

TENDER DOCUMENT
(GeM)
FOR
OFFICE MAINTENANCE
&
HOUSEKEEPING SERVICES
AT LOCATIONS UNDER
JURISDICTION OF

LIC OF INDIA, DIVISIONAL OFFICE SHIMLA,
SDA COMPLEX, BLOCK NO 14-15, SHIMLA-171009 (H.P)



SIGN AND SEAL OF VENDOR

TENDER NOTICE

**LIFE INSURANCE CORPORATION OF INDIA,
DIVISIONAL OFFICE, BLOCK NO. 14-15, SDA COMPLEX,
KASUMPTI, SHIMLA-171009 (HP)
Tel. No.0177- 2629209, 2629210**

Ref: DO/SML/015/OS/HOUSEKEEPING SERVICE TENDER/2026-27

PART-A “NOTICE INVITING TENDER” TENDER DOCUMENT FOR HOUSE KEEPING /ATTENDANT (UN-SKILLED)

Life Insurance Corporation of India, Divisional Office Shimla invites bids under Single Packet Bid System through GeM Portal from reputed licensed Firms/ Organizations/ Vendors/ Companies/ Agencies having administrative as well as operational presence in Himachal Pradesh for Providing HOUSEKEEPING/ CARETAKING/ATTENDANT Services for its premises at LIC of India, Divisional Office, Shimla and various branches/Satellite Offices in Himachal Pradesh.

Earnest Money Deposit as per Bid specification in GeM portal.

Period of issue of Tender will be as per GeM

Last date for submitting bid documents will be as per GeM.

The Bid must be completed in all respects and submitted strictly within the date and time as mentioned in GeM portal along with other tender document. Earnest Money Deposit to be submitted as per GeM specification in the Bid.

Sr. Divisional Manager, LIC of India, Divisional Office Shimla reserves the right to accept or reject any or all offers in full/part without assigning any reasons what so ever. Decision of the Sr. Divisional Manager Shimla will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.

The **GeM Tender** form must be complete in all respect.

All the Pages & Annexure are part of this tender and shall be duly signed & sealed by authorized person of the tenderer.

Date:30/06/2026

Place:Shimla-9



Sr.Divisional Manager



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**INDEX OF INSTRUCTIONS TO
FIRMS/ORGANISATIONS/VENDORS/COMPANIES/AGENCIES SUBMITTING TENDERS FOR
HOUSEKEEPING/CARETAKING/ATTENDANT**

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PART A: NOTICE INVITING TENDER

Life Insurance Corporation of India, Divisional Office Shimla (hereinafter called “**LIC OF INDIA**” or “Corporation”) invites e-tenders under **Single Packet Bid System** through the GeM portal for providing Housekeeping/caretaking/Attendant services at LIC Divisional Office, Block No. 14-15, SDA Complex, Kasumpti, Shimla – 171009 and its branches and satellite offices allover Himachal Pradesh, for a total number of **54 personnel**. The period of contract is initially for one year from the date of execution agreement and issuance of work orders after further review and evaluations it can be renewed further with mutual consent of both the parties to agreement for subsequent **two years** on YLY basis on the same rates, terms and conditions. The Terms and Conditions along with the Tender Notice and all the items mentioned in the table of content i.e. Scope of work, Duties of deployed persons, Tender Schedule and Instructions to bidders, Eligibility Conditions, Technical bid, Financial bid, Affidavit, all other clauses and enclosures will form part of the tender to be submitted by the Bidder to LIC of India.

The applicant or Bidder shall hereinafter be referred to as the Tenderer/ Bidder/ Agency/ Service Provider or Contractor as applicable.

Tender Reference: LIC/SHIMLA/HOUSEKEEPING/2026

1. Date of Issue: As per GeM
2. Last date for submission: As per GeM
3. Contact: os.shimla@licindia.com Tel:0177-2629209/2629210
4. Earnest Money Deposit (EMD): Rs. 2, 60,000/-, (Two Lakh Sixty Thousand) as per GeM rules.
5. Performance Security Deposit: 5% of contract value.
6. The right to accept or reject any application or all applications without assigning any reason lies solely with Sr. Divisional Manager, LIC of India, and Divisional Office Shimla.

PART B – GENERAL RULES AND INSTRUCTIONS TO TENDERERS

Life Insurance Corporation Of India, SHIMLA Divisional Office (hereinafter referred to as “The Corporation”) invites tenders from reputed, licensed organizations / Agencies for Office Upkeep and Housekeeping Services for **LIC OF INDIA, Shimla Divisional Office at SDA COMPLEX BLOCK NO. 14-15, SHIMLA-171009 and its Branches, Satellite Offices, RMF Centre, and Guest Houses located at various locations allover Himachal Pradesh ,as per Annexure D** for a period of **1 year (Twelve Months)** from the date of awarding contract extendable by two more year on yly basis depending upon the experience and at the discretion of Competent Authority of the Corporation. (Please refer to scope of work in instructions to Bidders herein below)

1. The last date and time for submission of tender is as per Gem Specifications. Decision of the Corporation in this regard will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after due date and time given.



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2. The bid shall be valid for the period of **180 days** from the last date of submission of the tender as per Notice issued in this respect.
3. The tender shall be submitted through gem Portal in Single Packet System consisting two parts i.e. Part-I (Technical Bid) and Part- II (Financial Bid).
4. Those Technical bids shortlisted by Gem Portal under Single packet system for technical valuation and which are found to be in order i.e. satisfying all the stipulated conditions for Office Upkeep and Housekeeping and fulfil all conditions laid down by us, financial bids of only such eligible bidders will be opened.
5. Any Contractor submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work etc and quoted accordingly.
6. LIC of India reserves the right to call for missing / additional requirements or otherwise from the applicant at the time of analysis of the technical bids received in response to this notice.
7. Any conditional offer / tender shall not be considered.
8. Any modification in the tender after opening date shall not be considered.
9. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender. A letter of Acceptance and Declaration in format as specified in **Annexure** is to be submitted duly notarized and uploaded in online bid. The successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in the Tender.
10. The Contractor should be a registered body for providing office upkeep & Housekeeping Services having valid requisite license.
11. The Bidders should have experience of at least 3 years in providing office upkeep and Housekeeping Services.
12. The Bidder must have successfully executed/completed at least one single order of 80% of the Estimated Bid value or 2 order each of 60% of the Estimated Bid value or 3 orders each of 40% of the Estimated Bid Value for similar services(s) in last three years to any Central/State Govt. Organization/PSU/Public Listed Company.
- 12(a) The Bidder agency should have minimum 100 Housekeeping staff on roll as on 31.05.2026. EPF/ESI challans pertaining to the Housekeeping staff for last 3 months to be uploaded by the bidder agency.
13. The average Annual Turnover from Housekeeping business during last 3 financial years should be at least ₹ 400 lacs (4 Cr) per annum.
14. The firm / Contractor should be a profitable company. The firm should have made profits in at least 2 out of the last three financial years (**FY 2023-24, 2024-25, 2025-26**).



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15. Copies of contracts/work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

16. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates / registrations / license under various applicable laws including labour laws applicable for the state of Himachal Pradesh. The Contractor shall ensure that none of his employees are paid salary / wages which are less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, **whichever is higher**, for the category of workers employed by them from time to time.

17. The bidders 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 Dept DO, Shimla during office hours between 11 AM TO 4 P.M 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.

18. Mandatory Condition

The Bidder should **comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971** and should enclose the copies of the following:

License from Labour Commissioner to employ contract labour under the Contract Labour Act.

Registration certificate under Employees Provident Act.

Registration under Employees State Insurance Act.

Latest Income tax clearance certificate, if any and PAN Card of the Contractor.

GST registration Certificate under Category "Service"

Copies of Audited Balance Sheets for the past 3 years.

Copy of Shop and Establishment License

The successful bidder shall give an Affidavit on Notarized Stamp paper of ₹.500/- 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.
- k) The Code on wages, 2019
- l) The industrial Relation Code ,2020
- m) The codes on social Security ,2020
- n) The occupational safety, health, and working conditions code, 2020



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The Contractor should have the necessary valid license under Shops and Establishment Act, 1948. It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules. Vendor must have operational Local Office in Himachal Pradesh for last 3 years at least valid proof/ Geo Tag to this effect to be submitted along with Technical bid.

