the office buildings are properly closed after office hours, locking of the main door at night, checking that the electrical lights and air conditioners and other electrical gadgets are properly switched off, wherever necessary;
12. Taking care of the keys under his custody and handing them over to the relieving guard or to any other authorized persons/s;
13. Ensuring that no person is inside the premises while locking;
14. Taking the following precautions against fire during night time:
 - a) To switch off all electrical items, air conditioners, coolers, etc.;
 - c) To check that no inflammable items such as diesel etc are lying in the premises;
 - d) To see that no cigarette or beedi ends are left smoldering;
 - e) To see that all waste papers are removed from the office and stored properly in the room meant for it;
15. Taking the following action in case of a fire:
 - a) To raise alarm and muster assistance from neighboring buildings / passersby;
 - b) To contact immediately the Branch in charge\ Officer in charge of (OS) department in the branch.
 - c) To try to put out the fire by using the fire extinguishing appliances available;
 - d) Should act immediately in case of fire alarm alert. To identify the zone in the fire panel. Check the fire sensor for any smoke or fire in the area and act promptly to put off the fire. In case of fake alarm immediately inform electrical person on duty to attend the alarm fault.
16. Preventing any person whether employee or others – from writing on the walls of the building or compound, pillars, doors or windows of the building, pasting or hanging notices, hand bills, posters, etc., or otherwise disfiguring the office or compound walls;
17. Observing strictly instructions / orders as would be given from time to time by the authorized persons;
18. All entry and exit gates will have to be closed as per the time schedule given by the Competent Authority;
19. All the guards must be in uniform wearing photo identity cards;
20. The Guards must ensure timely switching on / off all the lights, fans, etc. in the premises, turning off water taps wherever water is flowing etc. every day;
21. Gate Pass (duly signed by the Competent Authority) must be insisted upon before allowing any office items to go outside the premises. The Guards should be properly trained to rescue passengers from lifts in case of lift failure, operation of fire fighting equipment.

C: Weekly/ Monthly / Special Cleaning

Nature of man power required: Unskilled Persons as in A(i) and A(ii)

1. Shampoo cleaning of all floors including cleaning of tube lights, security grills, fans (wall mounted/ ceiling), side racks, windows, Filing cabinets, almirahs etc and removal of cobwebs on a monthly basis.
2. Special cleaning drive as per Govt. directives or any other occasions as may be decided by the Corporation.
3. Cleaning of man holes (gutters) in the periphery of office buildings.
4. Clearance of blockage in toilets/ drainages as and when required
5. Overhead water tank cleaning as and when required
6. Vacuum cleaning of curtains, Venetian Blinds etc
7. Cleaning of roof top, staircases, parapet walls, partitions etc

Supervision and coordination of housekeeping jobs will be the responsibility of the agency in consultation with the Head of the concerned LIC Office.

Note:- 1. Please refer to Item No:18 of Form –C.

2. All the above mentioned scope of works is indicative and not exhaustive. Corporation reserves the right to add/delete any works under scope of work.

FORM E – TECHNICAL BID

(To be submitted in a sealed cover super scribed as “Technical Bid for
Office Upkeep and Housekeeping Services - LIC OF INDIA
DIVISIONAL OFFICE-1, CHENNAI”)

Tender No- Stores/OS-1 / /26.03.2025

1	Name of the Firm / Contractor / Company : (attach certificate of Registration	
2	Status of the Agency (proprietorship/ partnership/ company)	
3	Date of Incorporation/ Establishment	
4	Name of the Proprietor/ partners/ Directors of the Firm	
5	Full Address of Registered Office Telephone No E-mail Address	
6	i)Full Address of Operating Office at Chennai Telephone No E-mail Address ii) Details of house keeping contract in the Chennai	
7	Name of Contact Person with Designation who attend our jobs Telephone No E-mail Address	
8	Name of your bankers with Address & Telephone Nos: Name of Beneficiary (vendors name as in Bank records) Account No Account Type (Attach certified copy of A/C statement)	
9	Total No of House Keeping Staff on roll as on 01.04.2024	
10	PAN TAN GST Registration No (Copies to be enclosed)	
11	Registration under Shops & Establishment Act, duly renewed (Enclose Copy of renewed Certificate)	
12	License No. under Contract Labour (Regulation & Abolition) Act, 1970 & Contract Labour (Regulation & Abolition) Central Rules, 1971 (Enclose a copy License)	
13	ESI Registration No EPF Registration No (Copies to be enclosed)	
14	Details of Application fee (Receipt/ DD particulars for Rs. 590/ - (with GST)) and EMD details*	
15	Name of Offices where you have carried out housekeeping jobs. (Attach separate sheet in the format of Annexure B for leading clients for housekeeping services)	
16	Turnover of the Agency for the last three years: FY 2021 – 22, FY 2022 -23, FY 2023	

	-24 (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years)	
17	Are you agreeable to abide strictly by the Terms and Conditions of the Tender Contracts	

*Refundable within 60 days of award of contract, with no interest.

