



TENDER DOCUMENT
(GeM)
FOR
OFFICE UPKEEP
&
HOUSEKEEPING SERVICES

(Tender No. 05/SCZ/OS/Gen/2025-26)

Contract period: 01.06.2026 to 31.05.2028

LIC OF INDIA,
OS DEPARTMENT, SOUTH CENTRAL ZONAL OFFICE,
JEEVAN BHAGYA, SAIFABAD,
HYDERABAD- 500 004



E&OS Department
South Central Zonal Office
"Jeevan Bhagya", Saifabad, Hyderabad -
500004

Ref: OS/GEN/SCZO/ Tender No. 05/SCZ/OS/Gen/2025-26

Dt: 28.01.2026

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Tender notice inviting quotations for Office Upkeep and Housekeeping Services at LIC of India, South Central Zonal Office, Hyderabad.

(Tender No. 05/SCZ/OS/Gen/2025-26)

Life Insurance Corporation of India, South Central Zonal Office, Hyderabad (hereinafter referred to as "The Life Insurance Corporation of India") invites quotations for Office Upkeep and Housekeeping Services at LIC of India, South Central Zonal Office, Hyderabad. Please refer to the scope of work in the instructions to bidders hereunder. The contract shall be for a period of two years (Twenty-Four Months) from the date of awarding of the contract, extendable by one more year depending upon the experience and at the discretion of the Competent Authority of the Corporation.

The present tender is floated through the GeM portal under the "Single Packet Method" on _____ The tender document was placed on the Corporation's website may be downloaded from www.licindia.com.

REQUIREMENT OF NO OF WORKERS:

1. Attendant-cum-Sweepers (Male): For Regular Attendant jobs and General Cleaning of office premises. – Required Number: 05.
2. Attendant-cum-Sweepers (Female): For Regular Attendant jobs and General Cleaning of office premises. – Required Number: 06.
3. Janitors (Sanitation Workers) (Male): For Regular Toilet Cleaning and Sanitation Works- Required Number: 02

NO OF WORKING HOURS PER DAY PER WORKER: 08 HOURS

DEPENDING ON THE NECESSITY THE DAILY WAGERS MAY BE REQUIRED WORK IN SHIFT SYSTEM.



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BASIC CONDITIONS OF THE BID

1. Basing on the Technical Information which are found to be in order, i.e., satisfying all the stipulated conditions for Office Upkeep and Housekeeping Services at LIC of India, South Central Zonal Office, Hyderabad., the GeM Portal will decide the successful bidder from the technically qualified bidders under the “Single Packet Method”.
2. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of work, etc., and quoted accordingly.
3. LIC of India, South Central Zonal Office reserves the right to call for missing/additional requirements from the applicant at the time of analysis of the tenders.
4. Any conditional offer/tender shall not be considered.
5. Any modification in the tender after opening shall not be considered.
6. Submission of the tender shall signify acceptance of all terms and conditions and the successful tenderer shall execute the contract accordingly.
7. The Contractor should be a registered body having requisite license for providing services of skilled, semi-skilled and unskilled laborers. The bidders must have mandatory compliance certificates and registrations under applicable labor laws
8. The bidders should have experience of at least three years in providing services of Office upkeep and housekeeping services, as on the date of publication of bid in GeM portal. Please note that there is no exemption in Required experience for MSME/NSIC registered vendors/suppliers
9. The average annual turnover of last three years should be at least Rs. 50 Lakhs per annum i.e. (the turnover of last three years÷3 is to be 50 lacs or more.). Please note that there is no exemption in Turn Over for MSME/NSIC registered vendors/suppliers
10. Minimum two service certificates shall be produced from your clients where the work is completed or is in progress.



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11. The Bidder must have office in Hyderabad and GST registration in Telangana State only and proofs of office at Hyderabad are to be submitted along with the quotation.

12. The service provider will be required to keep EMD of 2% (TWO) of the contract value i.e. Rs. 1,53,860/-, through the GeM approved Payment System. The MSME/NSIC registered vendors/suppliers are exempt from EMD. They have to upload the Valid MSME/NSIC Certificate in GeM portal for getting such exemption.

