

Ref:- 902/E&OS/Tender

Date:-04.08.2025

TENDER DOCUMENT
FOR
HIRING OF
CARETAKER FOR GUEST HOUSE
AT
LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE - NANDED.

Date of issue: 04th August 2025

Last Date of Submission: 21.08.2025 up to 05.30 pm.

Ref:- 902/E&OS/Tender

Date:-04.08.2025

Tender Notice

LIC of India, Nanded Divisional Office, Nanded intends to Hire the services from Agencies/firms/organizations as providing Caretaker for Guest House (03 Caretaker Only) by Two bid system at LIC of India, Nanded Divisional Office, Nanded.

For complete details and tender documents please contact the OS/Estate Department, Nanded D.O. at the above address between 10.00 am to 4.30 Mon to Fri or log on to www.licindia.in and click on to "Tender for Caretaker Services for Guest House of LIC of India, Nanded Divisional Office, Nanded "

LIC of India reserves the right to accept or reject any or all offers in full / part without assigning any reasons whatsoever.

Last Date of Submission of Tender is 21/08/2025 up to 05.30 pm.

Date:- 04/08/2025

Place:- Nanded


Sr. Divisional Manager.





Divisional Office – Nanded (902)

"Jeevan Prakash", Near Maharana Pratap Statue

Hingoli Naka, NANDED. 431605

Tel. No. 02462-223338

Ref:- 902/E&OS/Tender

Date:-04.08.2025

Tender Document of Hiring of Caretakers for Guest House.

Serial Number of Category	Name of the Category
01	Caretaker for Guest House

Each Page of the Tender Document must be Signed & Stamped by the Tenderer before submission.

index

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(Signature of vendor with seal)

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Scope of Work for Housekeeping services

The successful Bidder will have to provide Caretaker for Guest House to LIC of India, Nanded Divisional Office, Nanded (as mentioned in 'Annexure-II') by deploying their personnel to the satisfaction of LIC of India, Nanded in consistency with LIC of India standards and instructions issued by appropriate LIC of India officials from time to time.

SCOPE OF THE WORK

1. The successful Bidder will have to provide complete care taking to LIC of India for its Guest Houses by deploying their personnel to the satisfaction of LIC of India in consistent with the Corporation's standards and instructions issued by the appropriate officials from time to time.
2. The service provider will have to engage 3 caretakers in total. Concerned care taker shall maintain various records as necessary. The caretaker so deployed, should be capable of maintaining records in English/ Hindi/Marathi.
3. Except as otherwise herein after stated, the selection, replacement and remuneration of the caretaker shall be determined by the service provider. The service provider shall ensure that its personnel will be competent and efficient.
4. The service provider will normally not change the working hands without consent of LIC of India. However, the service provider must immediately remove and replace any of their personnel, who in the opinion of LIC of India is incompetent/ negligent / of unacceptable behavior of whose employment is otherwise considered by LIC of India to be undesirable.
5. The service provider will be required to provide proper uniform / dress , shoes as decided and instructed by LIC officials for use at all time during duty period. The cost of such uniform and shoes will borne by the service provider.

The service provider shall be required to carry out the daily House Keeping services for all the internal and external peripheral areas including toilets, all rooms, kitchen, stairs, lobby cleaning as directed by LIC authorities.



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CARETAKING & HOUSEKEEPING

- (a) The caretakers must report to the OS department of the Divisional office and collect occupancy details of guests and to receive instructions, if any, with regard to services to be rendered in the guest house.
- (b) The service provider shall render comprehensive care taking and daily housekeeping services and will take care of complete day to day functioning of the guest house including maintenance of premises, housekeeping, cooking/catering services, attending the guest, serving tea snacks, marketing requirements etc as per general guidelines and instructions from the authorities of LIC of India. The required utensils, crockery etc will be provided in the guest house by LIC of India.
- (c) The service provider shall upkeep the fixtures and furniture, furnishings, fittings & equipments of the guest house at all the time during contractual period. The service provider shall also ensure to keep all such items in excellent condition. Such items shall not be taken out of Guest House premises without the consent in writing by authorized official of the LIC of India. In case of any damages to the Furniture & Fixtures by the negligence of the Caretaker, the same shall be replaced by the Service Provider without paying any extra cost to him or the amount of the damaged Furniture and Fixture, equipments shall be recovered from the Bills of the Service Provider. The decisions of the LIC authorities (Manager (OS)/Sr. Divl. Manager) shall be binding on the Service Provider.
- (d) The service provider shall look after administration of laundry services for all the linen of the Guest house including the guest house rooms and will maintain inventory of such linens. The payment for the same will be made by LIC of India directly to the vendor.
- (e) The care taker shall attend emergency during breakdown of electric power supply, cable TV, cooking items, water supply in the guest house.
- (f) The caretaker has to ensure that after check out by the guests, used bed sheets, towels, napkins are sent for washing/laundry and replaced with fresh sets.
- (g) Periodic laundering of curtains, blankets etc . are to be carried out by the care taker.
- (h) The caretaker has to ensure that used soaps, shampoo sachets etc are to be disposed and replaced with new ones.



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(i) Used slippers/chappals/foot-mats are to be washed and kept ready for use by the new/next guests checking in.

