LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE, BATCHUPET, MACHILIPATNAM – 521 001

TENDER DOCUMENT

For Providing

Housekeeping & Maintenance Services
At
STC, MACHILIPATNAM

Number of Pages are 40 (Forty)

Each Page of the Tender Document must be Signed & Stamped by the Tenderer
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NOTICE INVITING TENDER

Sr. Divisional Manager, Life Insurance Corporation of India, Divisional Office, “Jeevan Prakash”, Batchupet, Machilipatnam - 521001 (hereinafter referred to as DO, Machilipatnam) invites tenders under two bid system for **Housekeeping & Maintenance Services at STC, Machilipatnam for a period of Two Years extendable up to three years**, in a sealed cover from reputed licensed Organizations/Individuals having sound financial capacity and proven track record of at least 3 years in the field with an annual turnover of Rs.15 lakhs and above to large training institutions/colleges etc. and having their head / operating offices in Krishna / Guntur Districts of Andhra Pradesh.

Tenderer / Bidder should meet the criteria stated in the tender document. Otherwise the bid shall be rejected.

1. The tender document can be downloaded from the website [www.licindia.in](http://www.licindia.in) up to **26.02.2018**.
2. The tenderer need to pay a non-refundable Demand Draft of Rs.250/- (Rupees Two Hundred Fifty only) drawn on any scheduled Bank in favour of “Life Insurance Corporation of India”, payable at Machilipatnam which must be enclosed with the Technical Bid (Part-I).
3. Each tender must be accompanied with an Earnest Money Deposit (EMD) in the form of a Demand Draft for Rs.25,000.00 (Rupees Twenty Five thousand only) drawn on any scheduled Bank in favour of “Life Insurance Corporation of India”, payable at Machilipatnam. No other form of payment will be accepted for submission of EMD. The said Demand Draft towards the earnest money must be attached with the Technical Bid (Part-I). At the back of the demand draft, the name of the Tenderer should be clearly written with the caption "Providing Housekeeping & Maintenance Services at STC, LIC of India, Machilipatnam".
4. However firms which have been valid registration as MSEs either with NSIC or Director of Industries(DI), District Industries Centre(DIC) need not pay the tender fee & EMD on submission of proof of such registration along with the technical bid.
5. Tenders should be submitted in the form of two bid system viz. 1 sealed cover super scribed as ‘Technical Bid’ along with enclosures and another sealed cover super scribed as ‘Financial Bid’. These two individual sealed covers are to be kept in a single big sealed cover super scribed as “**Tender for Housekeeping & Maintenance Services at LIC of India, STC, Machilipatnam**” with the name, address and telephone number of the Tenderer at the bottom of the cover on the left. The complete sealed tender addressed to Sr. Divisional Manager, L I C of India, Jeevan Prakash, Divisional Office, Batchupet, Machilipatnam - 521001 should be dropped in the locked tender box available in E&OS Department, Divisional Office, Machilipatnam or send through post so as to reach the above office, **up to 5.00 pm on or before 26.02.2018**. DO, Machilipatnam shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.
6. Tenders are not transferable under any circumstances
All information with regard to any modification / amendment / extension of dates etc. in respect of this tender, till the entire process is completed, shall be uploaded on LIC’s website www.licindia.in.

Important information for tenderers:

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<td>1</td>
<td>Issue of tender document</td>
<td>05.02.2018 to 24.02.2018</td>
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<td>2</td>
<td>Tender document Fee (Non-refundable) Through Demand draft payable at Machilipatnam</td>
<td>Rs.250.00 (Rs. Two Hundred Fifty only)</td>
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<td>Last date &amp; time for submission of Tender</td>
<td>26.02.2018 up to 5.00 pm</td>
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<td>4</td>
<td>Date &amp; time of opening of Technical Bids</td>
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<td>5</td>
<td>Earnest Money Deposit (EMD) Through Demand Draft payable at Machilipatnam</td>
<td>Rs.25,000.00 (Rupees Twenty Five thousand only)</td>
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Sr. Divisional Manager, Divisional Office, LIC of India, Machilipatnam, reserves the right to reject any or all of the tenders in part or full without assigning any reason(s) whatsoever.

Sr. Divisional Manager
Divisional Office, Machilipatnam
Eligibility Criteria

The basic pre-qualification/technical qualification criteria to be filled by the applicant are appended:-

1) The applicant for tender must be a Registered/Licensed Organization Public Ltd. / Private Ltd. /Partnership Firm/Sole Proprietor/Individual having their head / operating office in Krishna / Guntur Districts of Andhra Pradesh.

2) The applicant must have a proven track record of minimum 3 years with reputed clients in rendering Housekeeping service.

3) The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.

4) The applicant must have an annual turnover of Rs.15 lakhs (Fifteen Lakhs rupees only) and above during the last three Financial Years.

5) a. The applicant must produce relevant documentary evidence along with the tender application form.
   b. Non-disclosure of relevant information or furnishing of incorrect information / documents shall lead to disqualification.

6) The applicant must not have been at any time declared as insolvent or convicted for any offence.

7) The applicant shall comply with all the requirements of labor laws; obtain all licenses / approvals / permissions to carry on the business of Housekeeping & Maintenance services.

8) The applicant must not have been prosecuted or suffered any penalty for violation of any labor laws by any Authority.

9) The applicant should not have rescinded/abandoned any Housekeeping contract awarded by any of his clients before the expiry of prescribed period of contract.

10) The applicant 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 the applicant.

11) The applicant has not suffered any disqualification to render the Housekeeping services at any time in respect of matters not enumerated herein.

12) The contractors, who have already rendered services at STC, shall be allowed to participate provided their work records are impeccable.

13) The applicant should not be a party to any cartel at any time for processing any Contract including the present Tender.

14) The tenderers are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender.

15) DO, Machilipatnam is not responsible in any manner for the postal delay / loss / non-receipt of the tender.

16) The validity of the tender shall be for period of at least six months (180 days) from the date of opening of the tender.

17) The tender should be submitted so as to reach DO, Machilipatnam on or before the date and time specified in the covering letter.

