

CORRIGENDUM – I / PRE-BID CLARIFICATIONS

Date: 30.12.2025

**Tender for Housekeeping Services – Chennai Divisional Office–II
Pre-Bid Meeting held on: 30.12.2025 at 11.00 AM**

Pursuant to the Pre-Bid Meeting held on 30.12.2025 and based on the queries raised by prospective bidders, the following **Corrigendum / Clarifications** are hereby issued. These clarifications shall form an **integral part of the Tender Document** and shall be read in conjunction with the original tender terms and conditions. In case of any inconsistency, the provisions of this Corrigendum shall prevail.

Summary of Corrigendum / Clarifications

Item No.	Page No. / Clause Ref.	Subject / Section	Nature of Change
1	Page 11 – New Clause 16A	Compliance with New Labour Codes (Inserted)	Added new clause under Section II – Statutory Compliance. Requires adherence to the Code on Wages, 2019; Code on Social Security, 2020; Occupational Safety, Health and Working Conditions Code, 2020; and Industrial Relations Code, 2020, without financial implication to LIC.
2	Page 11 – Clause 17	Integrity Pact (Revised in Full)	Revised to state that the Integrity Pact shall be executed only with the successful (L1) bidder at the time of award of contract. Submission along with Technical Bid is not required. The Pact forms part of the Contract Agreement.
3	Page 15 – Technical Bid Evaluation (v)	Statutory Compliance (Eligibility)	Statutory compliance remains a mandatory eligibility condition. No marks shall be awarded for statutory compliance under technical evaluation.
4	Page 15 – Technical Evaluation (v)	Local Presence	Clarified binary marking: 5 Marks if bidder has a functional local office within the specified area (existing before tender publication), 0 Marks otherwise. Documentary proof required.
5	Page 18–20	Wage Classification (Zone / Area Clarification)	Clarified that “Zone A / B / C” corresponds to “Area A / B / C” under the Central Minimum Wages Act, 1948. No new classification created. Contractor responsible for compliance with statutory minimum wages.
6	Page 14 – Clause 42	Penalties for Non-Performance (Replaced in Full)	Entire clause replaced with new penalty structure: ₹1,000–₹2,000 per instance, monthly cap at 10% of invoice value, 48-hour remedy window, and provision for termination on repeated defaults.
7	Page 28 – Annexure IV (Checklist)	Checklist Item Removal	Removal of Point No. 14 from the Checklist.
8	Page 31 – Table II	Break-up of Service Charges	Clarified that NIL entries are permissible if total matches Table I and bidder undertakes full compliance. No bid rejection solely for NIL entries.
9	Annexure VII / Page 33	Integrity Pact (Heading and Content Revision)	Title revised from “Pre-Contract Integrity Pact” to “Integrity Pact.” Initial paragraph changed to begin with “This Agreement (hereinafter called the Integrity Pact)” instead of “This pre-bid pre-contract Agreement.”

DETAILED CLARIFICATIONS

1. Compliance with New Labour Codes (Additional Clause 16A – Inserted, Page 11)

A new clause is inserted under *Statutory Compliance* as follows:

The Contractor shall comply with the provisions of the **Code on Wages, 2019; Code on Social Security, 2020; Occupational Safety, Health and Working Conditions Code, 2020; and Industrial Relations Code, 2020**, as and when enforced by the Central / State Government, including all rules, notifications, orders, and amendments issued thereunder, **without any additional financial implication to LIC.**

2, 7, 9. Integrity Pact (Revised and Clarified)

- The Integrity Pact shall be executed **only with the successful (L1) bidder** at the time of award of contract.
- Submission of the pre-bid Integrity Pact along with the Technical Bid is **not required**.
- By participating in the tender, bidders are deemed to have agreed to abide by the principles of **integrity and ethical conduct**.
- The executed Integrity Pact shall form an **integral part of the Contract Agreement** with the successful bidder.
- Title and opening paragraph of Annexure VII revised accordingly.

3. Technical Bid Evaluation – Statutory Compliance (Page 15)

Statutory compliances such as EPF, ESI, Labour Licence, GST and other applicable labour laws are **mandatory eligibility conditions**.

- Any bidder not fulfilling statutory compliance shall be treated as **non-responsive**, and the bid shall not be evaluated further.
- Since statutory compliance is an eligibility criterion, **no marks** shall be awarded for it under Technical Evaluation.

4. Award of Marks for Local Presence (Page 15 – Point (v))

Marks under *Technical Evaluation* for *Local Presence* shall be awarded on a binary basis as under:

Criteria	Marks
Bidder has an established local office within the specified area, supported by valid proof	5 Marks
Bidder does not have a local office	0 Marks

Local Presence shall mean a **functional office existing prior to tender publication**, supported by acceptable documentary evidence.

5. Zone Categorisation for Minimum Wages (Page 18–20)

It is hereby clarified for the information of all bidders that the Zone categorisation (Zone A / Zone B / Zone C) referred to in the Tender Document is adopted purely for administrative and billing convenience and corresponds directly to the Area Classification (Area A / Area B / Area C) as notified under the Central Minimum Wages Act, 1948 by the Chief Labour Commissioner (Central), Ministry of Labour & Employment, Government of India, for the employment category of Sweeping and Cleaning. The minimum wages payable to housekeeping personnel shall be strictly in accordance with the prevailing Central Government Minimum Wage notifications applicable to the respective Area A / Area B / Area C, as amended from time to time. The usage of the term “Zone” in the Tender Document does not create any separate, independent or revised wage classification, nor does it modify, supersede or dilute the statutory minimum wage rates notified by the Central Government. Any liability arising out of non-compliance with statutory minimum wages shall rest solely with the Contractor.

6. Clause 42 – Penalties for Non-Performance (Page 14 – Replaced in Full)

Revised Clause 42:

If the Contractor fails to perform services as per the Contract and prescribed Service Levels, LIC may levy penalties as below, after giving 48 hours' notice to rectify deficiencies (except for gross negligence or safety lapses, where immediate action may be taken).

Sl. No.	Nature of Default	Penalty
1	Absence of required manpower exceeding 5% of daily roster	₹1,000 per day
2	Failure to clean toilets as per prescribed frequency / sanitation lapse	₹1,500 per day
3	Three or more substantiated customer complaints in a calendar month	₹2,000 per instance
4	Major negligence causing damage to LIC property/assets	Actual cost to be recovered from Security Deposit / bills

Repeated Defaults: Three or more defaults of the same nature in a month may attract enhanced penalties or termination after due process.

Penalty Cap: Monthly aggregate penalties shall not exceed **10% of the monthly invoice value.**

8. Table II – Break-up of Service Charges (Page 31)

- Table II is intended for transparency and uniformity in evaluating Service Charges.
- Bidders may indicate "NIL" against any individual component, if such cost is not separately identified in their internal costing, provided that:
 - The TOTAL amount in Table-II exactly matches the Service Charges quoted at Sl. No. 6 of Table-I, and
 - The bidder undertakes to fully comply with all statutory obligations, uniforms, supervision, leave wages, safety gear and other contractual responsibilities, irrespective of internal cost allocation.
- No bid shall be rejected solely on the ground of NIL entries against individual components in Table-II.
- Unrealistic or impractical break-up, if any, may be examined for reasonableness during evaluation.

General Note

All other terms and conditions of the Tender Document remain **unchanged**.

This Corrigendum forms an **integral part of the Tender Document** and is **binding on all bidders**.

By Order of:



Senior Divisional Manager
LIC of India, Chennai Division-II



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