(j) The service provider should ensure sweeping ,mopping, dusting ,garbage disposal on a daily basis and weekly cleaning of cobwebs, bathroom tiles, buckets, mugs refrigerator, micro wave ,kitchen utensils etc. to be carried out.

(k) The care taker shall ensure proper maintenance of guest house register, visitors book as desired by LIC of India.

Daily Services in Guest House:

- 1) The Service Provider will have to engage persons, provide required Machines/Equipments and Chemicals which are not harmful for Guest House Furniture and other useful materials.
- 2) The caretaker has to attend to the guests, verify the booking of the person in the Guest House, guide him/her to respective room allotted, and provide drinking water in the room. He should be courteous in the behavior & prompt in providing services. He should not demand any tips.
- 3) The caretaker has to provide Guest House Register to the visitor for making entry in the register. He should check photo ID along with e-mail of guest house booking confirmation. At the time of leaving the Guest House also, the said Register is to be produced for making entry of G.H. Charges & Signature. He has to check that all the entries are properly made and ensure that the G.H charges are correctly deposited and, if not deposited directly at the office, collect the same from the visitor & deposit the same to office on day to day basis in the name of guest. Details of Misc Receipt(Date number & amount) to be mentioned against each entry in Guest House Register .
- 4) The service Provider shall be required to carry out the following Services for Guest House and outer peripheral area within Guest House as details mentioned below:
 - 5) Providing daily services for caretaking, daily
 - 6) housekeeping and catering such as serving
 - 7) fresh wholesome meals (tea/coffee,breakfast, lunch,
 - 8) snacks, dinner).Changing of bed linen and
 - 9) bath towels/napkins etc. between check-ins.

NOTE: Vendors are requested to visit the mentioned premises /locations before quoting their rates between 11a.m. to 4 p.m. (Excluding Holidays, Saturdays & Sundays).



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Catering:-

- a) The Service Provider shall provide meals to the guests at the rates as fixed by LIC of India from time to time. Charges for tea, coffee, breakfast, lunch, evening tea and dinner will be in accordance with the menu.
- b) The Service Provider shall arrange for serving fresh wholesome meals on demand (tea/coffee, lunch, breakfast, snacks, dinner) to the guest or any person authorized by LIC Of India. Such meals will be served in the dining Hall, guest rooms or any place authorized by LIC of India. The number of meals will depend upon occupancy and there is no guarantee of minimum number of meals.
- c) The raw materials for meals/snacks and other items will be purchased by the caretaker. No reimbursements will be made by LIC and the caretaker has to collect the amount from the guests at the rates fixed by LIC.
- d) The Service Provider will also ensure proper upkeepment of crockery/cutlery/stores/beverages/food items etc. in the most hygienic ways and proper inventory to be maintained.
- e) The Service Provider shall be responsible for day to day housekeeping of the kitchen and pantries and maintain them clean, neat and hygienic way and proper inventory to be maintained.
- f) The Service Provider shall use only the approved cooking medium for preparing food items. The Officer(s) as nominated by LIC of India shall check the quality and quantity of ingredients used for cooking from time to time.

TENDER SCHEDULE



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Name of Service	Providing Caretakers (03 Nos) for Guest House at LIC of India, Nanded Divisional Office, Nanded.
Tender documents	Tender forms will be issued on payment of Rs. 590/- in cash or If form downloaded from the site Rs. 590/- by Demand Draft as non- refundable tender fees from OS Department, (3 rd Floor) Nanded D.O. at 'LIC of India, Nanded Divisional Office, Nanded-431605 between 10.00 am to 4.30 pm from 04.08.2025 to 21.08.2025 Mon to Fri. Tender forms may also be downloaded from our website www.licindia.in by clicking on "Tender for providing Caretaker (03 nos) for Guest House to LIC Of India Nanded DO" under the link "Tenders".
Earnest Money Deposit	EMD of Rs. 10,000/- (Interest free) Rs. Ten Thousand only by Pay order / Demand Draft in favour of LIC of India, payable at Nanded should be enclosed along with the Technical Bid.
Date of Sale of Tender Documents	From 04.08.2025 to 21.08.2025. upto 04.30 p.m.
Last date of submission of Tenders	21.08.2025 up to 05.30 pm
Date and time of opening the Technical Bid	3.00 pm (15.00 hrs) on 22.08.2025
Date and time of opening the Financial Bid	Shall be intimated later on.
Contract period	Two year term, which can be extended on the same terms and conditions for one more year depend upon satisfactory performance of the service provider.
Notice period for termination of contract	One month if LIC intends to terminate the services. Three months if the agency intends to terminate the contract.
Validity of Bid	90 days from the opening of the tenders



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Instructions to bidders

1. The tender forms will be available from 25.07.2025 to 14.08.2025 between 10.00 am to 4.30 pm From Mon to Fri (excluding Holidays and Sundays) on payment of Rs. 590/- (Rupees Five hundred Ninety only) in cash at the cash counter of Nanded DO or DD drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Nanded from the office at the above address. A receipt showing miscellaneous receipt will be issued through the cash department. For the tender forms downloaded from website, **DD for Rs 590/- (nonrefundable)** payable at NANDED to be enclosed along with Technical Bid towards the cost of tender application.