18. Work Experience of Contractor in the field of Housekeeping

Give details of the existing clients at Chennai :- (Attach separate sheet in the following format for clients for housekeeping services with area more than 5000sq ft). Please enclose two service certificates from two major clients with details of contact person, telephone no., e-mail.

S No	Name of the Client	Specify whether Financial organization, Government/ Public Sector undertaking/ Private organizations	Since when service is provided	Area allotted for office Upkeep and Housekeeping services as per contract (sq feet)	Annual contractual amount of HousekeepingT URN services (In lacs)

(For housekeeping services with area more than 5000 sq ft)

(Give reference with full details of person to whom enquiry in the above organizations can be made about work performance by our Authorized officials) Give these details in Annexure B with Technical Bid.

19. Turnover of the Company / Partnership Firm / Proprietorship for 3 Financial Years
(Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.):

S No	Financial Year	Turnover (from Housekeeping)
1	2023-24	
2	2022-23	
3	2021-22	

DECLARATION

1. I, Son / Daughter / Wife Of Shri. Proprietor /
Director / Authorized Signatory of the Firm/ Contractor/ Company
mentioned above is competent to sign the declaration and Execute this
Tender Document
2. I have carefully read and understood all the terms and conditions of the
Tender and undertake to abide by these terms and conditions.
3. The information / Documents furnished along with the application are true
and authentic to the best of my knowledge and belief. I / We am / are well
aware of the fact that furnishing of any false information / fabricated
document would lead to rejection of my tender at any stage besides
liabilities towards prosecution under appropriate Law.
4. I/We undertake that I/We abide by the terms and conditions and we
confirm that our firm/Establishment/agency has never been
 - (a) Blacklisted by any of our clients
 - (b) Our Contract is cancelled/terminated
 - (c) A litigant or involved in civil suit in matters related to our contracts

Date: -
Place: -

**AUTHORISED SIGNATORY
NAME / DESIGNATIONS &**

SEAL OF THE FIRM/

CONTRACTOR/COMPANY

Order of Arrangement of Documents with Technical Bid : - (Self Attested)

1. Application of Technical Bid and Declaration
2. Attested copy of Firm/ Contractor /Company Registration
3. Certified copy of the statement of Bank Account of the Firm/ Contractor/ Company for the last 3 years (FY 2023-24, 2022-23 & 2021-22).
4. Attested copy of PAN Number
5. Attested Copy of last 3 years IT Returns filed by Firm /Company (FY 2023-24, 2022-23 & 2021-22)
6. Attested copy GST registration
7. Attested copy of PF Registration letter / Certificate
8. Attested copy of ESI Registration letter / Certificate
9. Certified Document in support of entries in column of Technical Bid application
10. Certified copy of Profit and Loss Accounts for FYs 2023 - 24, 2022 - 23, 2021 - 22
11. Copies of audited Balance Sheets for the past 3 years.(FY 2023 - 24, 2022 - 23, 2021 – 22)
12. Copy of the terms and conditions in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Contractor/ Company in token of their acceptance.
13. Separate sheet in reply to question no. 11 of Technical Bid in the given format with additional details about contact person/s.
14. Integrity Pact as per format provided in Annexure A
15. Affidavit on stamp paper of appropriate value confirming that the agency / contractor has not been blacklisted by any of the office of Corporation and no child labour has been engaged by the Agency/ Contractor.

FORM F – FINANCIAL BID

(To be submitted in a sealed cover super-scribed as “Financial Bid for OFFICE UPKEEP AND HOUSE KEEPINGSERVICES – Divisional office-1, Chennai 600 002)

Tender No : Stores / OS /1 /25.03.2025.

We have gone through the details of terms/conditions and nature and scope of services to be provided. Accordingly, we submit herein below the financial bid having regard to the area mentioned at point no. 18 of the Terms and Conditions, number of workmen, supervisors to be deployed (Form-C) and in the details of scope of work mentioned in Form-D.