18) The rates to be quoted shall be inclusive of all i.e., providing Housekeeping & Maintenance services inclusive of all taxes, charges, levies etc., if any. Income Tax will be deducted as per the applicable rates from time to time.
19) Corrections, if any, in the quotation should be duly authenticated with full signature.
In case of any arithmetical errors in Financial Bid, the same will be corrected
ASSUMING that the basic quotes / bifurcated rates are correct.
20) The quotation should be either typewritten or neatly and legibly hand written in dot-
pen.
21) Technical Bid & Financial Bid should be placed in separate individual sealed covers and
these two individual covers should be placed in another sealed cover. Quoting of price
openly or submission of Financial Bid along with Technical Bid without putting in a
separate sealed cover shall result in disqualification of the tender.
22) Any tender not complying with eligibility criteria and requirements either wholly or
partially shall be liable for rejection.
23) The successful tenderer will be required to deposit an amount equal to ten percent
of the CONTRACT VALUE, MENTIONED IN THE FINANCIAL BID, by way of a crossed
A/c payee demand draft favouring LIC of India, drawn on any scheduled bank
payable at Machilipatnam, towards Security Deposit. This deposit will be refunded
only on successful completion of the agreement period. No interest will be payable on
this Security Deposit. The EMD of the successful tenderer will be adjusted to such
Security Deposit, allowing the tenderer to deposit the balance amount. The security
deposit shall remain with the STC in its account but the successful tenderer shall have
no right to claim interest over the security deposit. The Competent Authority shall
have the right to deduct out of the above security deposit any amount for which the
contractor may become liable hereunder and shall refund the balance amount if any
to the contractor after the termination/completion of the term of the contract. If the
contractor fails, in course of the agreement period, to comply with the terms and
conditions of the Agreement, the security deposit may be forfeited in full or in part as
decided by the Competent Authority.
24) If the successful tenderer fails, in course of the agreement period, to comply with the
terms and conditions of the Agreement, the Security Deposit may be forfeited in full
or in part as decided by the Competent Authority i.e., Sr. Divisional Manager,
Divisional Office, Machilipatnam.
25) The Competent Authority reserves the right to change the relevant dates; to accept or
reject all or any of the applications; to accept any higher bid; or cancel all tenders
without assigning any reasons whatsoever.
26) Any dispute arising out of or relating to this tender shall be deemed to have arisen in
Machilipatnam and shall be subject to adjudication of a competent court in
Machilipatnam.
27) The applicant must furnish an appropriate declaration in respect of the terms and
conditions
Instructions to the Tenderers

(The Tenderer/Bidder must go through the complete Tender Document—Technical Bid and Financial Bid including Terms and Conditions and Annexures there to and understand his/their responsibilities and obligations there under)

1) The Training Centre is having two blocks - Hostel Block and Administrative Block. The Hostel is having 32 rooms with attached toilets for the participants, 02 rooms for guest faculties with toilets, a Recreation cum TV room, 1 store room, all corridors, open terrace and toilets etc. The Administrative Block is having Principal’s Chamber and Secretariat, Library, 1 Administration Department, 1 Server room, 6 Faculty Rooms, 03 Lecture Halls, 3 syndicate Rooms, 1 Auditorium, 5 toilets, all Corridors of two floors, car parking, generator room, open terrace, entire open area with in the campus of STC and Officers’ Quarters common area adjacent to administrative block of STC, approach road starting from main gate to 2nd gate of STC, entire quarters open area adjacent to STC. However, before submitting the tender, the tenderer may visit the site where intended services are to be provided and satisfy himself/ themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by Divisional Office / STC, Machilipatnam under any circumstances subsequently.

2) Each 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.

3) All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled.

4) The list of documents to be attached with Technical Bid is mentioned in Annexure-I (Checklist for documents). Financial Bid envelope (Part–II) should be sealed with wax/tape and consist of only the Financial Bid, Part-II of tender document showing the rate per month for Housekeeping & Maintenance Services. The Contractor must also give the bifurcation of the package rate quoted by them.

5) All overwriting/corrections should be duly signed by the tenderer.

6) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in rejection of the bid.

7) Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/Manager/Secretary etc., as the case may be.

8) The Contractor shall not employ any person below the age of 18 years.

9) Unsealed or improperly sealed tenders are liable to be rejected. Conditional Bids shall also be summarily rejected.

10) Initially, the contract will be awarded for two Years, which may be extended on the basis of satisfactory services to the satisfaction of STC, Machilipatnam, for the third year on the original terms and conditions.

11) DO, Machilipatnam may at its discretion, amend/modify the tender and/or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. DO, Machilipatnam may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a clarification sought by a prospective Tenderer, may modify the Tender documents by amendment and
information thereof will be uploaded on the Corporation’s website www.licindia.in and shall be binding on all concerned.

12) DO, Machilipatnam reserves the right to accept or reject any or all the tenders without giving any notice or assigning any reason whatsoever. The decision of Sr. Divisional Manager, DO, Machilipatnam in this regard shall be final and binding on all.

13) The Contractor shall indemnify STC, Machilipatnam & its representative(s) from and against all claims and penalties which may be suffered by STC, Machilipatnam, by reason of any default on the part of the Contractor to observe and/or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 OR any re-enactment or modification of the same.

14) The Tenders shall be valid for a period of at least six months (180 days) from the date of opening of the tender. If the tenderer withdraws/amends/derogates the tender in any respect during this period of validity of the offer, the EMD is liable to be forfeited.

15) In order to satisfy itself about the nature and quality of services rendered by the tenderer, DO Machilipatnam may depute its Officer(s) or authorized representative to visit the Institute/Establishments mentioned by the bidder. Besides, DO Machilipatnam may also arrange for verification of any document/testimonial submitted by the bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to DO Machilipatnam, so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then their bid would be considered as non-responsive and their financial Bids will not be processed further and **EMD shall be forfeited**.

16) The Financial Bids (Part-II) of only those tenderers whose Technical Bids (Part-I) are found responsive by DO Machilipatnam will be opened, further processed and evaluated.

17) DO Machilipatnam will award the contract to the bidder whose bid has been found to be responsive and **lowest as a whole for the** Housekeeping & Maintenance Services as per terms and conditions incorporated in this Tender Document.

18) Similarly, payment of applicable minimum wages for actual manpower deployed AND service charges for Housekeeping & Maintenance services and will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the Contractor including PF, ESI etc.

19) DO Machilipatnam will communicate to the successful bidder through a letter sent by **Courier/Registered Post/e-mail** that his bid has been accepted.