2. The last date for submission of filled in tenders (both technical and financial bids along with EMD amount) is 14.08.2025 up to 05.30 pm. The tenders received after the last date and time mentioned above will not be considered.

3. The filled in tenders for each category should be submitted at the OS/Estate Department, Nanded Divisional Office (3rd Floor) addressed as under:

The Manager (E&OS)

O.S. Deptt

Jeevan Prakash Building,

Near Maharana Pratap Chowk. Hingoli Naka.,

Nanded.431605

4. The technical bid will be opened on 18.08.2025 at 3.00 pm in the presence of bidders or their authorized representatives who may like to be present. The authorized representative must bring an authority letter from the bidder. Only properly sealed tenders will be opened. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be similarly rejected.

After scrutiny of the technical bids, in order to satisfy itself about the nature and quality of services rendered by the tenderer, LIC of India may depute its Officer (s) or authorized representative to visit the Institute/Establishments mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document/ testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to LIC of India so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the



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Tender Document, then his bid would be considered as non-responsive and their financial bids will not be processed further and **EMD will be forfeited.**

The envelope containing EMD shall be opened simultaneously with the opening of technical bid and the EMD will be encashed (accounted for) into account of the Corporation.

The financial bids of only those bidders, whose offers are found suitable to the Corporation, will be opened at a later date. The date of opening of financial bids will be intimated in writing to those bidders.

5. The tender form consists of the following documents. i.e.

- i) Instructions to bidders , Scope of work and Terms & Conditions.
- ii) Technical part.
- iii) Financial part.
- iv) EMD and Tender Fee

The offers are to be submitted in Two Bid system i.e., **Technical Bid and Financial Bid.** The Technical Bid consists of all the required information called for in the questionnaire and shall contain, inter alia, the details regarding the agency/firm viz., name of the agency/firm, address, status of the agency/firm, registration no etc. (other than the price).

The Technical bid shall be submitted in sealed cover (**Marked Envelope – I**) superscribing as **"Technical bid for Providing Caretaker for Guest House to LIC of India, Nanded Divisional Office, Nanded."**

The envelope shall contain the addressee's details and details of the bidder also.

6. The price bid for the category House keeping Services shall contain only financial details i.e., rate per House keeper inclusive of all Taxes(excluding Goods and Service Tax) and all statutory & mandatory Charges per months for 8-hours duty .

The Financial Bids will be placed in the **Envelope - II** and superscribed with **"Financial bid for Tender of providing Caretaker for Guest House to LIC of India, Nanded Divisional Office, Nanded."**

7. **Envelope-III** will contain DD for EMD amount of Rs.10000/- in the form of Demand Draft in favour of " Life Insurance Corporation of India" payable at Nanded and the Miscellaneous Receipt of the tender fee of Rs. 590/- or DD of Rs. 590/- if the tender downloaded from site superscribing as **"Earnest Money Deposit and Tender Fee for providing Caretaker for Guest House to LIC of India, Nanded Divisional Office, Nanded."**



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All the above three envelopes will be placed in a fourth envelope (**Envelope – IV**) and sealed and submitted to the OS / Estate Department at the address given above before the last date and time. The envelope must be superscribed with **"Tender for providing Caretaker for Guest House to LIC of India, Nanded Divisional Office, Nanded."**

8. In case the tender form is downloaded from the Corporation's web site, the non refundable tender fee of Rs. 590/- (Rupees Five hundred Ninety only) will be remitted in the form of DD drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Nanded.

4. Refund of EMD: - EMD shall be refunded as under:

(i) EMD of all disqualified Vendors / bidders shall be refunded within one month's time after scrutiny and submission of Technical Assessment Report by the Relevant Committee/Competent authority.

(ii) EMD of other bidders (except lowest 1) shall be refunded within one month's time after opening of Financial Bids/declaration of successful bidders.

* EMD of lowest bidder may be adjusted against the amount of Security Deposit.

* In case the lowest (L1) vendor / bidder refuses to sign the agreement within the prescribed time, a notice shall be served to him by giving seven days time to fulfill the conditions and sign the agreement, failing which his EMD amount lying /retained with us shall be forfeited without any further correspondence and he will be deemed to have abandoned the work.

(iii) EMD shall not earn any interest.

Sr. Divisional Manager, Nanded Division will be the competent authority to refund / forfeit the EMD amount.

LIC of India, Nanded Divisional Office, will inform the successful bidder, by letter sent through Courier/Registered Post/E-mail, along with a draft contract for the above services.

5. Successful Tenderer must deposit Security Deposit in the nature of performance guarantee @ 10% of the Contracted Value through DD/Bank Guarantee through scheduled Bank in favour of Life Insurance Corporation of India payable at Nanded within 15 days after communication of selection as successful Tenderer and the same amount will be refunded without interest after expiry of the Tender Term on satisfactory performance of the Contract.

6. The following documents should be enclosed with the Technical Bid:



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- a) Certificate of Registration under Companies Act, 1956/Partnership deed with proof of registration of firm/Individual Firm, all duly registered under the Maharashtra Shops & Establishment Act.
- b) Copy of the PAN no., as allotted by the Income Tax Department.
- c) Certificate of the Labour Licence/Statutory Licences as required by any Central or State Govt.Act.
- d) Copy of the Goods and Service Tax Registration
- e) Copy of the E.P.F. registration
- f) Copy of the E.S.I. registration
- g) Copies of last 03 years I.T.RETURNS/Balance Sheets & Revenue A/C having a turnover of at least 40 lakhs for last three years.
- h) An affidavit stating that the applicant is not facing any blacklisting from an establishment of Central Govt or the State Govt or the PSU for breach of agreement.