In case of similar lowest rates for more than one Bidders then selection will be done through L1 Auto run L1 selection by Gem portal.

19. The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EFP & MP Act, Industrial Dispute etc. The Contractor will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.

20. The Bidder should not have defaulted in providing similar services and should not have been black-listed with any office of LIC of India or any other establishment. The Bidders should have proper tools & tackles for providing House Keeping Services and all the units under the jurisdiction of Shimla Divisional Office located all over H.P.

21. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the officers so authorized by the Company shall sign the Bid and affix the seal of the company.

22. Any modification/ Corrigendum to tender or extension of tender submission period shall be uploaded on the website of LIC OF INDIA (www.licindia.in/tender) and in Gem portal and shall not be published in any news Paper.

23. All the bidders shall submit an affidavit on duly notarized sworn by the Proprietor or Managing Director/Partner of the Company that they have no criminal antecedents, never black listed by any Govt, Semi- Govt. or PSU and shall not place any staff criminal antecedents.

24) 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.

25) 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.

25a) Only tenders submitted through GeM Portal will be considered. Tenders submitted through any other mode other than GeM will be rejected.

All undertakings/declarations/Notarization on non judicial stamp paper bearing the dates prior to the Bid publishing date will not be accepted.



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PART C – GENERAL CONDITIONS OF CONTRACT

- 1) None of the personnel deployed by the Contractor shall indulge in any act other than that provided under this contract.
- 2) 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.
- 3) 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. While discharging the duties, the contractor shall be responsible for any injuries to persons, damage to building, building structure, streets and footpaths and shall rectify it at his own cost.
- 4) 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.
- 5) 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.
- 6) 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. 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". The Contractor shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Contractor shall keep the Corporation indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to his workers mentioning that the workers are employees of the Contractor. The Contractor shall ensure medical checkup of all the personnel deployed by him, periodically as well as whenever necessary, at his own cost."

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- 7) The Contractor will be responsible for all members of the staff deployed by him and shall obtain police verification of their antecedents. A certificate to this effect shall be furnished by the Contractor to the Corporation before deployment of the staff. Further, in respect of the workers deployed at the Corporation's premises, the Contractor shall submit details such as Names, appointment letters issued by the Contractor, age proof, address proofs & certificate of police verification in respect of all his staff deployed at Corporation's site. The Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.
- 8) 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.
- 9) The personnel deployed by the Contractor should be healthy, neat and clean. They should display good conduct & courteous behavior. They should be in proper uniform and should be provided photo identity cards by the Contractor at his own cost.
- 10) In case of any complaint against any of the personnel deployed by the Contractor, he shall remove such person immediately and arrange for replacement of removed person within 24 hours. The person(s) so removed should not be deployed again or allowed to work in the premises.
- 11) In case of failure of the "service provider to provide the Housekeeping 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.
- 12) 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.
- 13) No residential accommodation shall be provided by the Corporation to Contractor and / or to the personnel deployed by him.
- 14) The contract shall be for a period of One YEAR (Twelve Months) initially. However, the same may be extended by Two year on Year to year basis subject to approval of Competent Authority at the same rates, Terms and conditions.
- 15) The Contractor shall make payment to his personnel as per Minimum Wages Act only by electronic mode. Monthly payments to the Contractor will be made only after submission of certificate mentioning names of workmen, amount paid, name of the bank and bank account number. The names mentioned should only be of those personnel who were actually deployed for providing Housekeeping Services to the Corporation by the contractor. Any violation of the Minimum Wages Act will entail forthwith termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation.

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16) All work must be carried out to the entire satisfaction of the Corporation. If the standard of Housekeeping Services is not maintained to the satisfaction of the Corporation, appropriate penalty will be imposed and the same will be deducted from the monthly bill and / or Security Deposit.

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

PART –D Personnel Required and their Duties

i) Having regard to the area mentioned in **Annexure D** (Area C) of this tender, based on our experience we have arrived at number of manpower resources required to carry out Housekeeping Services job (**Approx 54 in area offices/units (C Area)**) 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. **The number may be increased/decreased by 25% on both/either of the locations from time to time as per our requirement.** Our assessment of manpower requirement is only to provide an equal footing to all the bidders so that they have equal weight age on this factor. Hence, this tender must not have construed as a tender for supply of manpower. It is also reiterated that this tender is inviting offers to provide Housekeeping Services and not for supply or deployment of contract labour

ii) The personnel deployed by the Contractor are expected to provide services as per terms of the contract and their services may also be utilized for any other miscellaneous work such as meetings, conferences or any other day to day works such as providing of drinking water, internal movement of files, shifting of furniture items within the building, packing and unpacking of office files etc in different departments. No specific Education Qualification is required. However, the person should be basically able to read & write in vernacular language Hindi or English and should be familiar with local dialect of the concerned area.

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

iii) The Contractor is required to depute **one SUPERVISOR**.

Role of Supervisor:

- The supervisor will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. They shall receive and comply with instructions issued from time to time by the authorities of the Corporation.
- The supervisor shall be responsible for ensuring cleanliness of premises in all locations.
- The Supervisor shall maintain registers showing deployment of workmen for providing services at different locations. In addition, the Supervisor shall also maintain a daily chart about various house-keeping activities performed by the personnel at different locations. The chart should contain the nature of house-keeping activities carried out, the name of the workmen, and time of completing the activities and should be initialed



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by the Supervisors in token of having verified & ensured satisfactory performance. Such chart shall also be maintained in respect of the weekly house-keeping activities required to be carried out under this Contract.

- d) The Supervisor shall maintain a Complaint Register with a record of all complaints received from different departments and / or forwarded by OS Deptt, Shimla Division. Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned **as per the Penalty clause**. The Register must be shown to the authorized officials of the Corporation as and when demanded by them
- e) The supervisor should maintain liaison with Manager(OS), Branch in charges for smooth processing of the work flow
- f) The Supervisor has to appraise the activities to Office Services department on daily basis.
- g) The supervisor shall be single Point of contact for resolution of all complaints/grievances relating to Housekeeping services.

iv) The workmen deployed by Contractor for Housekeeping jobs should be of sound mind & major.

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.

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. Needless to add, all the workmen of the Contractor entering the Corporation's premises shall be in uniform and required to display their photo identity card issued by the Contractor.

iv) It shall be the responsibility of the Contractor to provide its workmen with all the benefits, remuneration & amenities prescribed under any applicable law.

v) The Contractor shall be responsible to maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions / obligations.



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vi) 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/premises.

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/Branch/Satellite office/Guest houses/Staff quarters etc. The names and contact no. of the Nodal Officer will be provided to the Contractor by the Corporation.

viii) The Contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s) / Official of OS Dept, Shimla Divisional Office/Branch offices/Satellite offices, as the case may be.

ix) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended / postponed.

17 (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

ii) Provide proper neat and clean uniform to all the workmen deployed by him for providing Housekeeping Services and ensure that the same is worn by his workmen during the course of their duties in the premises. **The workmen shall also be provided with Identity card by the Service Provider.** Corporation will not issue Identity Cards to the Housekeeping personnel deployed by the agency and any type of communication from such deployed personnel would not be entertained.

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.

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.

18) 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



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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.

19) 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.

20) 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/penalty as stated below:

PART – E : Scope of Work for Housekeeping services

1) The personnel deployed by the Contractor are expected to provide services as per the terms of the contract and their services may also be utilized for any other miscellaneous work such as meetings, conferences or any other day to day works such as cleaning of office premises, providing drinking water, internal movement and arranging of files, shifting of furniture items within the building, packing and unpacking of office files etc in different departments.

2) The cleaning 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. The contractor shall be responsible for storing and safeguarding his own material at his own cost. Any damage / spoiling of lift / floor caused during such act will have to be made good by the Contractor at his own expense.

3) Deep Cleaning on every third Wednesday of the Month.