13. The bid shall be signed by an authorized signatory of the bidder.

14. The agency shall be responsible for damages or injuries during execution of the contract.

15. The agency shall safeguard its materials at its own cost.

16. Confidentiality and Data Security

The Housekeeping Service Provider shall ensure that all information, records, documents and data of the Corporation, whether in physical or electronic form, which may come to the knowledge of the Service Provider or its personnel during the course of execution of the contract, are kept strictly confidential.

The Service Provider shall ensure that its employees and deployed personnel do not disclose, share, copy or misuse any such information for any purpose whatsoever, except for performance of duties under this contract.

The Service Provider shall be fully responsible and liable for maintaining confidentiality and security of the Corporation's data and information at all stages and throughout the entire duration of the contract. The Service Provider shall be accountable for any act or omission of its deployed personnel in this regard.

Any breach of confidentiality or compromise of data security by the Service Provider or its personnel shall be treated as a material breach of the contract and may result in termination of the contract, forfeiture of security deposit and/or any other action deemed fit by the Corporation, without prejudice to its right to recover damages.

REGIONAL MANAGER (E&OS)



E&OS Department
South Central Zonal Office
“Jeevan Bhagya”, Saifabad, Hyderabad -
500004

Ref: OS/GEN/SCZO/ Tender No. 05/SCZ/OS/Gen/2025-26

Dt: 28.01.2026

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SCHEDULE OF THE TENDER: Tender floated in GeM Portal on:12.03.2026

Starting Date and Time for submission of Tender in GeM portal.	12.03.2026 at 05:30 PM
Last Date, Time for submission of Tender in GeM Portal.	02.04.2026 at 3:00 PM
Date and Time of Opening of Tender in GeM Portal	02.04.2026 at 3:30 PM
Pre-Bid Meeting with Tenderers for Inspection of Premises.	20.03.2026 at 4:00 PM Venue: I Floor, OS Department, LIC of India, South Central Zonal Office, ‘Jeevan Bhagya’, Secretariat Road, Saifabad, Hyderabad – 500004
Validity of Bid.	180 days.

REGIONAL MANAGER(E&OS)

GENERAL CONDITIONS AND SCOPE OF WORK OF CONTRACT

- 1) The site should be kept neat and tidy after cleaning / mopping, etc. work is completed. No cleaning material should be left in and around the cleaned area.
- 2) The material required for cleaning should be kept only in store room provided by the Corporation. 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 license for providing 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, acid, 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) (i) 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.

(ii) Confidentiality and Data Security: The Housekeeping Service Provider shall ensure that all information, records, documents and data of the Corporation, whether in physical or electronic form, which

may come to the knowledge of the Service Provider or its personnel during the course of execution of the contract, are kept strictly confidential.

The Service Provider shall ensure that its employees and deployed personnel do not disclose, share, copy or misuse any such information for any purpose whatsoever, except for performance of duties under this contract.

The Service Provider shall be fully responsible and liable for maintaining confidentiality and security of the Corporation's data and information at all stages and throughout the entire duration of the contract. The Service Provider shall be accountable for any act or omission of its deployed personnel in this regard.

Any breach of confidentiality or compromise of data security by the Service Provider or its personnel shall be treated as a material breach of the contract and may result in termination of the contract, forfeiture of security deposit and/or any other action deemed fit by the Corporation, without prejudice to its right to recover damages.

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 clauses in the appointment letters to be issued to his workers mentioning that the workers are employees of the Contractor. The Contractor shall ensure medical checkup of all the personnel deployed by him, periodically as well as whenever necessary, at his own cost.

09) The Vendor must have an office at Hyderabad and must have GST Registration of Telangana State.

10) The Contractor will be responsible for all members of the staff deployed by him and shall submit police verification of their antecedents. A certificate to this effect along with police verification reports, 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 & police verification reports. 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 and fit for the job, They should display good conduct & courteous behaviour. 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 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 Two Years initially. However, the same may be extended by one more year subject to the satisfaction of the 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. EPF and ESI, etc., as required to be paid/payable by him under any Law for the time being in force. 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.

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 as per below mentioned point no.22 and the same will be deducted from the monthly bill and / or Security Deposit.