12. Non disclosure of relevant information or furnishing of incorrect information, documents will suffer disqualification.

13 All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign on all the pages of the bids (Technical and Financial bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.

14. Tenderer should note that their tenders will remain open for consideration for a minimum period of 03 (three) months from the date of opening of Technical Bid.

15. The financial bids will be opened only if at least two Technical Bids are found suitable. In any case single Financial Bid shall not be opened.

16. It may be noted that no negotiations will be carried out, and therefore most competitive rates should be offered.

17. In case more than one bidder quoting the lowest identical price, then the selection will be made by giving priority to the agency having highest turn over for the year 2023-2024 and the Service provider having Contracts with more LIC Offices/Divisions.



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18. Senior Divisional Manager, LIC of India, Divisional Office Nanded, will be the final authority to accept or reject the bid without assigning any reason.

19. Agency/firm must have an establishment having good infrastructure in Maharashtra preferably Nanded city.

20. The agency/firm/service provider must be in the profession for at least 4-5 years in which they should presently have at least 01(one) client who are PSU/Banks/Government Bodies/reputed pvt. Firm.

21. The Agency should be on the approved panel of at least 03 reputed organizations out of which at least one should be Public Sector or Government Undertaking.

22. The Agency is required to provide its NEFT details along with the tender documents.

The firms/Agency who are on our panel are also required to apply a fresh, if interested.

23. The tenderers are advised to inspect the premises where the services are required to be offered and assess for requirements themselves before submission of the tender. The prospective Bidders may interact with the LIC Officials of OS/ Estate Dept DO, (3rd Floor) Nanded DO during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of personnel, expected requirements of the Divisional Office and the desired level of services which the Service Provider is expected to render during the contractual period etc.

24. LIC of India reserves the right to accept any tender or to reject any or all tenders at its sole discretion without assigning any reasons thereof.



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General Conditions for Care Taking and Housekeeping

Of Guest House

- 1) The Agency will ensure the presence of a Caretaker throughout the contract period & also maintaining daily housekeeping & provide hygienic condition of Guest House rooms, toilets and kitchens. Any unauthorized absence of the said Caretaker will attract penalty at lumpsum rate of Rs. 1000/- per day or part thereof.
- 2) The Service Provider shall ensure observance of Rules & Regulations of the Guest House including guest rooms.
- 3) The rooms shall always be under the possession of the Caretaker. The keys of the rooms shall remain with him who will be responsible for opening and closing of rooms. However, allotment of rooms/allocation of guests will be done by LIC of India.
- 4) The Service Provider will not allow or permit to be allowed any unauthorized occupation of the rooms and will not carry on or permit to be carried out any undesirable, unlawful, obnoxious and illegal activities in the Guest House premises.
- 5) The Service Provider shall duly insure all their persons engaged in pursuance of the agreement against accident, sickness and agree to indemnify LIC of India against all liabilities in this regard. The Service Provider shall further accept liability and shall indemnify LIC of India against any liability, claim, proceeding expenses or losses in respect of personal injury of any person whatsoever.
- 6) The LIC of India reserves the right to increase or to reduce the Services and consequently the Service Provider would be paid remuneration on prorata basis, if possible. Otherwise, the rates of any such additional/reduced services have to be mutually agreed by both parties, prior to execution.

Assistance from Guest House:

The Guest House is equipped with the following items to enable the Service Provider to render the intended services:

- a) Rooms in VIP Guest Houses are fully furnished with air conditioners, geysers, LCD TV with cable connections, wooden beds, mattress, pillows, curtains, etc. The Guest House is also having refrigerator, water purifier, sofa sets, additional TV, gas connection with gas stove, utensils etc.

The Guest House will be handed over to the Service Provider along with all these items in good working conditions to enable him to render effective & efficient services.



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b) Bed Sheets, bed covers, pillow covers, bath towels, napkins shall be provided in Guest Houses by LIC. The above items shall be replaced from Guest House as and when required after physical verification by LIC Officials from time to time.

General Terms and conditions for providing caretaker services :

The terms and conditions along with the instructions will form part of the tender to be submitted by the tenderer to LIC of India, herein after termed as Corporation.

1. LIC of India, Nanded Divisional Office desires to engage the services of an agency for providing Caretaker for Guest House/Housekeeping services (Unskilled) during working days / working hours and as & when required at the Guest Houses offices /premises at Nanded Divisional Office Premises, 'hingoli naka, Nanded. (As per Locations mentioned in Annexure II) The tentative number of personnel required may vary between 03 and it may increase or decrease as per the requirements of LIC of India.

2. Tender which is received on account of any reason whatsoever including postal delay etc. after the expiry of time and date i.e 14.08.2025 at 05.30 pm fixed for submission of tenders, shall be termed as 'LATE' tender and will not to be considered. Such tender shall be returned to the concerned party without opening the same.