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WORKING SCHEDULE

DAILY JOBS:

1. Sweeping and mopping of all cabins & area- twice in a day with Phenyle.
2. Dusting of all furniture, walls, ceiling, curtains, venation blinds early in the morning before 9.30 a.m.
3. Cleaning, Washing & replacing the dustbins after removing the waste material from the dustbins.
4. Dusting and cleaning of doors, windows, glass panes, partition walls, AC machines, water cooler,

Housekeeping work	Work to be done
Division office /Branches/S.O.'s & EDMS Centre located at various places as per annexure	➤ Sweeping and mopping of passage. ➤ Sweeping and wet mopping of reception area, General office Area and Cabins etc with deodorant disinfectants. ➤ Clearing and wet cleaning of waste paper baskets. ➤ Dusting of partitions, doors, walls and Venetian Blinds. ➤ Cleaning of window glasses from inside. ➤ Cleaning of main entrance glass doors/wooden doors. ➤ Cleaning of all ceramic/wooden walls. ➤ Cleaning of wash basin, urinals and mirrors etc. in all the toilets. ➤ Scrubbing and Cleaning of all toilets flooring. ➤ Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins at regular intervals (at least twice a day) throughout the day. ➤ Cleaning of Chambers, cubicles, reception area, service area common area, passages, lift area, pantry etc. ➤ Wet cleaning of staircase of all floors with the help good quality soap. ➤ Cleaning, sweeping and mopping of open terraces. ➤ Sweeping and mopping of fire exit staircase. ➤ Cleaning Office Equipments etc. ➤ Cleaning (Dry) of Car parking area, entire premises within the boundary walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated. ➤ All the waste, garbage collected, malwaetc should be removed from every floor and the premises. ➤ Removal of cobwebs from office premises. ➤ Hourly inspection of Toilets and undertaking necessary cleaning and mopping of the same.

fridge etc.

5. Cleaning toilets, removing stains on floors & walls, keeping air fresheners, filling liquid soap of approved quality in the morning & keeping urinal cubes etc.
6. Cleaning and drying all the toilets at least twice a day.
7. Pantries- removing muck, cleaning and washing of platform drains, sink etc. twice a day.
8. Cleaning of Buckets/Mugs by liquid soap /cleaner on daily basis.
9. Cleaning (Dry) of Car parking area and entire premises within the boundary walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated
10. The waste and the eatables in dustbins and waste papers baskets should be removed daily at regular intervals during office Hours without fail



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11. The entire building area housing the offices (including the basement, and open area) corridors, staircases
12. Cleaning of carpets, curtains & sofa manually with brush.
13. Cleaning of window panes, frames and grills etc.
14. Provision of branded Air freshener spray for the chambers of all managers.
15. Providing good quality (approved list) soaps/liquid soap in good soap dispenser wherever needed, in sufficient quantity, based on consumption/need at all times—to be checked twice in a day.

1 (b)WEEKLY SCHEDULE:

Weekly Schedule under all the mentioned locations for Cleaning/Sweeping shall be as under:

1. Washing of floors with soap/stain cleaner, removing of webs/insects from walls, ceiling, under tables/chairs/cup boards etc. with vacuum cleaner.
2. Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap, stain cleaner.
3. Polishing of floors.
4. Vacuum cleaning of carpets, curtains and sofa.
5. Brass polishing preferably on Saturday.
6. Wet Cleaning of all dustbins and waste paper baskets.
7. Cleaning, sweeping & mopping of all open terraces.
8. Cleaning of ceramic/wooden walls.
9. Wet cleaning of staircase of all floors with the help good quality soap.
10. Sweeping and mopping of fire exit staircase.
11. Cleaning, Sweeping and mopping of all open terraces/roofs in the premises.
12. Removal of all the waste, broken furniture or malwa if any.
13. Cleaning of blockage in Toilets /drainage as and when required.
14. Cleaning of window panes from inside as well as outside (wherever accessible).

Scope of Work of Care Taker

The successful bidder will have to provide complete care taking services to the LIC of India for its guest house as mentioned below. The service provider will have to engage male care taker only in each of the guest house. Care taker will not be allowed to stay with his family in guest house.

The service provider will not change the care taker without prior permission of the competent authority of SHIMLA Divisional Office

Caretaker will be required to render his services for overall functioning, maintenance and satisfactory run of the guest house on behalf of the service provider contractor firm. He will be responsible for overall execution of assigned services and maintenance of various necessary records available at the guest house. The caretaker so deployed, should be capable of maintaining records in Hindi/English. Caretaker shall be responsible for providing comprehensive care taking services and will take care to provide day to day functioning of the guest house, attending to the guests. He will have to serve tea, snacks, etc as per general guidelines and instructions from the authorized officials of LIC of India. The cost of Tea/snacks will be on chargeable basis, and it will be paid by the guests. The necessary kitchen appliances will be provided by LIC of India.



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The Caretaker/service provider shall ensure that inventory items of guest houses are not taken out of the guest house premises without written permission from authorized officials of LIC of India

The care taker shall look after administration of laundry services for all the linen /towels/curtains/quilt covers etc of the guest house and will maintain inventory of all such items. The cost of laundry services will be borne by LIC upon submission of satisfactory bills. The bills would have to be counterchecked and signed by the designated nodal officer of the guest house by LIC. Caretaker will be responsible for taking good care of guest house property and keep up-to-date inventory thereof. The Caretaker shall attend emergency calls, regarding restoration of breakdown of electrical power supply, inverter, cable TV, kitchen appliances, RO/Aqua guard, and water supply/water lifting motor in the guest house and will promptly inform the concerned officials of LIC about the same.

Caretaker will provide clean linen, soap, toilet items etc on arrival of guests for their use in the rooms supplied by LIC of India.

Caretaker to maintain in/out guest register, feedback registers and collect accommodation fee as per norms of LIC . The Caretaker will be responsible for collecting the guest house charges at applicable rates and depositing the same in office immediately after check-out of the guests.

The raw materials for Tea/snacks and other items will be purchased by the service provider contractor firm/caretaker. No reimbursement will be made by LIC and the Caretaker has to collect the amount from the guests at the fixed rates to be decided mutually.

The authorized officials of LIC of India shall check the overall maintenance of guest house, cleanliness, sanitation, quality and quantity of ingredients used for making tea/snacks from time to time.

Caretaker will also ensure proper upkeep of crockery/cutlery/inventory item/food and beverages items etc in the most hygienic manner.

The caretaker will be responsible for day-to-day overall Housekeeping of guest house including the kitchen area and ensure its cleanliness, neatness and proper hygiene at all times during the contractual period.

The Caretaker will take care of overall security and safety of guest house and will not allow any unauthorized person in the guest house. In this connection, he is required to collect the identity card/KYC details of the guests at the time of check-in in the guest house.

The caretaker is required to wear the Uniform provided by the service provider contractor firm and will maintain his personal hygiene and look tidy.

The Caretaker has to be courteous and observe due etiquettes to the guests/officials.



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Crockery items will be provided by LIC of India

Care taker will be required to do the work in shifts.

The above scope of services is illustrative and not exhaustive. The deputed personnel may be assigned any duty/function with regards to the house keeping/maintenance of LIC office premises from time to time (as per the need felt by LIC office)

Any matter/issue in this contract (outsourcing of Housekeeping Services Services) which is ambiguous/not clearly defined/not covered in this tender document will be referred to the Manpower Assessment Committee of the Division for perusal and based on the committee's observations final decision will be taken by the Competent Authority (i.e SDM, LIC of India, Shimla Division) which shall be binding on the service provider.

PART F : WAGES & PAYMENT TERMS

1) PAYMENT TERMS:

The Service Provider/Contractor must ensure that the wages to the Workers are paid on or before 7th of the following Month or 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 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 employer's share, with the appropriate authority.
- (iv) Deposit Challan showing the individual figure of deposit of contribution of ESI of employees and employer's 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 SHIMLA Divisional Office, LIC of India. It should not contain the contribution of PF and ESI of employees of other organizations, or LIC offices



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other than the jurisdictional offices/Branches/SOs/Guest houses etc of SHIMLA Divisional Office, being serviced by the Contractor.

The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages, according to their respective category, viz unskilled / semi-skilled etc.

The Contractor will be paid on monthly basis by NEFT / RTGS only for the services rendered during the particular month for which he shall submit the bill for the agreed amount latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC+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.