20) The Contractor will be required to keep a Security Deposit equal to ten percent of the Contract value, mentioned in the Financial Bid. The successful bidder will be required to deposit the same in the form of a Demand Draft drawn on any scheduled Bank in favour of “Life Insurance Corporation of India”, payable at Machilipatnam and present himself to execute a contract Agreement with STC Machilipatnam as per the conditions of the Tender on non-judicial stamp paper of requisite value as applicable in the state of Andhra Pradesh within 30 days of the receipt of the letter awarding the Contract. This Security Deposit will remain with DO Machilipatnam throughout the period of the Contract. This Security Deposit will be refunded to the contractor within 60 days of completion of the Contract without interest subject to:
(i) Satisfactory Performance of the Contract.
(ii) Deduction of any dues payable to STC Machilipatnam and/or LIC of India on whatsoever account.
(iii) Any deduction due on account of Contractor’s obligation under the Contract and subject to such deductions as may be necessary for meeting STC Machilipatnam’s claim against the Contractor.
(iv) Deduction of any liability/damages incurred by STC Machilipatnam, on behalf of the Contractor in the discharge of his/their obligations under this Contract.
(v) This Security deposit shall not bear any interest of any kind whatsoever.

21) The Contractor shall be required to submit a “No Dues” Indemnity Bond on Non Judicial Stamp Paper of requisite value duly notarized as per the specimen enclosed in Annexure-V after completion/termination of the Contract to claim refund of the Security Deposit amount.

22) The selected Contractor shall be required to start the services in accordance with the time schedule specified in the work order issued by DO Machilipatnam / STC Machilipatnam, after acceptance of the Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, DO Machilipatnam reserves the right to cancel the work order and forfeit the EMD and/or Security Deposit.
LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE, MACHILIPATNAM

TERMS & CONDITIONS
1) The Contractor shall provide Housekeeping, General Maintenance and Auxiliary Services to STC Machilipatnam as detailed in Annexure-VII (Scope of Services) of the Tender Document.
2) The Contractor shall ensure deployment of adequate number of skilled Supervisor, receptionist and other Workers for Housekeeping & General Maintenance Services for efficient, prompt, uninterrupted, round the clock service to the STC. However in the foregoing tender document, at scope of work, minimum workmen are stipulated as a benchmark keeping in view the profile of job or service to be rendered by the Contractor as a reference point or as a guiding factor to assess the work by the contractor.
3) The Contractor shall engage a skilled plumber, electrician and carpenter for attending day to day sundry repairing jobs on need based as mentioned in detail in the scope of work.
4) The contractor shall engage a washer man for cleaning, ironing the linen, bed sheets, towels, napkin at his cost.
5) The Contractor shall ensure that the working hours of the Supervisor and Workers are regulated in such a manner that total number of working hours per worker in a day do not exceed as stipulated under the Minimum Wages Act 1948 and other Labour Laws in force including rules framed there under from time to time.
6) The supervisor and other workers deployed by the Contractor should be healthy, free from any communicable disease, medically fit & certified for fitness before employment. They will be subject to medical examination as and when required and the expenses thereof, if any, will be borne by the Contractor.
7) On receipt of Work Order, the Contractor will supply a list of names with the bio-data and KYC norms duly certified along with photograph of all the workers to be deployed under this Contract at the Sales Training Centre. In case of replacement of workers/Supervisor, his certified Bio data, photo with KYC should be immediately submitted to the Sales Training Centre.
8) The Sales Training Centre reserves the right to expel any worker(s) of the Contractor who is found guilty of misconduct.
9) In consideration of the services to be provided by the Contractor and performance of the Contract, STC Machilipatnam shall make payments to the Contractor as per Annexure-IX - PAYMENT TO CONTRACTOR and Annexure-X Billing Process and Documents of the Tender Document.
10) The contractor has to supply Two toilet soaps of any one of the following brands Santoor, Lux, Medimix, not less than (1) 35gms (2) 15gms to each participant during the occupation of the room, once in 3 days or earlier and also to all the housekeeping workers to ensure their regular cleanliness and hygiene. Branded Liquid hand wash will also to be kept on all wash basins of administration block and hostel block & dining hall.
11) All the utility items viz., buckets, mugs, glasses, flasks, door mats etc. shall be cleaned thoroughly & regularly at least once in a week and these should not be allowed to appear dirty, patchy or with scratches.
12) The rates quoted in the Financial Bid shall be binding on the Contractor for the entire period of Contract, including the period of extension, if the Contract is extended beyond two years.

13) If the Standard of Services as mentioned above or elsewhere in the Tender document are not maintained to the satisfaction of the Authorities of STC Machilipatnam, appropriate penalty as per Clause no 29 of Housekeeping and General Maintenance Services under scope of work will be imposed and the arrived amount thereof will be deducted from the monthly bill and/or Security Deposit.

14) Immediately after award of the work, the Contractor shall submit a certificate/license from the concerned Office of The Assistant Labour Commissioner to employ workers at STC Machilipatnam, for providing Housekeeping Services and submit the relevant certificate within one month from the date of award of the work.

15) The regularity of performance of service will be of essence and shall form a central factor, while evaluating the performance from time to time. The Contractor shall take all possible steps to ensure and to maintain its performance as determined by STC Machilipatnam, from time to time. If authorized officials of STC Machilipatnam, notice that personnel of the Contractor have been negligent, careless in rendering the said services, the same shall be communicated to the Contractor who will take corrective steps immediately to avoid recurrence of such incidents and report back to STC Machilipatnam.

16) If any worker of the Contractor indulges in theft, negligence or any illegal/irregular activities, the Contractor shall take appropriate action against its erring worker and intimate accordingly to STC Machilipatnam, or STC Machilipatnam itself can take action in accordance with the law.

17) The Contractor, being the employer in relation to workers employed by it to provide the services under the terms and conditions, shall alone be responsible and liable to pay wages/salaries to such persons. The Contractor has to ensure that none of his employees are paid salary/wages which is less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by Andhra Pradesh Government or any other statutory Authority constituted by or under any law, whichever is higher, for the category of workers employed by him from time to time. He will ensure compliance of all the relevant Labour laws in force. The Contractor has to keep track on changes of minimum wages by the government from time to time and pay the relevant minimum wages to the workers deployed.

18) The rates quoted for service charges in the financial bid should be inclusive of minimum wages, all statutory obligations such as ESI, PF contributions, wages for leave reserve, all other statutory benefits / facilities to manpower deployed by the contractor, all kind of taxes (except GST) and the service providing expenses such as cost of maintenance material etc. Hence the Contractor is advised to keep provision for meeting the prospective /going to be escalated minimum wages by the Government notified from time to time, while quoting the financial bid. The portion of VDA due to hike during the course of agreement that is after commencement of this agreement will be reimbursed to the contractor by STC on production of valid proof of payment. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

19) The Contractor shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which are open to verification by STC Machilipatnam at any time. STC Machilipatnam, may refuse the entry into its
premises to any worker of the Contractor for not bearing such identity card or not being perfectly uniformed as prescribed by STC Machilipatnam.