3. All vendors are requested to send/ submit the tender documents (Technical Bid, EMD and Price Bid) duly filled in with the relevant documents / information in the Tender Drop Box in the OS/ Estate Department, at the address given below :

OS/ Estate Dept, (3rd Floor) "Jeevan

Prakash' Building,

LIC of India, Nanded Divisional Office

Near Maharana Pratap Chowk, Hingoli Naka, NANDED - 431605

All columns of the tender documents must be duly filled in legibly and no column should be kept blank. All the pages of the tender

documents are to be signed by the authorized signatory of the tenderer. Any overwriting or use of

white ink is to be duly initialed by the tenderer. The Corporation reserves the right to reject

the incomplete tenders or in case where information submitted / furnished is found incorrect.



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4. In case the space in the tender document is found insufficient, the vendors may attach separate sheets.
5. The offer should remain valid at least for a period of 03 months (Three months) to be reckoned from the date of opening of "Technical Bid".
6. There should not be any deviation in Terms and Conditions as have been stipulated in the tender documents. However, in the event of imposition of any other condition, which may lead to a deviation with respect to the terms and conditions as mentioned in the tender document, the vendor is required to attach a separate sheet marking "list of deviations".
7. The Technical bids will be opened on 18.08.2025 at 15.00 Hrs (3 PM) in the presence of tenderers or their respective authorized representative at our above office. All renderers' or their authorized representatives are advised in their own interest to be present on that date, at the specified time. The authorized representative must bring an authority letter from the bidder.
8. Corporation reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
9. Canvassing in any form will disqualify the tenderer.
10. The short-listed agencies/firms will be informed in writing by the Corporation for arranging their office inspection.
11. All payments to the successful vendor shall be made by NEFT only.
12. The Agency shall ensure the compliance of all provisions of Contract Labour Act (Regulation and abolition Act 1970), Minimum Wages Act 1948, Payment of Wages Act 1935, ESI Act, Employees Provident Fund and Misc. Provisions Act, The Child Labour (Prohibition and Regulation) Act 1986 and such other statutory enactments, amended from time to time. Any Rules and Regulations promulgated by the Government and Local Bodies, coming into force that may apply to the contract shall be the Agency's sole responsibility including any liability on account of non-compliance or violation thereof. The Agency shall also comply with all the requirements of laws with regard to provision of labour and ensure that an appropriate license from Central Labour Commissioner is obtained. In the event of any liability of any nature whether relating to statutory compliances or payment of wages or otherwise, is saddled on "the Corporation" with regard to Personnel engaged and deployed by "the Agency Providing Housekeeping services", "the Corporation shall be entitled to recover the same from the EMD/Security/running bill held with the corporation. The Agency would undertake to indemnify and to make good the loss to the full extent to "the Corporation," failing which "the Corporation" shall be within its right to take appropriate action in law for recovery of the



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said amount. It will be the responsibility of the Agency to pay the wages and all statutory amounts and then claim the bill from LIC.

13. It is particularly agreed that "the Corporation" shall in no way be held responsible for any bodily injuries sustained or death of any employee(s) of "the Agency". "The Agency" shall alone be liable to pay all statutory compensations which may be awarded or payable to such employee or his/her dependent. If under any circumstance "the Corporation" is made liable to pay any such compensation, "the Agency" will indemnify / reimburse "the Corporation" full extent.
14. Uniform is mandatory and should be provided within 15 days of awarding the tender and deployment of personnel.
- a. The personnel must be in uniform on all working days, failing which 1% to 5% of total bill may be imposed/deducted as penalty.
- b. If the schedule as laid out in the scope of work is not adhered to by the contractor, a penalty of 500/- per week will be imposed.
- c. Recovery of 200/- per day for supervisor not visiting daily.
15. The Agency Providing Caretakers for Guest House services shall provide the names, local and permanent addresses, and mobile no if any of the personnel deployed to "the Corporation.
16. The applicant should not be a sub-contractor to any other entity person.
17. Corporation will not issue Identity Cards to the Caretakers personnel deployed by the agency and any type of communication from such deployed personnel would not be entertained. The housekeeping personnel will have to carry a valid Identity Card issued by the agency at all time.
18. The Corporation will not be entitled to retain any control, supervision or the manner of their discharge, dismissal or retrenchment of the personnel engaged and deployed by the Agency Providing Housekeeping services. However in case the Corporation is not satisfied with the work of any person deployed by the agency, the Corporation may ask the agency to replace him. The Agency will be responsible for the supervision of personnel and it would provide the name of supervisor with his contact number to the Corporation for supervision purposes.
19. In case of failure of the "service provider to provide the caretaker services on any date, the Corporation will be at liberty to engage the same from any other Service Agency, and the "Service Provider at default shall make good the expenses incurred for such purpose and also the "Service Provider "shall make good any loss or damage that the Corporation may suffer thereby.