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.

PART G : TERMINATION,DISPUTE AND ARBITRATION

Corporation reserves the right to cancel or terminate this contract / agreement by giving one month's notice and 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 ...

- The Contractor abandons the work or
- The Contractor assigns or sublets the work in whole or in part thereof or



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- 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
- 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
- The Contractor persistently disregards the instructions issued by the Corporation or
- The Contractor fails to adhere to the agreed schedule of the work or
- The information submitted by the Contractor in the Tender is found to be incorrect or
- The Contractor fails to perform its obligations as per terms and conditions of the contract or
- The Contractor fails to maintain records / registers as required under the terms of this contract.

If the contractor commits breach of any covenant or any clause of this agreement, LIC may send a written notice to the contractor to rectify such breach within the time limit specified in such notice. In the event of the contractor fails to rectify such breach within the stipulated time, the agreement shall forthwith stand terminated and the contractor shall be liable to LIC for losses or damages because of such breach.

Either party's liabilities for any charges, payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination and such amount (if not otherwise due on an earlier date) shall be immediately due and payable on the termination date.

1. Any dispute arising out of or in connection with this agreement or shall be referred to the Sr. Divisional Manager, LIC of India, Divisional Office Shimla, whose decision shall be final and binding the jurisdiction shall lie in Shimla. The Agency shall not raise any question of competence of the Sr. Divisional Manager to act as sole arbitrator.
2. LIC reserves right for termination for default, subletting, misrepresentation, or for any breach of statutory responsibilities (as detailed under General Conditions).
3. This contract is subject to Shimla Jurisdiction only in the matter of settling disputes arising out of interpretation of the above terms and conditions.
4. 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 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 LIC of India. The decision of the LIC of India shall be final and binding on the Agency in this matter.
5. The LIC of India reserves the right to Remove/ Black list Agency 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 LIC of India. However, any order of blacklisting or removal shall be passed after offering a reasonable opportunity of hearing/show cause to the agency concerned.
6. LIC of India can terminate this Agreement by giving one 30 days' written notice to the Agency without assigning any reason and without payment of any compensation, thereof. However, the LIC of India can give only a 24 hours' notice for termination of this Agreement to the Agency when there is a major default in compliance of the terms and conditions of this Agreement or the Agency has failed to comply with its statutory obligations. In that eventuality the Agency will move out of the premises of the LIC of India with his men and material immediately. This discretion of termination of this Agreement by the LIC of India will be exercised judiciously since the Agency is rendering the essential and utility services. The decision of the Sr. Divisional Manager, LIC of India, and Divisional Office Shimla in this regard shall be treated as final and



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- binding on the Contractor.
7. If during the contract period and/or during extended period of contract the Agency expresses his inability to continue the contract it will be treated as breach of contract and the LIC of India reserves the right to forfeit the Security Deposit deposited by the Agency. If Agency commits breach of any covenant or any clause of this agreement, the LIC of India may send a written notice to the Agency to rectify such breach within the time limit specified in such notice. In the event the Agency fails to rectify such breach within the stipulated time, the agreement shall forthwith stand terminated and the Agency shall be liable to the LIC of India for losses or damages on account of such breach and Security Deposit shall be forfeited.
 8. The agreement may be terminated forthwith if the Agency becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers or Agency enters into an arrangement for the benefit of creditors, and in that case LIC of India shall have the right to immediately terminate the Agreement.
 9. Either party's liabilities for any charges, payments or expenses to the other party which accrued prior to the termination date shall not be extinguished by termination and such amounts (if not otherwise on an earlier date) shall be immediately due or payable on the termination date.
 10. Immediately on completion/termination of the contract, the personnel, shall peacefully vacate the premises and handover to the LIC of India all articles, equipment's, furniture and other fixtures belonging to the LIC of India and entrusted in its custody and shall remove all its stores and effects.
 11. The LIC of India reserved the right to ask the Agency to dismiss from the work any person/employee immediately who may in the opinion of the Competent Authority of LIC of India Shimla DO be unsuitable or incompetent or who may misconduct himself/herself and such person shall not be again employed or allowed to work in campus, and the Agency is bound to suitably replace the staff so dismissed within a week of such communication.
 12. Upon breach by the Agency of any of the terms and conditions governing the Scope of the Tender and/or upon the Agency failing to comply with the directions/orders issued/passed by the local Municipality/Corporation the Government of HP, the Union Government or any other Competent Authorities and /or upon the Agency failing to comply with the requisitions issued by the LIC of India and /or if in the opinion of the LIC of India, the Agency is not performing the House Keeping services activities in a satisfactory manner and /or if the Agency is adjudicated insolvent and/or fails to make any arrangement with his creditors and /or if any attachment or execution is levied on any of the property of the Agency, the Scope of the Tender shall be liable to be terminated.
 13. Whenever the Scope of the Tender is terminated by the LIC of India for any default or deficiency in service, the Agency shall not be entitled for any compensation whatsoever.
 14. If any Complaint received in writing against the Contractor/service agency i.e. less payment of wages is paid by the Agency and not abiding by the tender for engagement of the duty, etc. then it will be viewed seriously and if found this complaint truthful then action will be initiated for violating breach of contract.
 15. Upon expiry of the Contract or termination of the Contract, the Contractor and its workmen shall vacate the premises and handover the same in good working condition.
 16. The Bidder needs to submit a signed Bid Security Declaration on annexure stating that if the bidder withdraws or modify their bid during the period of validity etc., the bid submitted by him/her will be declared void and will be cancelled. Further the bidder will be suspended for the period of Six Months or as deemed fit by the competent authority for participating in any of the tendering /Bidding /Empanelment process initiated by the Shimla Divisional office and name of such bidder will also be informed to higher office for taking necessary action against them.
 17. Any obligations under this agreement which either expressly or by their nature are to continue after termination or expiration of this agreement shall survive and remain in effect.

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B)

DISPUTES & DIFFERENCES:

In all cases of dispute, the matter will be referred to the competent authority at the Divisional Office level and his /her decision shall be final and legally binding on the contractor.

The successful bidder/tenderer shall ensure the following aspects (as applicable) (a) to protect information and asset ownership rights, information technology, data security and protection of confidential information of LIC of India (b) to provide guarantee or indemnity towards his/her commitment including liability for any failure (c) to have contingency planning to provide business continuity for the outsourcing arrangement (d) has to take care that the contract shall neither prevent nor impede the LIC from meeting its respective regulatory obligations nor the IRDAI from the exercising its regulatory powers of conducting inspection, investigation, obtaining information as and when required.

Confidentiality & Security: The outsourcing service provider's security policies, procedures and controls will enable LIC to protect confidentiality and security of Policyholders' information even after the contract terminates. It shall be the responsibility of the outsourcing service provider that the data or information parted to them by LIC under outsourcing arrangement remains confidential. In the event of termination of the outsourcing agreement, the customer data of any data (shared if any) with the outsourcing service provider shall enable retrieval of data by LIC and ensure there is no further use of the LIC's data by them.

The service provider shall facilitate for smooth conduct of periodic inspection/audit by LIC (as per the periodicity required by LIC) OR by the firm authorized/appointed by LIC to examine the compliance of the outsourcing agreement while carrying out the activities outsourced. Measures shall be taken immediately to arrest the deficiencies noted if any in the inspection/audit.

The Outsourcing arrangement do not.

- a) Diminish LIC's ability to fulfill their obligations to policyholders and the IRDAI and do not diminish the obligations of LIC and those of its Board and senior Management to comply with the relevant laws/and regulations
- (b) Impede effective supervision by the IRDAI
- (c) Result in LIC's internal control, business conduct or reputation being compromised or weakened.

PART H : COMPLIANCE WITH STATUTORY PROVISIONS
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INSURANCE AND IRDA REGULATION TO BE COMPLIED:

1. 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 Agency in respect of service outsourced by the LIC of India. It shall be the

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duty of the Agency to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by the IRDAI.