18) Personnel required:

- i) Having regard to the area and based on our experience we have arrived at number of manpower resources required to carry out housekeeping job **(5 Males for Attendant cum Sweeper duties and 2 Males for Janitor (Sanitation Worker) duties and 6 Female for Attendant cum Sweeper duties i.e. Total of 13 resources(One is to be acted as supervisor out of these Thirteen)** to ensure the quality of housekeeping services and the workers so deployed by contractor are expected to carry out office upkeep, Housekeeping and other related Misc work as deemed fit by the Corporation. 5+2+6 (Total 13) manpower is only an indicative.
- ii) However, corporation has the right to increase or decrease the no. of persons as per need. 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. 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 housekeeping services and not for supply or deployment of contract labour and / or materials.

Further, we reserve the right to increase the existing deployed manpower under this contract depending on operational requirements. Such increase shall be effected only

based on the recommendation of the Manpower Assessment Committee and with the prior approval of the Competent Authority.

The Service Provider shall be bound to provide the additional manpower at the same rates, terms, and conditions as agreed under the contract, and such deployment shall be made within the time frame specified by the Purchaser. No additional charges, other than those admissible as per the contract, shall be payable on account of such increase.

ii) The nature of work shall include performing duties of **Office Attendant-cum-Sweeper & Janitor (Sanitation Worker)**. The personnel deployed by the Contractor shall provide services strictly in accordance with the terms and conditions of the contract.

In addition to the above, the deployed personnel may be utilized for other miscellaneous and allied duties connected with day-to-day office functioning, including but not limited to assistance during meetings and conferences, provision of drinking water, internal movement and handling of office files, shifting of furniture and office items within the building, packing and unpacking of office files, and such other related tasks as may be assigned by the authorized officers of the Corporation from time to time.

In addition to the schedule of various house-keeping activities that are required to be carried out as mentioned in annexed form “**scope of work**”, it should also be ensured that all the workmen are available for carrying out any house-keeping activity/ies that may arise intermittently.

iii) The Contractor is required to name one person in the team of workers as supervisor. The supervisor has to attend his regular housekeeping activities in addition to he/she will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. He/she 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 the entire office building.

The Supervisor shall maintain registers showing deployment of workmen for providing services at different floors. In addition, the Supervisor shall also maintain a daily chart about various house-keeping activities performed by the personnel at different floors. 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 Supervisor in token of having verified & ensured satisfactory performance. Such chart shall also be maintained in respect of the bi-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 and / or forwarded by OS Deptt, Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be effected by the Corporation as mentioned at point 22 below. The Register must be shown to authorized officials of the Corporation as and when demanded by them.

iv) The workmen deployed by Contractor for Housekeeping jobs should be of sound mind & major with age group of 18 years (Completed) to 55 years(Completed) and physically fit to perform the duties of attendant cum sweeper and Janitor (Sanitation Worker) duties.

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.

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.

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 Supervisor of the Contractor, referred above shall produce the attendance register to the Zonal Security Officer / Any Official of OS Dept, South Central Zonal Office 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 of the Contractor shall deposit their bags & belongings inside the room allotted for that purpose before they enter the Corporation's premises. The workmen must enter the premises only through the Door Frame Metal Detector after frisking at the entrance by the Corporation's Security Personnel. In other words except for the cleaning materials, personal bags & belongings of the workmen shall not be allowed to be carried inside the premises.

v) It shall be the responsibility of the Contractor to provide his workmen with all the benefits such as 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 Nodal Officer of each department on each floor. The names and contact no. of the Nodal Officer will be provided to the Contractor by the Corporation. In respect of the daily record maintained in respect of pump room area on the ground floor and back stair case signature, shall be obtained from Official of OS Dept. .

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, ZO for verification as when required by OS Dept, ZO..

ix) The Contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Official of OS Dept, ZO, as the case may be.

x) All complaints received during normal working hours should be attended to on the same day. No complaints should be left unattended / postponed.

xi) The workmen deployed by the Contractor shall work for **eight (08) hours per day**, exclusive of rest intervals, as per the prevailing labour laws.