20) The Contractor shall pay wages, on or before the 7th of every month in the presence of LIC STC authorized Official either through a Bank at Machilipatnam, by cheque or direct credit to the workers’ bank account. If made by cheque, the photocopy of the cheque issued to the worker is to be submitted to STC Machilipatnam, every month. The Contractor shall be required to submit the deposit challans showing the individual figures of the amount of EPF and ESI of the workers deposited with appropriate Authorities for the previous month along with the monthly bill. All statutory payments shall be made by the Contractor to his workers for which no reimbursement shall be made by STC Machilipatnam to the Contractor except GST, which shall be reimbursed on production of receipt.

21) The Contractor shall at all times indemnify and keep indemnified STC Machilipatnam against any such claims/damages caused on account of injury/disability/death of any of its workers while providing the services to STC Machilipatnam which may be made under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the workers of the Contractor or in respect of any claim, damage or compensation under Labour laws or other laws or rules made there under by any person whether in the employment of the Contractor or not who provided or provides the service at premises of STC Machilipatnam.

22) The Contractor shall at all times indemnify and keep indemnified STC Machilipatnam, against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the premises of STC Machilipatnam or before and after that.

23) In case the Contractor discontinues the Contract before the expiry of the period of Contract, his Security deposit shall be forfeited.

24) STC Machilipatnam, reserves the right to cancel or terminate this agreement by giving one month’s notice in writing without giving or assigning any reason(s) whatsoever for doing so. And in the event of the Contractor wishing to terminate this agreement, the Contractor shall have to give at least three months’ notice to STC, in writing and in either event, the Contractor shall hand over the peaceful and vacant possession of the space (accommodation) as provided in the tender. The Contractor shall also hand over forthwith all the articles provided to him and no broken item(s)/articles(s) shall be taken back which must be replaced by the Contractor or shall pay the cost thereof.

25) (i) On completion of the Contract, the Contractor will submit an indemnity bond on Non Judicial Stamp Paper of requisite amount duly notarized regarding “No Dues” confirmation.

(ii) 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 such time as STC, is able to make any alternative arrangement or STC, has agreed in writing to allow the Contractor to discontinue earlier.

(iii) STC will ensure that all payments due for services rendered by the Contractor till the expiry of the earlier termination of the Agreement shall be paid to the Contractor
within 30 days thereof after the submission of indemnity bond regarding “No Dues”. The specimen of the Indemnity bond is as per Annexure-V.

26) All the workers deployed in STC should always be in uniform to be provided by the Contractor. In case the workers are not found to be in proper uniform, the STC reserves the right to impose penalty and not allow such persons within the premises.

27) The STC or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Contractor.

28) In case of any pilferage, theft of or breakage etc to the property/assets of STC, the Contractor shall be responsible for such losses. The STC will be at liberty to deduct the amount of such loss from the monthly bills/Security Deposit of the Contractor after holding an enquiry. The decision of STC to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/contract, the contract shall be liable to be cancelled and Security deposit will be forfeited.

29) Any dispute arising out of this Contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be referred to the Principal, STC whose decision in the matters shall be final and binding on the Contractor.

30) The Contractor shall comply with the instructions provided by STC from time to time relating to the performance of the services, duties and obligations under this Agreement. The services rendered by the Contractor shall be subject to regular review by STC, and its decision as to the quality thereof shall be final and absolute.

31) The Contractor shall abide by the rules, guidelines, policies and procedures applicable to STC at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.

32) The Contractor shall raise the invoice/bill and STC shall agree to pay such invoices/bills latest within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the Tender/Contract. All payments to the Contractor shall be made by ECS/NEFT/RTGS subject to deductions, withholding of all applicable, taxes and charges from time to time in force.

33) The Contractor represents and undertakes that:
   (i) he has full power and authority to enter into the agreement with STC and perform the services and it has the necessary expertise to duly perform the services under this Agreement.
   (ii) he shall render the services and perform its obligations and duties as per the Contract accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this Agreement, or as issued from time to time by STC for the standard of the services to the satisfaction of STC.
   (iii) he shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold STC harmless for any liability in this connection.
   (iv) he shall be responsible for ensuring that all workers engaged by the Contractor shall have the necessary expertise and shall abide by STC’s instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the services.

34) STC shall have the right to deduct from the amount due to the Contractor, any sum required or estimated to be required, for making good the loss suffered by any
worker, by reason of non fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the Contract or non-observance of the Regulations.

35) Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between STC and the Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Contractor is an independent entity and not an employee, agent, associate or authorized representative of STC. The Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of STC whatsoever.

Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed/engaged by the Contractor for rendering the services, are employees of STC or engaged by STC. The Contractor shall be deploying workers who shall be in his sole employment and he shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall STC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on STC for any reason, the Contractor shall keep STC 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 its workers mentioning that the workers are employees of the Contractor. There shall be no relationship of employer and employee, under any circumstances whatsoever between the Life Insurance Corporation of India on one side and the workmen deployed by the contractor for providing services agreed in the contract. The workmen deployed at STC, shall always be treated as employees of the contractor only. The workmen so deployed, or to be deployed by the contractor shall at no time be entitled to claim to be the employees of the Corporation, or be entitled to file any legal case in any Court of Law, against the Corporation to claim any such relationship with the Corporation. The Corporation will in no case and under no circumstances be liable in any way whatsoever to pay, compensate, indemnify or to settle any claim of any sort whatsoever of any of the workmen so deployed by the contractor, under any Laws, Act or Rules and Regulations including the Labour Laws, whether Centre or State, including any liability resulting into any injury, loss of life or limb that may be suffered by workmen in discharging or functioning of their duties by them. The contractor providing the Housekeeping and Maintenance Services will undertake to indemnify the Corporation for any loss/damage caused to the Corporation due to carelessness, negligence or absence, specific/non specific, willful/non willful acts by the contractor /workmen posted for duties and/or the litigation initiated by any of the staff/employees of the contractor against the Corporation.

36) The Contractor & the workers deployed by him at the STC Premises shall maintain confidentiality of any information in their possession during their working at STC & thereafter.

37) The Contractor shall allow STC, its Management, Auditors, Regulators and/or any person(s) authorized by Principal, STC, Machilipatnam, the opportunity of inspecting, examining, auditing and/or taking copies of the records available with the Contractor.
38) The penalties towards lapses on the part of the Contractor or his workers on account of inadequate manpower, non-compliance of statutory requirements, non-performance and unsatisfactory services including non-wearing of uniform, non-display of identity card, misuse of any place including STC Campus, entry of unauthorized person, non-receipt of calls from STC representative(s), pilferage/damage/loss to STC property in any manner etc. shall be imposed by the STC which shall be final and binding on the Contractor. Refer detailed penalty structure mentioned in clause 29 of scope of work.