2. In terms of provision of Section 33(4) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) if it considers expedient to do so, may direct any person hereinafter refer to as the “Investigating Officer”, to make an investigation as specified under Section 33(1) or carry out an inspection as specified under Section 33(2) of the Insurance Laws (Amendment) Ordinance 2014 who may examine under oath any Manager, Managing Director or other Officer of the agency where the services are outsourced by the LIC of India.
3. 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, Payment of Wages (Amendment) Act 2019, ESI Act (1948), Employees Provident Fund and Misc. Provisions Act (1952), The Child Labor (Prohibition and Regulation) Act 1986, The code on wages, 2019, The industrial relations code, 2020, The code on social security, 2020, The occupational safety, health and working conditions code, 2020 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 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 State/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 LIC of India with regard to Personnel engaged and deployed by the Agency providing Housekeeping services, the LIC of India shall be entitled to recover the same from the EMD/ Security/Revoking/Bank Guarantee/running bill held with the LIC of India. The Agency would undertake to indemnify and to make good the loss to the extent to the LIC of India, failing which the LIC of India shall be within its right to take appropriate action in law for recovery of the said amount.
4. **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.**
5. The Agency shall have to give a written undertaking as and when asked by the LIC of India that it has complied with all the statutory obligations regarding wage payment as per statutory clause of Labour Act and copy of such challans/receipts/list also has to be submitted.
6. The “Pre-Contract Integrity Pact” will also be a part of the Tender Document, it can be submitted along with the Tender papers at the time of submitting Tender OR can also be submitted later (before commencement of the contract) if the work is awarded to a respective vendor. **The Successful bidder/s shall execute and submit Integrity Pact on stamp paper of 500/- as per Annexure in this tender document.**
7. In the event of failure of the Agency/Service Provider fails to release salary to its personnel in a timely manner, or is found to be violation of any of the terms and conditions stipulated in this agreement, the LIC of India shall have the right, at its sole direction, to terminate the services of the Service Provider either in whole in or in part, without any prior notice. In such circumstances, the Corporation reserves the right to engage alternate service provider to carry out the remaining services as per the original scope of work. Such substitution may be made with retrospective effect, and all costs, losses, damages, or expensive incurred by the



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Corporation for such failure or breach shall be recoverable from the security deposit of the Agency/Service Provider including through adjustment against any pending payments.

PART I : PENALITY CLAUSE

- (i) Uniform is mandatory and should be provided within 15 days of awarding the tender and deployment of personnel. The personnel must be in uniform on all working days, failing which Rs 500/ per person may be imposed/deducted as penalty.
- (ii) If the person deployed remain absent and no substitute is provided and schedule as laid out in the scope of work is not adhered to by the contractor in any or all building/premises in the locations as mentioned in the tender, a penalty of 500/- per day per building/premise in question will be imposed.
- (iii) Delay in resolution of the complaint/delivery of service beyond the stipulated TAT shall be penalized by ₹. 1000/-per day or as deemed fit by the competent authority.
- (iv) Corporation shall impose the penalty without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.
- (v) The agency must ensure payment of wages to all its staffs latest by 7th of the following month without waiting for the settlement of their bills from LIC of India, failing which a penalty of Rs. 1000/- per day will be recovered from the monthly bill at DO level subject to maximum as decided by Competent Authority. In addition to this, the vendor will be liable and compensate for any legal/statutory action initiated and penalty imposed to LIC of India.
- (vi) In case the successful Agency refuses to sign the agreement within the prescribed time, a notice shall be served to them 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 they will be deemed to have abandoned the work. Sr. Divisional Manager, Divisional Office Shimla will be the competent authority to refund / forfeit the EMD amount. Action will also be initiated against such Bidder through Gem and internal proceedings.
- (vii) The Earnest Money Deposit paid by the Agency is liable to be forfeited if after submitting the Tender, the Agency withdraws and/or modifies its Tender or if the successful Agency fails or neglects to furnish the Security Deposit.
- (viii) If at any time, during the operation of this Agreement or thereafter the LIC of India is made liable in any manner whatsoever by any order, direction or otherwise of any Court, Authority or Tribunal to pay any amounts whatsoever in respect of or to any of the present or ex-personnel of the Agency or to any third party, the Agency shall immediately pay to the LIC of India all such amounts and costs also and in all such cases events the opinion of the LIC of India shall be final and binding upon the contractor. The LIC of India shall be entitled to deduct any such amounts as aforesaid, from the security deposit and or from the pending bills of the Agency and if such amount is not fully recovered, the LIC of India shall be entitled to recover the balance amount through legal recourse.



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PART J : EMD & PERFORMANCE SECURITY DEPOSIT

1. The Agency is required to deposit Earnest Money Deposit of the amount of **Rs. 2,60,000/-** through NEFT. In case of unsuccessful bidder, the Earnest Money Deposit paid by the bidder shall be refunded without interest within 30 days from the Date of Work order/Acceptance Letter issued to the successful Agency. For Successful Agency, EMD can be adjusted towards security Deposit. MSMEs registered in NSIC under single point registration are exempted from EMD on production of valid document.
2. The selected contractor will have to remit security deposit of 5% of the Bid Estimated value of the contract immediately on intimation of selection of bid but not later than 15 days from the date of intimation. Performance Security Deposit can also be submitted in the form of Bank Guarantee through any Scheduled Bank Branch situated in Shimla City. The amount will be kept with us interest free for the entire period of the contract. The Security deposit shall be refunded within a period of two months from the date of expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation. In case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security deposit and balance, if any, shall be refunded without interest to the contractor.

Bank Name: AXIS BANK LTD.

Address of Bank: Durga Cottage, Kasumpti, Shimla-171009

Name of Bank Account: LIC of India(I) Div. Office Current A/c No. I

Account No.: 050010200001175

IFSC No.: UTIB0000050

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.

PART K : TECHNICAL BID INSTRUCTIONS**Technical Bid – Important Eligibility & Qualification Points (Summary)**

1. Statutory Registrations & Compliance. The bidder must possess and submit:

- Labour Licence under Contract Labour (R&A) Act.
- EPF Registration Certificate.
- ESI Registration Certificate.
- GST Registration Certificate (Service Category).
- PAN Card.
- Latest Income Tax Clearance/Return documents.
- Udyam/MSME Registration (if applicable).
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2. Labour Law Compliance

- Wages paid to employees must not be less than the applicable Minimum Wages.
- Compliance with Contract Labour (R&A) Act, 1970 and related rules is mandatory.
- Regular deposit of EPF and ESI contributions.
- Proof of EPF/ESI deposits to be furnished regularly.

3. Financial Eligibility

- Audited Balance Sheets for FY 2023-24, 2024-25 and 2025-26.
- Income Tax Returns for the last three years.
- CA Certificate certifying annual turnover of not less than ₹4 Crore in each of the last three years with valid UDIN.

4. Experience Criteria

- Minimum 3 years' experience (from FY 2023-24 onwards) in providing manpower/housekeeping services to Government, PSU or reputed organizations.
- Experience of deploying at least 30 housekeeping personnel in Himachal Pradesh.

5. Office Requirement

- Agency must have an established office in Himachal Pradesh at the time of bidding. Satisfactory Proof required for the same.
- Successful bidder must open an office in Shimla City within one month of award (if not already existing).
- Documentary proof and geo-location of office required.

6. Client Performance Certificate

- Satisfactory Service Certificate from any major existing client.
- Certificate should include contact person, telephone number and email ID.

7. Similar Work Experience (Estimated Bid Value ₹1.30 Crore)

- Bidder must have completed any one of the following during the last 3 years:
- One work of at least 80% of estimated bid value, OR
- Two works of at least 60% each of estimated bid value, OR
- Three works of at least 40% each of estimated bid value.

8. Financial Soundness

- Bidder should have adequate financial capacity and creditworthiness acceptable to LIC.

9. EMD Exemption

- MSME Certificate required for availing EMD exemption.
- EMD exemption as per GeM rules.

10. Manpower Strength Requirement

- Bidder must have minimum 100 employees on payroll as on 31.05.2026.
- EPF and ESI challans to be submitted as proof.



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11. Blacklisting Condition

- Bidder should not be blacklisted by LIC or any Government/PSU organization.

12. Relationship Restriction

- Proprietor/Partner/Director and their family members should not be serving/retired employees of LIC of India.