SL.NO	PARTICULARS	Amount in Rs.		
		FOR 8 HRS SEMI SKILLED	FOR 8 HRS UNSKILLED for Housekeeping/Guard	FOR 4 HRS UNSKILLED
A	Per working day per person Basic (as per latest central/State Labour act whichever is higher)	Approximate requirement: 91	Approximate requirement: 39	Approximate requirement: 20
B	Per working day per person VDA (as per rules)			
C	Per working day per person EPF @ % (as per rules)			
D	Per working day per person ESI @ % (as per rules)			
E	Per working day per person Bonus as per rules			
F	Total(A to E)			
G	Agency Commission/ Administrative Charges: % of (F) above			
	Amount Rs. (exact amount in Rs. with Paise rounded off to 2 decimals.			
J	Total cost (F + G) Exclusive of GST			

*(L1 will be decided on the basis of Coloum J(Total)

Please quote rates exclusive of GST

NOTES:

1. Agency Commission/ Administration charges will remain fixed as percentage of (F) above irrespective of any increase/decrease in the rates of wages throughout the tenure of the agreement. The minimum wages as per Central/ State whichever is higher is to be paid. Copies of both Central & State Governments notifications to be enclosed.
2. Monthly wages, EPF, ESI and Bonus are statutory payments and will be paid strictly according to respective rules and regulations.
3. Agency commission/administrative charges is the only variable component and bid will be decided purely on the basis of this rate.
4. Service charges should include contractor's costs towards all other STATUTORY BENEFITS TO PERSONNEL engaged like Insurance, Gratuity etc as well as all other expenses likely to be incurred by him for PROVIDING Office Upkeep/ Housekeeping /Guard including Costs to be incurred for Uniforms, Identity cards and any other item/s required for rendering the Housekeeping services as per terms and conditions of contract but excluding the Minimum wages payable, ESI, EPF and Bonus for the actual number of personnel & one Supervisor deployed by the contractor for providing the services.
5. Contractor's service charges for rendering house-keeping services cannot be less than 2 % against F in the Financial Bid Format. In case of identical lowest bid by more than one bidder, the selection will be made by giving priority to the Service Provider having more Turnover for the year 2023-24 as per point 22 of Form B.
6. The billing and payment will depend on actual manpower including the Supervisor (The Supervisor will be paid at the same rate as approved to the other personnel engaged as per the contract) deployed by contractor and their stipulated minimum wages according to their respective category based on working hours. The monthly wages are arrived in financial bid above by multiplying per day wages of respective category by 26.
7. Payment will be made on production of documentary evidence of payments of wages and other statutory payments to the personnel deployed by the contractor including PF, ESIC, Bonus etc.
8. Minimum Wages, VDA, EPF, ESIC & Bonus paid to deployed personnel shall be as per applicable Act. A copy of Government notification in respect of the above said items shall be enclosed with the financial bid.
9. The manpower will be called upon to perform duties on Sundays & other holidays whenever required.
10. TDS at applicable rates will be recovered from the amounts payable.
12. Adherence to Statutory requirements is the sole responsibility of the Service Provider.

This is to certify that I/We before signing this tender have read all forms and annexures which are part of this contract and fully understood all the terms and conditions of the contract and undertake myself/ourselves to abide by them.

I/ We confirm that the payments shown in the Financial Bid are in accordance with The Minimum wages Act as prescribed under the notified Minimum Wages as per Central Government Guidelines and Labour laws and Statutory laws.

Dated at on day of 2025.

**AUTHORISED SIGNATORY
NAME/DESIGNATION AND SEAL OF
THE FIRM/COMPANY**

Annexure A

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Contract (hereinafter called the Integrity Pact) is made on..... day of the month of 2025, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at LIC Building, Divisional Office-1 153 Anna salai Chennai 600 002 (hereinafter called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s

_____ represented by
Shri..... (hereinafter called the “BIDDER /SELLER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure Office Upkeep and Housekeeping services for its LIC Branch Offices, SOs and Other Offices in and around Chennai, and other offices as mentioned in Form D and the BIDDER/Seller is willing to offer/has offered Office upkeep and the Housekeeping services for its LIC Branch Offices, SOs and Other Offices in and around Chennai, and other offices as mentioned in Form D and WHEREAS the BIDDER is a private company/public company/Government undertaking/ partnership/ registered export Contractor, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said services at a competition price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

Commitments of the BUYER

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

The BUYER will, during the pre-contract stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

All the officials of the BUYER will report to the appropriate “CVO” any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

- a. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

b. Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the

contract of any other contract with the government for showing or For bearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

BIDDERS shall disclose the payments to be made by them to their Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India and Indian BIDDERS shall disclose their foreign BUYERS or associates. agents/brokers or any other intermediary, in connection with this bid/contract.