39) If at any stage, it is revealed that the documents/certificates/testimonials submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security amount deposited with STC shall be forfeited without any claim whatsoever on STC and the Contractor shall be liable for action as may be appropriate under the relevant laws.

40) Without prejudice to any of the rights or remedies under this Contract, if the Contractor dies, STC shall have the option of terminating the Contract without compensation to the legal or other heirs of the Contractor.

41) STC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Contractor, including the time spent in travel, nor for any damages which may arise by reason of neglect or default by any of them.

42) The Contractor shall maintain proper records about the attendance of all workers including manpower to be provided as mentioned in item no 12 of scope of work deployed by him in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with Contract Labour (Regulation and Abolition) Rules, 1971 and would ensure that adequate manpower is maintained. If due to any exigency, any worker is absent the Contractor should take immediate steps to provide his substitute subject to the compliance of relevant Rules & Regulations/Laws/Statute.

43) The Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under the relevant Rules & Regulations/Laws/Statute in force. The Contractor will not link the payment of wages to the workers with settlement of his bills by STC. The 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 ECS/RTGS/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 the Contract. The monthly bill payment will be made subject to following billing process and submission of documents as mentioned in Annexure-X; provided the Contractor submits the attested photocopies of the following documents:

(i) Muster Roll/Attendance sheet of all the workers signed by the 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, 1971.
(iii) Challan of the previous month showing the individual amount of deposit of contribution of Provident Fund and ESI of employees’ and employers’ share, with the
appropriate Authority. However, No reimbursement in lieu of PF, ESI, Bonus and gratuity etc. shall be made by STC, Machilipatnam.

(iv) Receipt and Statement of Bonus paid to the employees (To be submitted in the following Month after making payment)

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

44) The Contractor will deduct ESI contribution and Provident Fund contribution of all the employees from the wages of the workers including the workers to be provided by the contractor as mentioned in item no 12 of the scope of work at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer’s contribution of ESI and PF as per the rates applicable from time to time. The Employer’s contribution of ESI and PF shall also be borne by the Contractor, which he should consider while quoting the rates.

45) The Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner if a worker is terminated or dies or leaves the job for onward transmission to worker/legal heir.

46) The Contractor himself or his authorized representative must visit the premises at least once in a week and/or whenever required and contact the person authorized by the Principal, STC to look after Housekeeping matters. Any deficiencies in the services should be rectified immediately when pointed out by such an authorized person.

47) In terms of provisions of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Act, 2015, Insurance Regulatory and Development Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of contractor in respect of service outsourced by the L I C of India. It shall be the duty of the contractor to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by the IRDAI.

48) In terms of provisions of Section 33(4) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Act 2015, any Investigating Officer of IRDA may examine on oath the service provider or contractor where the services are outsourced by the L I C of India in relation to his business.

49) The service providers engaged by L I C of India are subject to the various provisions of Insurance Act, 1938, IRDA Act, 1999, Rules, Regulations or any other orders issued there under. The service provider shall comply with provisions of Regulations, Guidelines and any other law under force.

50) For matters not specially covered herein, yet found necessary for proper functioning of STC related to Housekeeping and Maintenance, separate instructions within the ambit of this agreement, may be issued by the competent authority to the contractor, which shall be binding on the contractor.
SCOPE OF WORK

HOUSE KEEPING AND GENERAL MAINTENANCE SERVICES:-

1) The Housekeeping Services Contract shall be for the entire premises occupied by Sales Training Centre of the Corporation which consist of the Hostel Building inclusive of kitchen, dining & recreation, Administrative Building, all staircases, corridors and entire common & open areas and terrace of the Sales Training Centre.

2) The Contractor shall deploy adequate number of competent and well trained workers for maintenance of Office, Hostel, Administrative Block (including Principal, Principal’s Secretariat, all Faculty rooms, Auditorium, electrical rooms, Library, Lecture Halls, all syndicate rooms and the connected corridors), Recreation Room, Dining Hall and toilets in the entire Campus of the Sales Training Centre, Computer Classrooms, Server Rooms, connected corridors, toilets and all open space of the Sales Training Centre including common areas of the Sales Training Centre. Maintenance (including cleaning & mopping of floors, cleaning of toilets etc) like removal of cobwebs, dusting of furniture & fixtures, shifting of furniture (if required) etc. will be done by the Contractor. The contractor shall ensure the safety and security of all internal & external items of furniture & fixtures.

3) Proper and courteous service shall be provided by the Contractor at the Reception Counter. Service at the counter shall include keeping of proper records of trainees in the hostel register, ensuring the correct date and time of check in and checkout, allotment of rooms as per the instructions/guidelines.

4) The entire hostel block, administration block including the rooms, lecture halls, Offices, balconies, toilets, corridors, staircases etc. shall be swept and mopped every day. The dining room passages and the common toilets of the Administrative Building shall be mopped and cleaned at least twice a day to ensure that it is well maintained. Hostel rooms are to be dusted, cleaned & mopped daily and bathrooms/toilets to be cleaned with good quality branded disinfectants and cleaning materials (Prince Phenyl), daily. The Contractor shall arrange cleaning of toilets using high quality branded phenyl, acid, cleaning solvents (Harpic,Lizol) daily. The Contractor shall bear the entire cost of providing cleaning materials, disinfectants etc.

5) The Contractor shall change bed linens, pillow covers, blankets etc. twice a week and as and when session ends and new session starts and arrange for its washing and ironing. He shall change bath towels every alternate day. The Contractor shall also arrange for dry cleaning of vertical blinds, washing of curtains once in a quarter and dry cleaning of sofa covers quarterly. The Contractor shall also arrange for proper storage and control of all linens. The cost of laundry of all the above mentioned items is to be borne by the Contractor. He shall submit the Stock Register of the above periodically (once in a quarter) for verification to the Administrative Office. The Contractor shall supply bathing soap to each trainee in the rooms and if the same session continues beyond three days, then new soap should be supplied. The Contractor shall also provide liquid soap in each toilet at his own cost. The Contractor shall arrange the distribution of newspapers in the Library and Guest Rooms as per directions from the Competent Authority. The cost of newspapers for the Library and the Guest Rooms would be borne by the Sales Training Centre. The Contractor shall provide newspapers in each Hostel Room, cost for which shall also be borne by the Sales Training Centre.