13. Financial Bid Conditions

- Quoted wages must not be less than Central/State minimum wages (whichever is higher).
- Administrative/Agency charges should not be less than 3.85% of minimum wages (Basic + VDA + EPF + ESI).

14 Other Requirements

- Integrity Pact to be submitted with the bid.
- Bid validity: 180 days from opening of Technical Bid.
- Conditional bids will be rejected.
- LIC may conduct physical verification of office, manpower and documents before final qualification.

Critical Qualification Checklist (At a Glance)

- ✓ Labour Licence
- ✓ EPF Registration
- ✓ ESI Registration
- ✓ GST Registration
- ✓ PAN & IT Returns
- ✓ Audited Balance Sheets (3 Years)
- ✓ CA Certificate with UDIN NUMBER – ₹4 Cr turnover in each of last 3 years
- ✓ 3 Years Experience
- ✓ 30 Housekeeping Staff Experience in HP
- ✓ Office in HP
- ✓ Client Performance Certificate
- ✓ Similar Work Experience (80% / 60% / 40% criteria)
- ✓ Minimum 100 Employees on Payroll as on 31.05.2026



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- ✓ MSME Certificate (if seeking EMD exemption)
- ✓ Not Blacklisted
- ✓ Integrity Pact Submitted
- ✓ Each Page must be signed and stamped.

Important Note: Copies of requisite documents should be uploaded with the name of each document or only pdf of the documents may be uploaded. Without proper name of pdf/word file will not consider.

These are the key technical qualification points that will primarily determine whether a bidder is technically responsive or not.

PART L: - FORCE MAJEURE

i) The Contractor shall not be liable for forfeiture of its performance, security deposits, penalty or termination for default, if and to the extent that delays in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, “Force Majeure” means an event beyond the control of the Contractor and not involving the Contractor’s fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, Act of Government of India in their Sovereign capacity, Acts of War, Pandemic, epidemics, Fire, Floods, Strikes, lock-outs and freight embargoes.

ii) If a Force Majeure situation arises, the contractor shall promptly notify Divisional Office, LIC of India, Shimla, in writing of such condition and causes thereof, within seven (07) working days. Unless otherwise directed by Divisional Office Shimla, in writing, the Contractor shall continue to perform its obligation under the contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the FORCE MAJEURE event.

The Force Majeure condition may also be applicable to LIC in unforeseen extraordinary situation such as a pandemic, requiring certain action (including cancellation of the tender, contract) to be taken by the Competent Authority which are not covered by the Contract and such actions taken due to these unforeseen, extraordinary situations will have to be accepted by the contractor.

Signed before me Notary (SEAL)



SIGN AND SEAL OF VENDOR

ANNEXURE A

Work Experience of Contractor in the field of Housekeeping Give details of the existing clients

Sr. .No.	Name of the Client	Specify whether Financial organization, , Government /Public Sector undertaking / Private organizations	Since when service is provided	GEM/AGRREMENT CONTRACT ORDER	Annual contractual amount of Housekeeping services (In lacs)

Additional sheet can be attached in support

SIGNATURE OF THE VENDOR/AUTHORISED REPRESENTATIVE WITH SEAL



SIGN AND SEAL OF VENDOR

ANNEXURE A1 (With Technical Bid)

DETAILS OF EXISTING CLIENTS in H.P

(Clients with area forHousekeepingcontract IN H.P)

Name and Address of the Company	Name, designation of contact person with telephone no. and e-mail ID	Date of award of Contract	GEM/AGRREMENT CONTRACT ORDER	Number of workmen and supervisor deployed	Total Annual Contract Value (In lacs)

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

SIGNATURE OF VENDOR/AUTHORISED REPRESENTATIVE WITH SEAL



SIGN AND SEAL OF VENDOR

ANNEXURE B – TECHNICAL BID

SML/OS/HOUSEKEEPING/TENDER

Name of the Agency/ Firm / Contractor / Company (in BLOCK letters) (Attach certificate of Registration)	
Status of the Agency (whether Sole Proprietorship firm/Partnership firm/Pvt Co.	
Date of Incorporation/Establishment	
Name of the Proprietor/ Director of the Firm / Contractor / Company	
Are you having office in HIMACHAL PARDESH ? Must give Full Address of Registered Office of H.P. from Last three Years (with Tel Nos/Email Address	
Full Address of Head/ Operating Office /Branch (with Tel Nos/Email Address	
Name of contact person with designation who would be calling on us and attending to our jobs and contact phone No.	
Name of your Bankers with addresses & telephone Nos. (Attach certified copy of A/c statement of last 3 years) <u>Enclose certificate from Banker</u> stating Date of opening of account, Average balance, OD Limit etc) Name of the beneficiary: Beneficiary A/c No: Account Type (Saving/Current) Beneficiary Bank branch: MICR code/IFSC code Beneficiary contact no/Email id if any	
Total No. of Housekeeping staff on roll (as on 31.05.2026)	
Whether holding Certificate under Shop & Establishment Act duly renewed Registration No. Date: Validity :	
Valid Licence No. under Contract Labour (Regulation & Abolition) Act, 1970 & Contract Labour (Regulation & Abolition) Central Rules, 1971 Registration certificate with Labour Department	
Is the Firm/Company registered for MSME with Director of	



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Industries/District Industries centre as Manufacturing/Service Enterprise or registered with National Small Industries Corporation (NSIC) under single point vendor registration scheme. If yes submit latest and valid certificate	
Whether the firm is blacklisted or debarred by any Central/State Govt Ministry/Deptt/Autonomous body/PSU or any criminal case is registered against the firm or its owner/partner anywhere in India (an undertaking on non-judicial stamp paper of Rs 100/ value , as per Annexure original may be submitted with LIC of India. A scanned copy of the undertaking must be uploaded and placed with the online bid	
Annual Turnover of the Company during preceding three years (Attach certificate issued by the CA with UDIN NUMBER, ITRs for the Assessment years & P&L Account & Balance sheets, Turnover)	FY 2023-24 _____ lacs FY 2024-25 _____ lacs FY 2025-26 _____ lacs
Experience certificates for works executed /completed during last 3 years with Central /State Govt. Ministry/Depts. /Autonomous body/PSUs. Attach self-attested copies of the on-going contracts/completed contracts (Annexure- A/A1)	
ESI Registration NO	
Employees Provident Fund Registration No.	
Registration under MSME/NSIC or the District Level Authority	
GST REGISTRATION NUMBER UNDER CATEGORY 'Service" (Attach certified copy) Name _____ State (complete State Name) _____ State code _____ PAN Number _____ GSTIN No. _____	_____ _____ _____ _____ _____

AUTHORISED SIGNATORY

NAME/DESIGNATION DATE:

AND SEAL OF THE FIRM/COMPANY



SIGN AND SEAL OF VENDOR

ANNEXURE C – FINANCIAL BID
SML/OS/HOUSEKEEPING/TENDER

FINANCIAL BID FOR OFFICE UPKEEP & HOUSE KEEPING SERVICES

Minimum Wages shall be based on the prevailing Central Act w.e.f. 01.04.2026 which is Rs.556/- per day per personnel. (As per latest Government Notification No 1/16 (5)/2025 - LS-II, Dated 30.03.2026 or as per Latest Revision, if any for locations (under jurisdiction of Shimla Divisional Office Area "C"))

Rates in Rs.	For Offices in Shimla Division	
Components	Charges for 1 unskilled person per month (26 days)	Charges for 1 Reliever for 04 Days
	Col -I	COL- II
1) Minimum wages(26 days@556/- per day)		
2) EPF as per Central Government Guidelines @13%		
3) ESI as per Central Government Guidelines @3.25%		
4) SUB TOTAL- A (1+2+3)		
5) Administrative/Service Charges to be quoted by the bidder subject to minimum @ 3.85%	@	@
6) Service Charge Amount		
7) Total of (4 + 6) - B		
8) GST on (B) @18%		
7) Total (7 + 8) C		
8)Monthly Cost for (51 Nos personnel – D)		NA
9) Monthly Cost for 3 Relievers, 4 days per person, total 12 days in month (E)	NA	
10) Total Cost 12 Months of 8 (D) & 12 Months of 9 (E)		
TOTAL ANNUAL COST OF ALL PERSONNEL (10) (COL –I + COL - II)		



SIGN AND SEAL OF VENDOR

Declaration by Bidder for Financial Bid: -

I/We have carefully examined the tender conditions and agree to abide by all terms and conditions of the tender. The rates quoted above include all statutory obligations and are valid for the period stipulated in the tender document.