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20. No advance payment shall be made against the work order/services.
21. It should be clearly understood and agreed that no relationship of Employer or Employee is created between "the Corporation and the housekeeping personnel deployed & providing Housekeeping services by "the Agency."
22. It will be the responsibility of "the Agency Providing Caretakers/Housekeeping services to pay wages to its Personnel by way of cheque or through NEFT on or before the 7th of the following month without fail according to the prevailing rates which shall not be less than the minimum wages approved by Central Government/State Government whichever is higher. The contractor/service provider should also ensure compliance of all the Labour Laws and statutory requirements/obligation applicable.
23. The Service Provider/Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations/Law/Statute in force. The Service Provider/Contractor will not link the payment of wages to the workers with settlement of his bills by the LIC of India. The Service Provider/Contractor has to first pay the wages to the Workers and then put up his bill for payment. Payment of bills will be made on monthly basis through NEFT only, provided that the Caretakers for Guest house /Housekeeping services provided were/are satisfactory during the month and subject to deduction of Penalty imposed if any as per terms and conditions of tender/contract. The monthly bill payment will be made subject to the Service Provider/Contractor submitting the attested photocopies of the following documents:
- (i) Muster Roll/Attendance sheet of the workers signed by the Service provider/Contractor for the month on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules, 1971.
 - (ii) Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules.
 - (iii) Deposit Challan showing the individual figure of deposit of contribution of provident fund of employees' and employers' share, with the appropriate authority.
 - (iv) Deposit Challan showing the individual figure of deposit of contribution of ESI of employees' and employers' share, with the appropriate authority.
 - (v) Deposit of contribution of provident fund and contribution of ESI of employees and employer should be with a challan separately for LIC of India. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Contractor.



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(vi) If payment to worker is made by cheque, then a copy of Bank account statement of previous month showing debit of wages/benefits in favour of workmen should be submitted every month with the bill by the Service provider /Contractor. If payment is made through NEFT, then a copy of the statement sent to the Bank duly acknowledged by the Bank.

All payments to the agency shall be made by Electronic Fund Transfer only after Tax Deducted at Source (T.D.S.) as per the provisions of Income Tax Department as amended from time to time and a certificate to this effect shall be provided to the agency.

24. Payment Register containing the signature of representative should be produced at the time of disbursement of wages amount. The Payment Register is to be produced for verification along with the Bills. The Agency will submit copy of challan as proof of payment made to the Personnel with statement of the Personnel showing deposit of PF and ESI contribution every month with bill without fail. In case of disbursement of wages through e-payment/NEFT, a signed statement must be produced for verification along with bills. Also the Agency shall produce forthwith documents in proof of other statutory compliances.

25. The Service Provider/Contractor shall raise the invoice/bill and LIC of India agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/Contractor shall be made by NEFT subject to deductions, withholding of all applicable, taxes and charges from time to time in force.

26. The Office will have an approximate requirement of around 03/ Caretakers/ housekeeping personnel and the number may be increased/reduced from time to time as per our requirement. The tenderer should also be able to provide additional personnel at a short notice as and when required on same terms and conditions.

27. The period of contract is for one year from the date of approval of the tender with a provision to renew the contract on the same terms and conditions with mutual consent for second and third years. Corporation reserves the right to pre-mature termination of the contract / agreement without assigning any reason thereof by giving three months notice before the expiry of the contract period.

28. Selected Bidder should submit the deed of Agreement/Contract with LIC Of India, Nanded Divisional Office duly executed on a non judicial stamp paper of Rs 100/-, as per the draft conditions provided by LIC of India, within 15 days (maximum) of receipt of intimation as above. Failure to sign and non submission of deed of agreement and Security Deposit in the nature of performance guarantee @ 10% of the Contracted Value within 15 days of intimation as above may result in the forfeiture of EMD and cancellation of selection as Lowest1 bidder. However LIC of India at its discretion may cancel the tender and the decision will be final and binding. On signing of the



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agreement, the Corporation will issue work order and the Agency shall start its work within three days from the date of receipt of work order.

29. In the event of the Agency not fulfilling the conditions of the Contract and the work order, LIC of India reserves the right to forfeit the Security deposit placed with the LIC of India herein above mentioned, in part or in full and to take such other decision as may be required in the interest of the Corporation.. The decision of the LIC of India shall be final and binding on the Agency in this matter.

30. The Personnel provided by the Agency are required to have minimum 3 years experience and possess the minimum qualifications as under:

The Caretakers of the Contractor are required to have minimum experience and possess the minimum qualifications as under:

Caretakers/Cleaners/sweepers/Housekeeper (Un-Skilled): 3 years Experience and 7th Class Pass.

31. The corporation reserves the right to Remove/ Black list Firm/Agency/Organisation/Service provider for a period of five to ten years for any deviation from the agreed Terms and Conditions if any activity is observed which is detrimental to the interest of the Corporation. However any order of blacklisting or removal shall be passed after offering a reasonable opportunity of hearing/showcause to the agency concerned.

During the CONTRACT PERIOD, if the rate of minimum wages payable to the personnel deployed by "the Firm/Agency/Organization/Service provider" increases and if the increase

extends beyond the above agreed rate, then "the Corporation shall increase the above accepted rate to the extent of the difference amount only and the above agreed rate shall be deemed to have been modified accordingly.

No other increase in the amount quoted by the selected tenderer shall be entertained on any account during the period of the contract.

32. Agreement Period: The contract for Caretaker/Housekeeping services shall be valid for two Years from the date of execution of agreement and issuance of work order. After further review and evaluation, can be extended further one year on the same terms and conditions. However, in case of non performance or bad performance, the agreement may be terminated by the Competent Authority at any time before completion of above period by giving an opportunity to show cause. The competent authority may also terminate the contract simply by giving one month prior notice or wages in time thereof without assigning any reason.