Depending upon the operational requirements of the Corporation, the workmen may be required to work in **shift duties**, including staggered shifts, as decided by the Corporation from time to time. The Contractor shall make necessary arrangements accordingly, without any additional financial implication to the Corporation.

xi) WORKS TO BE CARRIED OUT DAILY:

1. Cleaning of general toilets and attached toilets at least twice daily with phenyl and disinfectant etc., and maintain the toilets floors dry the whole day. Cleaning of windows and window sills of all toilets to be done regularly. Washbasins, urinals, commode are to be cleaned with suitable disinfectant. Checking of flush system of toilets every day. Keeping naphthalene balls, air freshener and liquid soap regularly.
2. Cleaning of corridors staircases, common area, pantries and other rooms with phenyl in the morning and with plain water continuously.
3. Cleaning of office, removing dust from floors, windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc., with dry/wet duster and or with suitable cleaning agent. Mopping of floors with phenyl.
4. Removing cobweb, cleaning of terrace, cleaning rain water drains.
5. Cleaning of all drains in basement, outside premises, etc.
6. Washing and cleaning of driveways, parking areas and roads within the Office premises.
7. Cleaning of Venetian / vertical / any other blinds, curtains, etc.
8. Common area of Staff Quarter should be cleaned i.e., staircase and terrace.
9. Spray of scented mosquito and cockroach on all floors as and when required.
10. Apart from the jobs mentioned above, the workers are liable to perform duties as and when required.
11. The Contractor shall be responsible for the **removal and safe disposal of dead rats from the premises**, as and when required, in a hygienic and scientific manner, strictly in accordance with applicable health, sanitation and municipal regulations.

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(s) of the Contractor in token of satisfactory cleaning.

ii) Provide neat and clean uniform and ID card to all the workmen deployed by him for providing housekeeping services at his cost 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.

vii) 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 earlier.

viii) 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.

20) 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. **500/-** (minimum) to Rs. **2,000/-** (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation

shall without prejudice to its rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.

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 condition.

24) The service provider undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The service provider shall indemnify and keep the LIC indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensations etc. if any as aforesaid.

25) All questions relating to the performance of the obligations under this agreement and to the quality of material used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to in the LIC whose decision shall be final, conclusive and binding on the service provider.

26) In case the service provider fails to undertake the work within 7 days from the date of issue of work order, LIC reserves the right to terminate the contract or at its discretion will forfeit the security deposit furnished by the service provider

27) Mandatory Conditions:-

- 1) 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 Labor Department of State of Telangana
 - b) Copy of PAN/GIR card
 - c) Copy of Income Tax Returns filed for the last three financial years ie 2022-23,2023-24 and 2024-25.
 - d) Copies of EPF and ESI certificate
 - e) Copy of GST Registration
 - f) Copy of the registration certificate under Udyog Aadhar/NSIC/MSMED or any such statutory body if registered.
 - g) Certified copy of Turnover of the last three financial years.

- 2) The Contractor should have the necessary valid licence under Telangana shops and Establishment Act, 1948. It shall also obtain the permission of the GHMC or any other authorities if required under the existing rules.
- 3) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.200/- 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] Any other Act or Legislation which may govern the nature of Contract.

28) The successful 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, EPF & 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.

29) The successful bidder shall execute and submit Integrity Pact on stamp paper of ₹ 500/- as per **Annexure A** in this tender document.

30) All the bidders shall submit an affidavit confirming that the contractor has not been blacklisted by any of the office of Corporation.

31) 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.

32) 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.

33) Those who are eligible for Bonus amount, based on the number of days worked during the year, paid by the contractor or vendor, will be reimbursed to the contractor on production of payment bills/particulars.

34) **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 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 should contain the details like WAGE (BASIC+VDA) +EPF+ESIC, Bank name and bank account number.

The Contractor shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by electronic mode only. Depending on the change in wages as approved by the respective Government authority in respect of Minimum Wages Act, such revised wages are to be paid from such respective month i.e. the Variable Dearness Allowance (VDA) component of minimum wages is revised by the Central Government twice a year, i.e., with effect from 1st April and 1st October, to offset the impact of inflation. Accordingly, during the currency of the contract, the Contractor/Vendor shall be responsible for implementing such revisions and ensuring payment of the revised minimum wages, including the updated VDA, to all deployed workers with effect from the respective effective dates, without any delay.

- Bonus shall be paid as per the Bonus Act, and the same will be reimbursed on submission of proof of payment.
- 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.

35) **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.

36) DISPUTES & DIFFERENCES:

In all cases of dispute, the matter will be referred to the Regional Manager (E&OS) of L.I.C. of India and his/her decision shall be final and legally binding on the contractor.