Authorized Signatory

Signature: _____

Name: _____

Designation: _____

Name of Firm/Agency: _____

Date: _____

NOTES: -

1. This Financial Bid Format has been designed for the purpose of evaluation and comparison of bids based on the prevailing minimum wages and statutory contributions applicable on the date of tender. The minimum wages indicated in the Financial Bid are based on the latest notification issued by the Chief Labour Commissioner (Central), Government of India, **File no. 1/6(5)/2025 - LS-II dated 30.03.2026**
2. and shall be revised as per subsequent notifications issued during the currency of the contract.
3. EPF, ESI and other statutory contributions shall be payable as per the provisions of applicable labour laws and Government notifications issued from time to time.
4. Service Charges quoted by the bidder shall include all administrative expenses, supervision charges, uniforms, identity cards, profit, overheads and all other incidental expenses required for satisfactory execution of the contract.
5. The bidder shall ensure compliance with all labour laws, statutory regulations and contractual obligations during the contract period.
6. Monthly payment shall be made based on the actual number of personnel deployed and certified by the officer-in-charge, subject to submission of documentary proof of payment of wages and statutory dues including EPF and ESI.
7. For evaluation purposes, the wages indicated in the Financial Bid have been calculated by multiplying the notified daily wage rate by 26 days for regular personnel's and 4 days for relievers (where ever applicable).
8. The successful bidder shall be responsible for payment of minimum wages and all statutory dues to the deployed personnel in accordance with applicable laws.
9. The Total Annual Cost quoted in the Financial Bid shall be considered for determination of the L-1 bidder
10. In the event of a tie among L-1 bidders, the successful bidder shall be determined through the auto-selection mechanism provided in the GeM Portal, and the result so generated shall be final and binding on all participating bidders.



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ANNEXURE: D

LIFE INSURANCE CORPORATION OF INDIA, DIVISIONAL OFFICE, SHIMLA

MAN POWER REQUIRED FOR HOUSE KEEPING SERVICES FOR AREA "C" AREA Immediate after Agreement.

SN	NAME OF OFFICE	ADDRESS	Total Area Sq. Ft.	NO. OF PERSONS REQUIRED		
				Sweeping and Cleaning	Office Attendant	GH Caretaker
1.	Divisional Office, Shimla	SDA Complex, Block No. 14-15, P &GS, Kasumpti, SHIMLA-171009	21181	2		
2.	Guest House Shimla	Keleston, Shimla-171001, Palampur, DharamShala	1100	1		3+1 (Reliever) =4
3.	BO Shimla-1	LIC OF INDIA OF INDIA JEEVAN JYOTI THE MALL, SHIMLA-1	9283	1		
4.	BO Shimla-II	THROACH BHAWAN, DINGU MANDIR ROAD, SANJAULI SHIMLA-171006	2982	1		
5.	CAB Shimla	OLD SBI BUILDING, LAKKAR BAZAR SHIMLA, HP-171001	2059.98	1		
6.	CLIA Shimla	SO CLIA, Jeevan Jyoti The Mall Shimla-171001	1122	1		
7.	P&GS Shimla	SDA Complex, Block No. 14-15, P&GS, Kasumpti-9	1500	1		
8.	SO Rohru	JANKIDASS COMPLEX, A.AC PARK, ROHRU DT. SHIMLA -171207	1128	1		
9.	BO Solan	HIMUDA COM. COMPLEX, SAPROON, SOLAN, HP-173211	4340	1		
10.	SO Arki	PATHAK NIWAS, VPO ARKI, DT. SOLAN, HP	1470	1		
11.	BO Bilaspur	PLOT NO. 3 & 4, HOUSING BOARD COLONEY, BILASPUR, HP	10324	1		
12.	EDMS Bilaspur	PLOT NO. 3 & 4, HOUSING BOARD COLONEY, BILASPR, HP-	1100	1		
13.	SO Sarkaghat	SO SARKAGHAT, DISTT. MANDI, HP-	1224	1		



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14.	BO Kullu	HOUSING BOARD COMPLEX, BIASA MOAR, KULLU, HP-175101	3972	1		
15.	SO Manali	SNOW MOUNTAIN BUILDING, MANALI, DT. KULLU, HP	1388	1		
16.	BO Sunder Nagar	BHOJPUR, SUNDER NAGAR, DT. MANDI, HP-174002	4747	1		
17.	SO Karsog	SUNRISE BUILDING VPO & TH KARSOG DT MANDI HP	1218	1		
18.	BO Mandi	Durga Cottage Near GPO, Mandi- 175001	5760	2	1	
19.	SO Joginder Nagar	SO LIC OF INDIA Of India Near Hotel UHI Joginder Nagar, Distt. Mandi, HP-176120	1111	1		
20.	BO Hamirpur- 1	Branch Office, Satya Shopping Complex, New Road Hamirpur, HP – 177001	6382.83	1		
21.	SO Barsar	GARLI CHOWK, THE. BARSAR, DISTT.HAMIRPUR, 174305	1165	1		
22.	BO Hamirpur- 2	BRANCH OFFICE UNIT 2 HAMIRPUR, HP-177001	4419	1		
23.	SO Nadaun	TRIMURTI MARKET, JAWALAJI ROAD NADAUN, DT. HAMIRPUR- 177033	1201	1		
24.	CLIA Hamirpur	SO CLIA SUHARU COMPLEX DAYANAND CHOWK HAMIRPUR, HP-177001	961	1		
25.	BO Dehra	NEAR BUS STAND, DEHRA GOPIPUR DISTT.KANGRA-177101	5046.87	1		
26.	BO Palampur	JEEVAN JYOTI BUILDING, NEAR IPH OFFICE, PALAMPUR, DISTT.KANGRA, HP- 176061	7384	1		1+1(Reliever)=2
27.	SO Baijnath	PANDOL ROAD, NEAR BUS STAND BAIJNATH, DT KANGRA-HP	1211	1		
28.	SO Jaisinghpur	KACHHAL JAGIYAN, LIC OF INDIA OF INDIA, JAISINGHPUR, DISTT. KANGRA.HP	1347	1		
29.	BO Nurpur	JEEVAN JYOTI, NIYAZPUR, NURPUR DT. KANGRA, HP-176202	7948	1	1	
30.	SO Jawali	Main Bazar-Lubh-Kehrian, P.O.Makran,Teh. Jawali, Distt. Kangra HP-176023	1466	1		
31.	BO Kangra	LIC OF INDIA OF INDIA, JAI HOTEL BUILDING, KANGRA HP- 176001	4238	1		
32.	BO Dharamshala	OPP WAR MEMORIAL CIVIL LINES DHARMSALA, DT KANGRA HP 176215	6095	1	1	1+1 (Reliever)=2


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33.	BO Rampur	RAMPUR BSHESHAR, DT. SHIMLA, HP-	3756	1		
34.	SO Reckongpeo	CFATARIA ROOF, RECKONGPEO, DISTT. KINAUR, 172107	1200	1		
35.	BO Parwanoo	HPMC ROAD, SECTOR 2, PARWANOO, DISTT SOLAN, HP- 173220	3957	1		
36.	BO Paonta Sahib	C/O Sh. Guru Gobind Singh Complex, Paonta Sahib, Distt. Sirmour, HP- 173025	3064.87	1		
37.	BO Nahan	HOTEL CITY HEART, FIRST FLOOR, NEAR CHOWGAN, NAHAN, HP	3766	1		
38.	BO Amb	UNA ROAD AMB, HP-	3689	1		
39.	BO Una	ABOVE SBI MOHALLA GURUSAR UNA, HP-	4382	1		
40.	BO Nalagarh	JeevanJyoti, H.B.A. NO-139/3, Opp. Police Station, Baddi Road, Nalagarh, HP-174101	9678	1		
41.	BO Chamba	LIC OF INDIA OF INDIA NEAR NAYYAR PALACE UPPER JULLAKARI DISTT. CHAMBA, HP- 176310	4998.75	1		
Total			160755	43	3	8

However, before submitting the tender, the bidder may visit the site where intended services are to be provided and satisfy him as to the area requiring Office Maintenance and Housekeeping Services at the site. No claim on this account shall be entertained by the Corporation under any circumstances subsequently. The Bidder should also cater to the manpower requirement of our mofussil centers as per the above table.