6) The Contractor shall look after the Maintenance of the Recreation Room, or any other specified place by the Sales Training Centre and also the safety & security of the
equipments provided therein and see that the facilities are kept open and closed at the prescribed hours. The housekeeper shall ensure that the electric fittings and equipment which are not required are switched off in the Hostel Premises and Administrative Block.

7) The Contractor shall provide mosquito repellent machines of good quality such as Good Knight allout etc, refill mat in each room of the Administrative Block, lecture halls, auditorium, library, dining hall, kitchen, hostel rooms, office, Principal’s, room, the Secretariat of Principal and Faculty Rooms as and when required at his cost. The Contractor shall also arrange spraying of Room Freshener, Hit, Baygon Spray, etc. in the Administrative Block, lecture halls, auditorium, library, dining hall, kitchen, hostel rooms, office, Principal/Principal Secretariat and faculty rooms as and when required. Expenses incurred due to any damage to the Sales Training Centre Campus, which in our opinion is caused due to the negligence or carelessness or any fault on the Contractor’s part or that of his Manager or employee or agent, shall be recovered from his bills.

8) The Contractor will ensure cleaning of water dispenser every Saturday or as and when required.

9) The Contractor shall attend to all items of cleaning such as removal of cobwebs, cleaning of fans and tube lights, cleaning of window frames, shutters, Vertical Blinds, doors on every month or whenever required, changing and fixing of curtains on quarterly basis in all the places. Even if a room or auditorium is not put to use the dusting/cleaning should be done twice a week. This should be adhered to without fail. Chairs, tables & other furniture should be dusted & mopped daily.

10) The Contractor shall provide safe and pure drinking water in cans to the trainees in the classrooms and administrative personnel in the Faculty rooms, Main office halls & Principal’s cabin etc. regularly at his cost. The Contractor shall provide 1 water jug and 1 glass tumbler with lid per trainee in each hostel room and arrange refilling of drinking water twice or as frequently required by the participants at his cost. He shall also provide hot water if so required by the trainees/Guest at his cost.

11) The Contractor shall provide well-behaved and experienced Receptionist as well as a Resident Manager, having good communication skills whose names and contact numbers will have to be intimated to the office. The Receptionist and Manager shall be available in the reception counter/hostel for all connected jobs and shall not be used for other sundry jobs. The Receptionist should be able to converse in Regional language Telugu and Hindi or English [preferably].

12) The contractor will ensure daily disposal of the garbage.

13) The contractor shall be responsible for control over ‘check in’, ‘check out’, ‘key handover’ and Identity Card of the participants with proper maintenance of the registers as authorized by the Competent Authority

14) The contractor will ensure summoning a Doctor, if any participant falls sick and making immediate arrangements to take the participant to the Doctor’s clinic, if required & informing to any member of the Hostel Committee or the Competent Authority.

15) The contractor will ensure cleaning and disinfection of the Sump once in 3 months through skilled workers.

16) The contractor will maintain at the reception a Guest Faculty Room Register, Register of medical attendance, Register of complaints/suggestions and ‘Night Stay out Register, and submit to the office monthly or as and when indented.
17) The contractor will organize daily cleaning of hostel rooms, wash basins and its toilets etc. before 8.30 a.m. He will also ensure daily cleaning of all the common toilets, wash basins in both the blocks including dining hall before 8.30 a.m. and there after regularly at 03.00 PM onwards.

18) The contractor shall engage sufficient number of gardner/s for maintenance of the existing garden located in the STC premises and sapling of plants as and when required by STC. The contractor shall also arrange for watering the plants daily twice a day i.e., morning and evening.

19) STC has entered into an Annual Maintenance Contract for maintenance of generator with a servicing agency separately.

20) The contractor shall look after the on and off the generator when the power goes off and on. The contractor shall arrange for bringing diesel required to refill the generator in presence of the authorised official of STC. The cost of diesel will be paid by STC. However, STC will reimburse the cost of transportation.

21) All the staff (such as Supervisor, Receptionist, Room boys, Sweepers and scavengers) provided should be made available from 07.00 a.m. to 05.00 pm every day.

22) Minimum staff of 2 room boys, 2 sweepers, 1 scavenger for hostel block are to be made available from 6.00 a.m. to 9.00 a.m. and 05.00 p.m. to 10.00 p.m. on all days.

23) In case of absence of any worker, substitute workers will have to be deployed under intimation to Competent Authority. Change of persons has to be intimated before hand to the Competent Authority along with photos, bio-data with KYC and Age Proof.

24) Reception shall be manned round the clock 24 x 7 in rotation at the Counter by qualified persons, who are capable of communicating in three languages i.e local vernacular Telugu, Hindi and English. The receptionists shall receive the people, operate the PBX and shall be the single point of contact for all the room services covered under the agreement.

25) Any worker suffering from any ailment should be quarantined or replaced.

26) Consumption of alcohol, misbehavior and obnoxious activities by the workers are strictly prohibited and liable for exemplary penalty and/or expulsion. The onus of its strict implementation lies on the contractor.

27) Salary to the workers should be disbursed in the presence of LIC authorized representative and the due date of salary disbursement should be on or before 7th of the following month.

28) The Contractor shall submit his bills for House-keeping monthly, within 07 days from the end of the calendar month.

29) LIC STC insists on the highest standards in Housekeeping & Maintenance Services. Whenever the quality of house-keeping is found to be below standard, the Principal at his/her discretion may make a deduction up to 10% of the housekeeping amount from the Contractor’s bill after informing him and the decision of the Principal, Sales Training Centre shall be final. In the event of unsatisfactory service at any point and carrying out the terms and conditions of this Contract, the Principal, STC, Machilipatnam may forthwith terminate the Contract with due prior notice and the Contractor shall not claim compensation whatsoever against the Sales Training Centre, LIC of India or any of its Officers in consequence of such termination.
**PENALTY STRUCTURE:**
The Competent Authority at STC will impose penalties in two stages.
One is basing on the Unsatisfactory Feedback from the participants and another at unsatisfactory service and or the non fulfilment of contractual obligations by the contractor as per the chart given below.