37) EMD AND SECURITY DEPOSIT:

- a) EMD: The service provider will be required to keep EMD of 2% (TWO) of the contract value i.e. Rs. 1,53,860/-, through the GeM approved Payment System. The MSME/NSIC registered vendors/suppliers are exempt from EMD. They have to upload the Valid MSME/NSIC Certificate in GeM portal for getting such exemption.

b) Security Deposit: The selected Contractor will have to remit **security deposit** of 5% of Bid Estimated Value of the contract through DD drawn in favor of LIC OF INDIA, payable at Hyderabad should be deposited. The amount will be kept with us interest free for the entire period of the contract. The Security Deposit shall be refunded with in 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. Please note that there is no exemption in Security Deposit for MSME/NSIC registered vendors/suppliers.

38) 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. 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.

39) 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.

40) **Payment of wages and Penalty clause for Delay in Payment of Wages:**

The Contractor shall ensure that wages (as per minimum wages act) are credited to the bank accounts of all deployed personnel by the 7th of every month.

Documentary proof of payment (Bank Transfer Details/Statement) must be submitted along with the invoice.

Penalty Clause: If the salary payment is delayed beyond the 7th day, a penalty of ₹100 (Rupees One Hundred only) per person per day of delay shall be imposed.

This penalty will be automatically deducted from the contractor's monthly invoice. Repeated delays (exceeding 3 instances) in wage payment shall be treated as a breach of contract, justifying termination of the contract.

41) **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.

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

We accept all the above terms and conditions.

AUTHORISED SIGNATORY

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

DETAILS OF THE AREA FOR HOUSEKEEPING WORK

The successful Contractor will be required to provide housekeeping services on all working days at the following office premises of the Corporation.

The sweeping and mopping of all the cabins, cleaning of tables and area in and around the workstations of the officials in Jeevan Bhagya building should be completed by 10 am on all working days.

AREA:

1	Jeevan Bhagya Building, LIC Zonal Office	Opp Secretariat, Saifabad, Hyderabad	75000-Sft Approximately and the outside Area of office premises.
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However, before submitting the tender, **the bidder may visit the site where intended services** are to be provided and satisfy himself 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 and the material to be used will be as detailed herein below: -

AT 'JEEVAN BHAGYA' BUILDING

1	Cleaning of lifts, Stair cases, common areas of all floors, Officers room, Ladies Room, Ladies Rest Room in the Canteen hall.	Sweeping and Mopping ---At least twice daily
2		
(i)	Glass doors at main entrance and all floors	Cleaning & wiping--At least twice a day
(ii)	Staircases of All Floors	Sweeping and Mopping---At least twice daily
(iii)	Cleaning of Roof Tops	Monthly twice
(ii)	Cleaning of All Partition panels	Daily once
(iii)	Cleaning of the building from outside	Monthly once
(iii)	Cleaning of sunshades and ground floor entrance top side.	Monthly once
(iv)	Cleaning of Cobwebs inside the building	Monthly twice and as and when they appear.
3	Walls of the lift lobby on the ground floor and walls of all the floors	Daily once.
(i)	Drivers' Room on ground floor	Cleaning and mopping daily
(ii)	Cleaning of all gents & ladies toilets (including attached toilets), urinals, wash-basins, wall tiles, pots, partitions, windows, glasses of toilets, taps/fixtures, etc with good quality of chemicals/detergents and disinfectants on all the concerned floors. The surfaces shall be free of grime, soap mud and smudges.	Daily thrice.
(i)	Cleaning and dusting of work stations, partitions, window glass, sofas, wooden racks, steel cabinets, etc. on all the concerned floors and cabins	Once daily
(ii)	Filling and refilling of (i) Hand wash liquid Soap, (ii) Air Fresheners (stick / round / etc..), (iii) Naphthalene	As and when needed

	Balls / Sani Cubes to deal with bad odour and germs. Hourly inspection of the toilets by Supervisor(s) and undertaking necessary cleaning and moping of the same.	
(iii)	Pump room area on the ground floor.	Weekly once.
4		
(i)	***There shall not be any litter etc. on the floor at any time of the day. Debris, if any, should be disposed off suitably by the Contractor. It should be ensured that the area is free from stench of any kind. After Sweeping and Mopping once as stated above, the said area shall also be sprayed with bleaching powder/ cleaning agent	Sweeping and Mopping--At least once daily
(ii)	Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside and outside	Daily once
5	Replacing garbage bags in all the dustbins in the office areas, common toilets, attached toilets;	Daily Once
(i)	Special cleaning drive as per Govt. directives, or any other occasion(s) as may be decided by the Corporation	As and when required.
(ii)	Special cleaning of glass in the 5 th floor of ZM Chamber	Quarterly once and on receipt of any complaint/ request.
6	Removal and safe disposal of dead rats from the premises.	As and when required