The BIDDER further confirms and declares to the BUYER that the BIDDER is the original owner of the Contractor/ firm /company providing office upkeep and Housekeeping Services and has not deployed any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

The BIDDER/Contractor will not commit any offence under the relevant India penal code (IPC) /Provision of corruption (PC) act .Further improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an Officer of the Buyer has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956.

The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

c. Previous Transgression –

The BIDDER declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

d. Earnest Money Deposit/ Security Deposit:

While submitting commercial bid, the BIDDER shall deposit an amount Rs 80000/- as Earnest Money Deposit with the BUYER & Successful shall submit a security deposit of 4% of annual contract value of which Rs.2,00,000 by way of Demand draft and balance annual value by way of bank guarantee from any Nationalised bank as per the Annexure D.

The Earnest Money /Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

e. **Sanctions for Violations:**

Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- i. To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To recover all sums already paid by the BUYER, and in the case of an Indian BIDDER with interest thereon at 2% above the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% above the LIBOUR (London Inter Bank Offer Rate). If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- vi. To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vii. To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- x. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and convulsive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

f. Fall Clause:

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

g. Independent Monitors:

The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name address of the Monitor(s):

1. Shri Arun Chandra Verma, IPS (Retd)
Flat No C-1204, C Tower, Amrapali
Platinum Complex, Sector-119
Noida (UP)
Mail id : acvermal@gmail.com
2. Shri Jose T Mathew, IFS (Retd)
House No 37/930, Ebrahim pillai Lane
Via Kakkanad, Thrikkakara -682021
Ernakulam Dt, Kerala

The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder /Contractor as

confidential.

Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Authority designated** by the BUYER.

The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

The Monitor will submit a written report to the designated authority** of BUYER / Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

h. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

i. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is these at of the BUYER.

j. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

k. Validity

The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an Contract to their original intentions.

1. The parties hereby sign this Integrity Pact at On

BUYER BIDDER Name of the Officer: CEO Designation Dept. /
MINISTRY/PSU

Witness

1..... 1.....

2..... 2.....

(* Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.)

** Please specify the “Name of Authority” in place of “Authority Designated” wherever mentioned in the Contract)

Annexure B (With Technical Bid)

DETAILS OF EXISTING CLIENTS

(Clients with area for housekeeping contract above 5000 sq. Ft)

Name and Address of the Company	Name, designation of contact person With telephone no. and email ID	Date of award of Contract	Area allotted for House-Keeping Job	Number of workmen and Supervisor deployed	Total Annual Contract Value (In lacs)

(Please give the above information separately on company's letter head and also attach letters from each of the above clients mentioning testimony of the work undertaken under housekeeping contract for their respective sites)

ANNEXURE C- PENALTY

PENALTY:

A	Delay/ Non performance in providing services as per the specified time schedule	Rs. 50/- per item for each day of delay/ non performance.
B	Misuse (consumption of alcohol etc....of any space /room/ Entry of any unauthorized person	Rs. 1000 per day
C	Non attending the daily cleaning, mopping, sweeping, dusting etc	Rs 50/- per complaint
D	Non cleaning of Toilets daily twice during the office hours (Morning and afternoon)	Rs. 50/- per complaint per occasion or per toilet
E	Non cleaning of cobwebs, fans and tube lights , window frames, shutters, Vertical Blinds, doors in each Quarter	Rs 100/- per complaint
F	Non cleaning of roof / terrace of Buildings	Rs. 500/- per instance per building.
G	Non wearing of both ID card & uniform by staff of contractor.	Rs 200/- per person per month for each branch and Satellite office (Every Unit)
H	Non visit of contractor or his authorized person to LIC Branch and Satellite office premises at least once in a month	Rs 500/- per Branch and Satellite office
I	Salaries to the staff to be paid on or before 7th of the following month	Failure for payment of salaries on or before 7th of the following month – Penalty of Rs.5000/- per month will be imposed.
J	On surprise check on any day, if there is difference in attendance sheet and physical presence of staff.	Minimum wages of the no. of persons will be reduced / deducted and penalty of Rs. 500/- + GST per occasion will be imposed.
K	Goods and Service Tax	Non uploading of GSTR 3B in the relevant website which is mandatory and non providing of GSTR- 1 to LIC, Chennai Divisional Office 1 Rs.1000/- Penalty Per month
L	Any Loss or Damage caused to the LIC Offices due to the activities of workers deployed by the Agency (Intentionally or Un-intentionally) or loss in any other ways caused by the Agency/Workers	To the extent of loss , the amount will be recovered from Security Deposit / Bills amount . And the Agency should change the worker immediately.