**Stage-1: Penalty for unsatisfactory Feedback from the participants:**
Each participant/trainee will submit feedback on the last day of training to the STC through course coordinator. If period of training session is more than one week, trainees are required to give their feedbacks on the last working day of each week. STC will calculate the total number of unsatisfactory feedbacks for all sessions completed during the month. The number of unsatisfactory feedbacks will be the basis for imposing penalty on contractor in the manner given below:

a. Penalty Points = Total number of unsatisfactory feedbacks x 100

\[
\text{Total number of feedbacks}
\]

\[
(Penalty \ Points - 5) \times \text{Monthly bill}
\]

b. Penalty for the month = \[
\frac{(Penalty \ Points - 5) \times \text{Monthly bill}}{100}
\]

**Stage -2: Penalty for non fulfilment of contractual obligations by the contractor:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Complaints entered in the Complaints Register and unattended within 24 hours</td>
<td>Rs.50/- per day per unattended complaint</td>
</tr>
<tr>
<td>b. Allotting a room without cleaning</td>
<td>Rs.50/- per room on each occasion</td>
</tr>
<tr>
<td>c. Missing items</td>
<td>Actual current purchase price</td>
</tr>
<tr>
<td>d. Misuse (consumption of alcohol etc...) of any space including Hostel room/ Entry of any unauthorized person</td>
<td>Rs.1000/- per day per unauthorized person</td>
</tr>
<tr>
<td>e. Delay / Non performance in providing services as per the specified time schedule</td>
<td>Rs.50/- per item for each day of delay.</td>
</tr>
<tr>
<td>f. Failure to dispose off garbage daily</td>
<td>Rs.200/- for each failure</td>
</tr>
<tr>
<td>g. Overflow of water from overhead tanks</td>
<td>Rs. 25/- per day per tank</td>
</tr>
<tr>
<td>h. Non- cleaning of overhead tanks (monthly basis)</td>
<td>Rs. 100/- per tank per occasion</td>
</tr>
<tr>
<td>i. Non- cleaning of blanket (quarterly basis)</td>
<td>Rs. 50.00 per blanket per month</td>
</tr>
<tr>
<td>j. Non- cleaning of curtains (quarterly basis)</td>
<td>Rs. 20.00 per curtain per month</td>
</tr>
<tr>
<td>k. Pilferage/ damage/ loss to STC in any manner</td>
<td>As assessed by the Competent Authority.</td>
</tr>
<tr>
<td>l. Non supply of Two toilet soaps of good brand not less than (1) 35gms (2) 15gms to each participant during the occupation of the room, once in 3 days or earlier.</td>
<td>Rs 50=00 per complaint</td>
</tr>
<tr>
<td>m. Non supply of Mineral water of reputed brands in 20 ltrs. Cans with dispensers in class rooms/</td>
<td>Rs 50.00 per room per day</td>
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</tbody>
</table>
conference hall/ guest faculty rooms / Principal's chamber and in bottles to faculty rooms & Admin. Block, with adequate disposable glasses kept near it in the class rooms and conference hall.

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<tbody>
<tr>
<td>n</td>
<td>Non attending the daily cleaning, mopping, sweeping, dusting etc</td>
<td>Rs 50=00 per complaint</td>
</tr>
<tr>
<td>o</td>
<td>Non providing assistance to carry the luggage of the participants to and from the hostel room</td>
<td>Rs 50=00 per complaint</td>
</tr>
<tr>
<td>p</td>
<td>Allotment of rooms without change of linen before allotting the same to any new participant.</td>
<td>Rs 50=00 per participant</td>
</tr>
<tr>
<td>q</td>
<td>Non availability of minimum staff of 2 room boys, 2 sweepers, 1 scavenger from 6.00 a.m. to 9.00 a.m. and 05.00 p.m. to 10.00 p.m. on all days.</td>
<td>Rs 100 =00 per complaint</td>
</tr>
<tr>
<td>r</td>
<td>Non visit of contractor or his authorize person to LIC STC premises at least once in a week or whenever demand call from STC</td>
<td>Rs 100=00 per day of delay</td>
</tr>
<tr>
<td>s</td>
<td>Non supply of any of the items specified in each participant room</td>
<td>Rs 100=00 per complaint</td>
</tr>
<tr>
<td>t</td>
<td>Non wearing of both ID card &amp; uniform by staff of contractor</td>
<td>Rs 100=00 per occasion</td>
</tr>
<tr>
<td>u</td>
<td>Non cleaning of toilets daily twice during the office hours that is at 11.30 a.m. &amp; 03.30 p.m.</td>
<td>Rs 100=00 per occasion or complaint</td>
</tr>
<tr>
<td>v</td>
<td>Failure in keeping branded Liquid hand wash on all wash basins, room fresheners in all toilets including hostel block, dining hall</td>
<td>Rs 100=00 per complaint</td>
</tr>
<tr>
<td>w</td>
<td>Allowing the participant for over-stay without the permission of STC</td>
<td>Rs 300=00 per instance</td>
</tr>
<tr>
<td>x</td>
<td>Non cleaning of cobwebs, fans and tube lights, window frames, shutters, Vertical Blinds, doors on every month</td>
<td>Rs 100=00 per complaint</td>
</tr>
<tr>
<td>y</td>
<td>Any other lapses (other than mentioned above) related to House Keeping and Maintenance Services.</td>
<td>As assessed by Competent Authority.</td>
</tr>
<tr>
<td>z</td>
<td>Not performing the gardening daily</td>
<td>Rs 500=00 per instance</td>
</tr>
</tbody>
</table>

30) For the purpose of implementing this Contract, the Contractor shall engage adequate number of workers. The Contractor shall ensure that they observe cleanliness and wear neat and clean uniforms. The workers deployed by the Contractor should be provided with suitable proof of identity (Identity Cards, uniforms, etc.) Persons without suitable identity proof are liable to be refused entry into the Campus of the Sales Training Centre.

31) The Sales Training Centre may refuse entry into the campus or order eviction of any person falling into any of the following categories:
   - Is suspected not to possess good character.
- Is found reportedly indulging in activities prejudicial to the interests of the Sales Training Centre.
- Is afflicted/ suspected to be afflicted with any contagious or communicable diseases.

32) It is the exclusive responsibility of the Contractor to ensure due and timely compliance with all relevant Laws, Rules and Regulations and other relevant Instructions issued by the Government authorities from time to time relating to the employment of persons.

33) The Contractor or his workers shall not allow any guest or visitor into the campus, on his own, without the permission of the Competent Authority i.e. the Principal.

34) The Contractor shall strive not to give any room for any complaint or grievance from the trainees, inmates or the staff and officials of the Sales Training Centre and LIC of India. Any complaint or grievance should be redressed forthwith when noticed or pointed out.

35) With a view to achieving effective implementation of this Agreement, the Principal, STC, Machilipatnam is entitled to issue instructions, to the Contractor and such instructions shall be binding on the Contractor.