TOTAL 54 Persons required at various locations mentioned in Annexure. "D"

Timings for All Housekeeping personnel at all locations – 8 hours' duty OR as per the requirement of the individual location/premises/building etc)

Minimum Age: 18 years completed.

Maximum Age: As permissible under labour laws for mentioned category.



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ANNEXURE- E

UNDERTAKING BY THE CONTRACTOR (ON AGENCY LETTER HEAD)

I/We hereby certify that:

1. Full man power will be engaged on daily basis for housekeeping/maintenance of all the building to be done as per given schedule or as per instructions of Officer-In-charge.
2. I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.
3. I/We have specified the number of persons to be engaged daily (man-power) to execute all the scope of work as mentioned above at LIC of India Divisional office Shimla and branches under jurisdiction of Divisional office Shimla.
4. I/ We agree that the payment will not be made for the work not carried out by the contract or in any of the above areas.
5. The House keeping supervisor will check daily, liquid soap filling in soap dispenser, Toilet tissue paper in toilets, Naphthalene balls in Wash Basins, Urinal pots, & at necessary places, Air purifier tablets of specified brands in Toilets, Day to Day emptying of Dust Bins, Garbage & other waste material, etc.
6. Waste material will be collected in polyethylene bags/substitute as approved by State govt. & disposed in to the Municipal corporation vehicle/waste bins.
7. I/We agree for daily disposal of biomedical and non-biomedical waste at required places.
8. Our personnel will not use any type of Intoxications.
9. I/We agree for the bill's payment on monthly basis.
10. I/We agree to pay minimum wages as per Labour Enforcement Authority.
11. I/We agree to pay current minimum wages as per the Labor Enforcement Authority + PF + ESIC+Bonus etc. Payment will be made on or before 7th day of following month.
12. Substitute will be made available as and when required
13. Name a well versed supervisor from amongst the team of Housekeeping personnel.
14. Two sets of Uniforms + Identity Card + 1 Pair of Safety Shoes will be given to all the workers within 15 days of award of work and it will be replaced as and when required.
18. I/We will abide by all statutory requirement of Municipal Corporation, Anti Malaria, Pollution Control etc. and its sole responsibility of the Contractor and LIC of India Divisional office Shimla will not be responsible. The agency/contractor will have to sort out all statutory requirements without involving LIC of India.



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ANNEXURE-F

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of 2026. , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" JeevanBima Marg Mumbai 400021. (hereinafter called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s represented by Shri..... (Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure for **LIC OF INDIA, SHIMLA Divisional Office at SHIMLASDA COMPLEX, SHIMLA and its branches, Satellite Offices, RMF Centre and Guest Houses in H.P** and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

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

Enabling the BUYER to obtain the desired said stores/equipment/item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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



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1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDER.
- 1.3 All the officials of the BUYER will report to the “**Chief Vigilance Officer**” of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

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

2. Commitments of BIDDERS

- 2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
- 2.2 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.



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- 2.4 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERs or associates.
- 2.5 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract
- 2.6 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.7 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.8 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 2.9 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.0 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.1 The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.2 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.3 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

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- 3.4 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.5 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.6 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.



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- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

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

6. Independent Monitors:

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor(s):

(1) Shri Sanjay Kumar Srivastava, IAS(Retd, C-II 2475, Vasant Kunj, New Delhi -110070

Email address: Srivastava.sk001@gmail.com

(2) Shri. Jose T Mathew, IFS(Retd)

House No 37/930, Ebrahim Pillai lane,

Via Kakkanad, Thrikkakara-682021

Dt- Ernakulam, Kerala

Email Address: jtm507@gmail.com

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

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



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

6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the **Executive Director (E&OS), LIC**.

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

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recues himself / herself from that case.

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

6.8 The Monitor will submit a written report to the **CEO (MD), LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

6.9 If the Monitor has reported to the **CEO (MD), LIC**, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the **CEO (MD), LIC** has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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



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9. Other Legal Actions: The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium member. Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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

11. The parties hereby sign this Integrity Pact at..... on.....

BUYER/BIDDER

Name of the Officer:

CEO:

Designation /Deptt.

Witness

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

2..... 2.....(Note: Bidder/Seller/Service Provider
Stores/equipment/item/service . Bidding process/ bid evaluation/process of availing services appropriate word may
be used where ever applicable without altering the purpose /desired intention of the clause.)



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ANNXURE-G

DECLARATION & LETTER OF ACCEPTANCE

(TO BE UPLOADED ON NON JUDICIAL STAMP PAPER AND ATTESTED BY NOTARY)

1. I, _____ Son / Daughter / Wife of Shri. _____
Proprietor / Director /Authorized Signatory of the Firm/ Contractor/
Company mentioned above is competent to sign the declaration and Execute this Tender Document
2. The agency has not been blacklisted /debarred by Central/State Govt. Ministry/Depts. Autonomous Body/ PSU and has no criminal case / ongoing investigation is pending against the firm/owner/ partner of the agency on grounds of moral turpitude or for violation of law in force.
3. NO child labour is engaged by the agency.
4. Proprietor or Managing Director/Partner of the Company that they have no criminal antecedents.
5. The agency shall not disclose any data without prior permission from the competent authority of LIC of India The information / Documents furnished along with the application are true and authentic to the best of my knowledge and belief. I / We am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate Law
6. I have carefully read and understood all the terms and conditions of the NIT and undertake to abide by them. I/we, am/are fully aware of the fact that furnishing of any false information/fabricated document and not abiding the stipulated terms and conditions of the bid would lead to rejection of my bid / award at any stage and entail forfeiture of bid EMD /performance security as the case may be, besides liabilities towards prosecution under appropriate law.

Signature of Authorized person

Date: -

Full Name: -

Place: -

Seal: -



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ANNEXURE- H

Bid Security Declaration Form

To,

The Sr. Divisional Manager,
LIC of India,
Divisional Office, SHIMLA

Sir,

Sub: Tender for Office Upkeep and Housekeeping Services at offices/branches of the LIC, SHIMLA DO

1. I/We, the undersigned accept that I/We as M/s _____ may be disqualified from bidding for any contract with you for a period of 3years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We
 - a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
 - b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidder.
2. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder;
3. I/We declare that I am the authorized person of to make the declaration for and on behalf of Letter of Authority for executing declaration is enclosed

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of: (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)



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

Application of Technical Bid and Declaration
Attested copy of Firm/ Contractor /Company Registration
Valid proof from having office in Himachal Pradesh.
Certified copy of the statement of Bank Account of the Firm/ Contractor/ Company for the last 3 years (FY 2023-24, 2024-25, 25025-26).
Attested copy of PAN/ GIR Number
Attested Copy of last 3 years IT Returns filed by Firm /Company (FY 2023-24,2024-25,2025-26), Turnover
Attested copy GST registration
Attested copy of PF Registration letter / Certificate
Attested copy of ESI Registration letter / Certificate
Certified Document in support of entries in column of Technical Bid Application
Certified copy of Profit and Loss Accounts
Copy of the terms and conditions in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Contractor/ Company in token of their acceptance.
Validity Certificate for MSME/NSIC
Experience Certificate, Annexure **A/A-1 to be enclosed with technical bid.**
Undertaking by the bidder as per **Annexure-E**
Integrity Pact as per format provided in **Annexure F**
Letter of Acceptance and Declaration as per **Annexure G** (on a non-judicial stamp paper of ₹. 100/- duly notarized)
Bid Security Declaration (**Annexure –H**)

Important Note: Copies of requisite documents should be uploaded with the name of each document or only pdf of the documents may be uploaded. Without proper name of pdf/word file will not consider.



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