Description/brand of materials to be used:-

Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/wash rooms	Harpic/Domex/Standard Make
Cleaning of floors and walls	Lizol/Domex/Standard Make
Cleaning of toilet windows, mirrors	Collin

Cleaning of WCs, Urinals	Domex/Harpic
Removal of oil/grease stains	Colin
Removal of hard stains from walls of wash rooms and fittings	Harpic/Domex/Lizol
Hand-wash in all toilets	Dettol / Lifebuoy
Cleaning wash basins	Vim liquid and Scotch-brite
Cleaning glass doors, glass shelf, windows of cabins	Colin liquid and glass cleaner/ wiper/yellow cloth
Cleaning glass table tops, coffee tables	Colin liquid and yellow cloth
Cleaning tables, partitions, cupboards	Soap Water/Dusters(checks)
Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases	Lobby/Dry Mop
Mopping floors, lift lobbies, entrance lobbies, toilets, stairs and staircases	Wet Clip Mop
Toilet freshener	Odonil/Garden Fresh/Godrej Air
Plastic dustbins, mugs and small buckets for use (Dustbins with plastic garbage bags)	ISI brand
Sani cubes	Homacol/Odonil/Any other ISI marked brand
Cleaning WCs, Urinals	Toilet brush
Sweeping area, garage area, pump room area, ledges	Hard broom
Wet cleaning of area, pump room area, Canteen gate staircases	Jet pump/ Special Cleaning once in a month using airfield maintenance vehicle(AMV)

If materials/equipments as mentioned in the table above is/are not used, Rs. 100/- per each unmatched/improper material/equipment will be imposed and recovered from the monthly payment reimbursable to the Contractor.

General points about materials for housekeeping:

- i. The description/brand of materials to be used for various house-keeping activities shall be as specified above.
- ii. All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand-wash, liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc. shall be provided and arranged by the Contractor at his/her own cost. All the material used should be of good quality and eco-friendly.
- iii. The Contractor shall arrange for all cleaning equipments such as – Hard brush / soft brush, Soft / Hard duster, Mops, Multi Wash, Dry mops kit, Glass cleaner, WC cleaner, Vacuum cleaner, Jet-pump etc.

- iv. The quality of cleaning material/ equipments may be inspected by us periodically.
- v. In case of any problems relating to plumbing, breakage of pipe etc., the Contractor shall arrange to carry out the necessary plumbing work within 24 hours from the report of problem.
- vi. Dustbins, mugs, small buckets in all office areas toilets (common and attached) shall be provided by the Contractor and replaced as and when informed by LIC to the Contractor.
- vii. Dustbins shall be provided with disposable garbage bags and the same shall be replaced daily.
- viii. The cost of material will be reimbursed on production of the **bills** on monthly basis.

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TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICE AT ZONAL OFFICE, HYDERABAD

TECHNICAL BID

1	Name of the Firm / Agency / Company(attach certificate of Registration)		
2	Name of the Proprietor/ Director of the Firm / Agency / Company with contact no:		
3	Full Address of Registered Office		
	a. Telephone number/s		
	b. Fax Number		
	c. E-mail Address		
4	Full Address of Operating Office/Branch:-		
	a. Telephone number/s		
	b. Fax Number		
	c. E-mail Address		
	d. Account No/IFSC Code		
5	Registration certificate with Labor Department. Pl attach copy.		
6	PAN NUMBER(Attach self-attested certified copy)(Certified copies of IT returns of last 3 Financial Years ie 2022-23, 2023-24, 2024-25 , to be enclosed)		
7	GST REGISTRATION NUMBER (Attach certified copy)		
8	PF REGISTRATION CERITIFICATE - (Copy to be enclosed)		
9	ESI Registration Certificate (Copy to be enclosed)		
10	Work experience of agency in the field of office upkeep and Housekeeping as on the date of publication of bid in GeM portal. Give details of existing clients at Hyderabad, if any, and other places in the following format.		
	Name of the Client	No of workers engaged for Housekeeping	Annual contractual amount of maintenance (in lakhs)
11	Turnover of the Company/Partnership Firm/proprietorship for the FYs 2022-23,2023-24,2024-25. (the turnover of last three years÷3 is to be 50 lacs or more.)	Turnover in Lacs	
	2022-23		
	2023-24		
	2024-25		