33. The Corporation reserves the right to cancel the contract/ rate contract without assigning any



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reason at any time by giving 30 days notice in advance in case of simple termination contract/ rate contract but in case of breach of the terms of the contract, rate contract may be terminated and the security deposit shall also be forfeited, other action such as blacklisting may follow.

34. Non- Disclosure of Confidential Information will be the sole responsibility of the Contractor. For this the Agency shall depute persons of good integrity and honesty who will not divulge information in his possession by virtue of his working with the Corporation. Agency shall be liable for any loss caused to the Corporation due to any such wrongful disclosures.

35. The firms who are on our panel are also required to apply a fresh, if interested.

36 The Agency Providing Housekeeping services shall ensure that

a) All personnel deployed by it shall be efficient, skilled and honest, disciplined, courteous, trained and ever ready to attend housekeeping work politely.

b) As maintaining cleanliness is the essence of the housekeeping work, selected service provider shall deploy adequate number of workers to ensure quality work. The selected service provider shall clearly mention the same in the covering letter.

c) To provide proper uniform, hand gloves, shoes, etc. to all the persons engaged in providing housekeeping services.

d) Regularly training personnel that would be provided so as to keep them abreast with the use of modern techniques of cleaning/ sweeping, behavioral training, safety, etc.

e) To ensure immediate corrective actions on receipt of any complaint against the services provided or against any individual deployed by them in the premises of Corporation.

All persons engaged by the selected service provider for carrying out the work would be deemed to be selected service provider's employees for all-purpose and he shall make regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engaged by the selected service provider is attributable to the Corporation. These persons, engaged by the selected service provider, will not be entitled to claim any kind of employment with the Corporation. Selected service provider has to ensure regular medical check up of all the personnel employed by him / her at his / her cost.

f) To replace the absent personnel immediately on the same day within one hour of commencement of cleaning/ sweeping duty.



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- g) None of the personnel of the selected service provider shall enter into any kind of work other than provided under this contract, within the complex.
- h) The personnel deployed by the selected service provider shall be of good conduct, character and health. They should be in proper uniform and necessary identity cards are to be obtained from Security Officer of the Corporation. In case of any complaint against any of the personnel deployed by the selected service provider, selected service provider is bound to remove such person and arrange for replacement of removed person as and when advised to do so by the Corporation.
- i) The selected service provider shall be solely responsible for the integrity of the personnel deployed. If any of the staff of selected service provider found misbehaving with employees of the Corporation or with any other person in the premises, the service provider shall terminate the services of such persons forthwith.
- j) No residential accommodation would be provided by the Corporation to selected service provider and / or to the persons engaged by him.
- l) All Cleaning materials and necessary cleaning equipments will be provided by the LIC of India.

The selected service provider shall not at any time do cause or permit anyone to do or cause any nuisance on the site or do anything which shall cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation

39. The agency has to provide housekeeping services at premises mentioned in Annexure-II as per requirement of the office.
40. The agency will carry out all the expectations, instructions, directions etc given from time to time by the Corporation and shall take prompt action when informed of any such trespass.
41. The agency will check their personnel in respect of the attendance /duties/vigilances regularly and will maintain complete records in this regard which shall be made available for inspection by authorized official of the Corporation at all times in the respective buildings/offices.
42. The agency will check their personnel in respect of the attendance /duties/vigilances regularly and will maintain complete records in this regard which shall be made available for inspection by authorized official of the Corporation at all times in the respective buildings/offices.
43. The Agency shall give the duty allocation chart mentioning the names of the personnel deployed at various locations to the Competent Authority one week in advance. In case of any dispute arising out of the acceptance/agreement, shall be referred to for "Arbitration" to the Sr. Divisional Manager, Nanded Division and his/her decision shall be binding on the firm/agency/service provider. The firm/agency/service provider shall not raise any question of competence of the Sr. Divisional Manager to act as sole arbitrator.



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44. In terms of provision of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the contractor in respect of service 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 the IRDAI.

45. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) if it considers expedient to do so, may direct any person hereinafter referred to as the 'Investigating Officer', to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Sec 33(2) of The Insurance Laws (Amendment) Ordinance, 2014, who may examine under oath any Manager, managing Director or other Officer of the service provider or contractor where the services are outsourced by LIC of India.

46. Any dispute arising out or relating to this tender/agreement shall be deemed to have arisen in Nanded and shall be under adjudications of a Court in Nanded (M.S) only.

DECLARATION

I hereby agree to all the Terms & Conditions mentioned above without any condition whatsoever. I also further agree that all the deficiencies will attract penalty and the recovery will be affected without any notice to me.