***NOTES:**

1. Wages indicated above to be based on Govt of India, Ministry of Labour notification with effective from 01.10.2024.
2. Service charges quoted above should be inclusive of expenses likely to be incurred by him for providing Office Upkeep and Housekeeping Services including Costs to be incurred for any equipments, Uniforms, Identity cards and any other item/s required for rendering the Housekeeping services as per terms and conditions of contract and any other statutory and other benefits that the Contractor intends to provide to his/her workers .
3. Contractor's service charges for rendering house-keeping services cannot be zero.
4. The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages according to their respective category, viz unskilled/ semi- skilled/ skilled or highly skilled etc. **For workmen, the current Minimum wage rate per day is to be taken.**
5. Payment of applicable minimum wages for actual manpower deployed & service charges will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the contractor including PF, ESIC etc.

DATE:

AUTHORISED SIGNATORY

NAME/DESIGNATION
AND SEAL OF THE FIRM/COMPANY

Instruction to the Bankers: This Bank Guarantee to be executed on appropriate value of stamp paper and to be directly sent to LIC by Registered A.D. Post.

SPECIMEN OF BANK GUARANTEE

To,
Life Insurance Corporation of India,

Dear Sirs,

M/s. _____ (Name of the Bidder with address),
(hereinafter called as "Bidder") have taken up the work ----- for the period ---, entrusted to them by Life Insurance Corporation of India, (constituted under Insurance Act, 1938 and the Life Insurance Corporation Rules, 1956) having its Divisional Office, OS Department at 6th Floor, 153, Anna Salai, Chennai 600 002. as per Order dated _____ for Housekeeping/Office Upkeep/Guard for the period.

As per the tender conditions for execution of job of -----for the year ----, the Bidder is required to deposit Bank Guarantee of Nationalized Bank/ Reputed Scheduled Bank, to the extent of 4 of the order value of the Contract. _____ Bank is executing the guarantee on behalf of the Bidder and undertakes full responsibility to indemnify Life Insurance Corporation of India, for Rs. _____ in case of default in performing any of the terms and conditions of the tender and the order dated _____.

The Bidder has approached us and at their request and in consideration of the promise, we

_____ Bank, a body corporate, constituted under _____
_____ Act, 19..... having its Head Office at _____
_____ and a branch at _____ (hereinafter called the

"Bank") have agreed to give such guarantee as hereinafter mentioned in your favour.

WE, _____ Bank, do hereby undertake to indemnify Life Insurance Corporation of India to the extent of Rs. _____ (Rupees _____ Only) against any loss caused to or suffered by Life Insurance Corporation of India by reasons of non-performance, poor performance, etc.. in terms and conditions of the tender of contract and against any loss caused to or suffered by Life Insurance Corporation of India towards the poor quality and undertake and agree with you that in the event of Life Insurance Corporation of India being satisfied that the default has been made by the Bidder in performing any of the terms and conditions of the tender and/or in payment of any money payable to Life Insurance Corporation

Rs. _____ (Rupees _____ Only) or such portion thereof not exceeding the said sum as you may require or is payable to you by the Bidder for all or any such default and you can look to us as the Principal Debtor.

THE guarantee herein contained shall not be determined or affected by any dissolution or change of constitution or insolvency of the Bidder _____ (Name) but shall in all respects and for all purposes be binding and operative until full payment of all monies due to you in respect of such liabilities is received by you to secure your ultimate dues in the promises.

WE further agree that we shall not be discharged or relieved from this guarantee herein contained by any arrangement made between the Bidder and Life Insurance Corporation of India with or without our consent or by any forbearance/indulgence and/or any act or omission/commission on your part, will not vitiate our liability under this guarantee.

WE, _____ Bank lastly undertake not to revoke the guarantee during its currency except with the previous consent of Life Insurance Corporation of India in writing.

Notwithstanding anything contained hereinabove, our liability under the guarantee is restricted to Rs. _____ (Rupees _____ Only) and will remain in force till _____.

Unless a demand or claim is made on us in writing on or before _____, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all our liability under the guarantee thereafter.

Dated at _____ this _____ day of _____.