St:

Dt:

Seal and Signature of the Tenderer

DECLARATION

1. I, Son/Daughter/Wife of Shri _____, Proprietor/Director/Authorized Signatory of the Firm/Agency/Company mentioned above, am 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 them. The information and documents furnished along with the application are true and authentic to the best of my knowledge and belief. I/We am/are fully aware that furnishing any false information or fabricated documents may lead to the rejection of my/our tender at any stage, in addition to liabilities under the applicable law.

Signature of Authorized Person

Full Name: _____

Seal: _____

Date: _____

Place: _____

BID SECURITY DECLARATION (to be typed on the Firm/Company letter head)

To

The Regional Manager (E&OS)

LIC of India,

SCZO,

Hyderabad.

Sub: Bid Security Declaration.

I / We hereby declare that if I/We withdraw or modify our bid during period of validity of the Corporation has right to suspend/ removal from list/black listed for 1 year to participate in bids.

Signature of the Authorized signatory

Name:

Designation:

Contact Nos:

Land Line No.:

Mobile No.

Date

Place:

Upload the following documents, duly self-attested, along with the Technical Information:

1. Application of Technical Bid and Declaration
2. Attested copy of Firm/Agency/Company Registration
3. Certified copy of the Statement of Turnover for the last three financial years, issued by authorized persons/organizations/authorities
4. Attested copy of PAN/GIR Number
5. Attested copy of last 3 years' IT Returns filed by the Firm/Company
6. Attested copy of GST Registration, Registered at Telangana State.
7. Attested copy of PF Registration Letter/Certificate
8. Attested copy of ESI Registration Letter/Certificate
9. Certified copy of Turnover certificates for the last 3 years
10. Copy of the complete Tender Document uploaded through the ATC Clause in the present bid floated through GeM. This should include all terms and conditions, scope of work, and other general conditions/clauses, with each page duly signed (with seal) by the Authorized Signatory of the Firm/Agency/Company, in token of their acceptance
11. Separate sheet in response to Question No. 10 of the Technical Bid, in the given format, with additional details about the contact person(s)
12. Minimum two experience certificates shall be produced from your clients where the work is completed or is in progress.
13. Address proof of office at Hyderabad.
14. Please go through the Financial Bid attached in the Tender. Pl submit copies of all the necessary documents/certificates as per the Tender documents and there attached all declarations.

Details of Existing Clients (Office Upkeep and Housekeeping Services)

Sl no	Name, Designation of contact person with telephone number and email-id	Area allotted for job and no of persons engaged for housekeeping activity under this contract.	Total Annual Contract Value (in lacs	Since when the contract is awarded

Dt:

Place:

Seal and Signature of the Tenderer

LIC OF INDIA, SC ZONAL OFFICE, HYDERABAD

**Tender through GeM Portal for Office Upkeep and Housekeeping Services at LIC of India,
South Central Zonal Office, Hyderabad**

FINANCIAL BID

Details	Amount	
Basic + VDA Wages per day per person/ caretaker as per Central Act currently in vogue.	Rs. 805-00	
ESI @ 3.25% per person per one day - Employees contribution for ESI is to be deducted	Rs. 26.16	
PF @ 12.00% (15000 x 13% / 22) Employees contribution for PF is to be deducted; to be remitted along with Employer's contribution	Rs.88.64	
Total wages per person per day	Rs. 919.80	
Total wages per person for 22 days	Rs. 20,235.60	
Total wages for 13 persons per month	Rs. 2,63,062.80	
Total wages for 13 persons for 24 months	Rs. 63,13,507.20	..A
Administrative charges of the Contractor / agency: (Minimum charges as per GeM portal is 3.85%)		..B
TOTAL		Total of A + B
GST (as per the rate applicable for this service). GST value= percentage of GST 18%		
TOTAL ESTIMATED VALUE OF THE CONTRACT.		C

The L1 will be decided on the value of
"Total Estimated value of the Contract" ie
"C".

Seal and Signature of the vendor.