Date:

(Signature of vendor with seal)

Place :



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APPLICATION FORM FOR TENDER (Technical Bid)

Profile of the Tenderer

Name of the Agency/Firm/Vendor (In Block Letters)	
Status of the Agency.(whether Sole Proprietorship/Firm/Pvt. Co.	
Date of Incorporation/Establishment	
Correspondence address and Telephone No. & E mail id.	
Address of Head Office (If Separate) , Telephone No. & E-mail id.	
Names of the Partners /Directors	
Name of Chief Executive with his present addresses and Telephone Nos.	
Name of Contact person with Designation who would be calling on us and attending to our jobs & contact phone No. & E-mail id.	
Name of your Bankers with Addresses & telephone nos. Name of the beneficiary:	
Total number of / Caretakers/housekeeping staff on roll (as on 31.03.2025)	
PAN TAN Goods and Service tax registration No	
Whether holding certificate under Shops & Establishment Act, duly renewed (Copy should be enclosed)	



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Licence No. under Contract Labour (Regulation & Abolition) Act, 1970 & Contract Labour(Regulation & Abolition) Central Rules. 1971.	
ESI Registration No. (Copy to be enclosed)	
PF Registration No. (Copy should be enclosed)	
Name of offices where you have carried out work during past 3 years (copies of Certificates to be enclosed)	
Name of at least four of your most valued clients at the present time	
Average Turnover of the Agency for the last three years. Submit copies of I.T returns, Balance Sheets & P/L accounts for last three years.	
Are you agreeable to abide strictly by the Terms and Conditions of the Tender Contracts.	

Particulars of Tender Fee/EMD:-

Cash/DD Rs. 590/-.

Amount of DD for EMD- Rs.10000/-

DD No. /MR No..... DD number- Date of

DD/deposit- Date of DD-

Note: Please type this form or fill it legibly in ink. If space provided is insufficient, please type or write the replies on a separate sheet giving appropriate question number and attach it to the form. All the pages application form and documents submitted must be signed with seal.



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DECLARATION

I/We

request

Life Insurance Corporation of India, Nanded Divisional Office, Nanded to consider my/our application and tender for the above mentioned category. We agree with all terms and condition and to give full satisfaction to the Corporation in the event of their doing so.

Dated at.....this.....day of.....,2025

Signature with Seal

Name:

Designation

Note: The Corporation reserves the right to cancel the tender of the firm/Agency/Service provider at its absolute discretion without assigning any reason.



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Annexure-I

"Financial bid for Tender of providing Caretaker for Guest House to LIC of India, Nanded Divisional Office, Nanded."

(To be submitted in a separate sealed cover and marked as "FINANCIAL BID")

I/We quote my/our charges to provide on contract basis CareTaking & Housekeeping Services as & when demanded by the LIC of India the locations mentioned as above-

Wages payable per workman as per order by office of the chief labour Commissioner(C), Ministry of Labour & Employment, Government of India

Wages are subject to Change in VDA as declared by Government of India, Ministry of Labour & Employment from time to time

Charges for 8 hours x 26 days		
MINIMUM WAGES		
26 DAYS-@		
Rs X 26		
EPF @ 13.00 %		
*ESI @ 3.25 % Of Min		
Total		
Administrative / Services charges		
TOTAL		

- For every six days one day off should be given.
- The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, gratuity, profits etc., and taxes whatsoever payable and given in service charges.
- Adherence to statutory requirements is sole responsibility of the company.

(Signature of vendor with seal)



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- Payment will be done as per actual days worked.

OTHER MANDATORY REQUIREMENTS:-

- 1) Proof of remittance of PF / ESI and GST will be produced every month while submitting the bill for the following month, failing which the payments will not be made.
- 2) Payment Register containing the signature of our representative will be produced at the time of disbursement of wages amount. The Payment Register is to be produced for verification along with the Bills. In case of disbursement of wages through e-payment/NEFT, a signed statement, acknowledged by the bank must be produced for verification along with bills
- 5) Uniform is mandatory for all Personnel on duty, failing which 1% to 5% of total bill may be imposed as penalty.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself ourselves to abide by them.

Date:

Name:

Designation: Address :

Signature of Tenderer with Seal



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AFFIDAVIT

(To be given on stamp paper of ` 100/-)

I / We, authorized representative of _____, being Indian
Company / Sole Trading Company / Partnership Firm, registered under
_____ bearing registration no. _____ having office at

_____ do hereby solemnly affirm
and state as under:-

Whereas Life Insurance Corporation of India has floated a tender for appointing House Keeping Services and in respect of the same, I / we being one of the Bidders, confirm that I / We strictly follow various laws as mentioned in para 13 of General Instructions and other pages of this tender.

I / We further state that I / we shall indemnify Life Insurance Corporation of India against all claims, which may be made upon the Life Insurance Corporation of India being employer and it shall be at liberty and is hereby empowered to deduct the amount of any damages, compensation costs, charges and expenses arising or occurring of any claim of damages, from any sum or sums due or to become due to us.

I / We state that Life Insurance Corporation of India has considered my / our bid on the basis of the statement made by me /us in this Affidavit. I / We further state that non- compliance of any provisions, being a statutory requirement, any misstatement made shall be sufficient reason for Life Insurance Corporation of India to terminate the contract, besides taking recourse to other legal remedies available in the contract.

Signed before me

Notary

Signature of the Vendor NAME

/ DESIGNATION AND

SEAL OF THE FIRM / COMPANY



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ANNEXURE-II

Office Name	Location	Area code	Carpetaker for Guest House (08 Hrs)
LIC Guest Houses & staff quarters "Jeevan Prakash" Near Chandralok Hotel, Maharana Pratap Chowk, Gandhinagar, NANDED - 431605	NANDED	B	03
	Total		03