36) When a trainee of the room desires to check out, the Contractor will have to do a discrete room inventory check to ensure that no items are missing/damaged and in case there is any loss/damage of the items, he has to report the same to the nominated officer immediately for taking appropriate action in the matter before departure of the trainee from the Hostel.

37) The Contractor shall provide and use room fresheners in Principal’s room, all hostel rooms, lecture halls, recreation room, auditorium, library, administrative block, guest faculty rooms, faculty rooms and at all other places wherever required every day.

38) The Contractor shall not allot any rooms of the hostel to any person other than a trainee or guest of the Sales Training Centre without the prior permission of the Competent Authority.

39) The Contractor shall be responsible to attend to all requirements / complaints within the purview of the Contract.

40) The Contractor shall strive to ensure safety of the belongings of the inmates in the hostel rooms. However, in case of any untoward incidents like theft or loss of any belongings/cash that takes place from the trainees’ rooms due to negligence on the part of the workers employed by the Contractor, he shall be liable for compensating the loss.

41) In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement, the decision of the Principal, STC, shall be final and binding on the Contractor.

42) Operation of water pumps in Sales Training Centre and officers quarters in STC premises, for filling the water in underground tanks as well lifting of water to overhead tanks shall be the sole responsibility of the Contractor.

43) Water will be provided by the Sales Training Centre. But at times of scarcity, i.e. in case of failure of tube well/less supply from the local authorities, the Contractor shall arrange water from approved sources only and ensure that operation/programmes of the Sales Training Centre are not adversely affected in any manner. In case, this happens due to any reason other than improper handling by the contractor and his workers, the Sales Training Centre will bear 50% cost of water.
44) The contractor shall attend to all sundry repairing jobs at his cost round the clock on day-to-day basis in the entire Sales Training Centre campus and officers quarters situated at STC such as attending to the complaints pertaining to:-

I) Electric Jobs (To be done by a licenced electrician only): -

   I) Repair of electric items such as Geysers, Fans, Exhaust fans, canteen equipments, Fly catchers, Blowers, Solar Lights, door bells, stabilizers and all other Electric Fittings etc
   II) Replacement of Electric Items like plugs, sockets, switches, tube lights (including fixtures thereof), CFL bulbs, chokes, CFL tubes, mirror lights, hydrogen bulbs, plug tops, AC box, holders, Lights installed at gates and open area, MCBs, door bells, table lamps, holders, fiber casings for electric wiring, batteries of wall clocks, batteries of cordless mikes and all other electric fittings.
   III) Cleaning of plants in sub-station yard growing periodically.

ii) Plumbing jobs: The plumbing jobs shall include:

   I) Repairs / replacement of items such as water taps, waste pipe, wash basin, faucets, showers, towel racks, cistern, water closets, seat cover, and urinals.
   II) Ensuring that the water supply is properly maintained at all outlets / installations related to water supply without wastage of water.
   III) Repairing, replacing and re-fixing of G.I. water supply line, ball cocks, water tank connections, drainage line, rain water pipes, hedges and other similar items.
   IV) Cleaning of bath Room-traps, bottle-traps and other traps, chambers and drainage line, etc. to ensure smooth flow and avoid blockage.
   V) Daily operation of pump.

iii) Carpentry jobs: Carpentry work such as:

   - Greasing (easening) of doors / windows / drawers
   - Repair/ replacement of hydraulic door stoppers
   - Repairs and replacement of hardware material like door / window / drawer handles, locks, doorstoppers, latches, door-closures, floor springs, tower-bolts, hinges, window pane, tables & Chairs, cots, mirrors, almirah etc.
   - Cleaning and greasing once in three months (February, May, August and November every year) of all doors and windows
   - Application of anti-woodborer chemicals to doors, windows, furniture, etc.
   - making of duplicate keys, locks of drawers/ cupboards /tables (including replacement)
   - Handles of tables/ cupboards etc.

However, the cost of material only will be reimbursed to the contractor by the STC on production of proper bills satisfactory to the STC for which the contractor has to take prior permission.
45) The Contractor shall ensure the clearing the blockage of water pipes, sewage and drainage in the STC campus, on regular intervals. In case of blockage/ over flow of drain, the contractor shall arrange to clean immediately the blockage on his own cost and restore the normalcy.

46) The staff of the Contractor engaged for Housekeeping shall help the Trainees/ guest faculties in taking baggage from/to the Hostel Reception to / from the Rooms during Check-in and Check-out.

47) When an occupant of the Room desires to check out, the Contractor will have to do a discreet Room inventory to ensure that no items are missing / damaged and, in case of any loss/damage of the items, report the same to the Course Co-ordinator / Alternate Course Co-ordinator / Administrative Officer of Office Services Deptt of STC, Machilipatnam immediately for taking appropriate action in the matter before the departure of such Trainee(s) from the Hostel.

48) Guest Faculty rooms will be allotted only on the written authorization of the Competent Authority. The Contractor shall maintain Guest Faculty Register and submit it periodically to office for verification.

49) The Contractor shall ensure that the keys are collected back when an occupant leaves the Room without fail

50) The staff at reception should not allow overstay of any participant. However, in case of any written permission of the course coordinator or any authorized person/official of STC, only such cases of overstay of the participant will be allowed by the reception staff

51) The contractor shall ensure proper maintenance of the Sports Room, Table Tennis room, gymnasium, the Television Room, Outdoor Game space, or any other space specified by STC. He shall undertake and ensure the safety & security of the equipments and gadgets provided therein and see that the facilities are made available at the prescribed hours. The contractor shall maintain the stock, issue and receive the sports material (e.g. Boric Powder, Table Tennis balls, Racquets, Shuttle-cocks, Chess Board, etc.). The sports material will be provided by the STC.

52) The Contractor will ensure cleaning of roofs/ terrace of STC premises once every month and report to Admin wing on the day of cleaning for information.

53) The contractor will ensure cleaning of all overhead water tanks on 2nd Saturday of every month.

54) The Contractor will ensure the cleaning of rooms & change of linen before allotting the same to any new participant

55) Buckets, mugs and bath stools in the toilets of the Hostel Block and Administrative Block, provided by the Sales Training Centre, are to be kept clean and in good condition by the Contractor. In case of damage or theft, the Contractor shall be liable to replace the same.

56) The Contractor shall ensure that toilet papers, soap, odonil packets, and naphthalene balls are available in every Toilet at all times.

57) The Contractor shall also provide/replace doormats, dustbins for the office, lecture halls, faculty rooms, Principal’s cabin, canteen area and other places wherever required.

58) A FIRST AID BOX should be available at the reception counter, with contents Cost of REFILLS AND MEDICINES for the first aid box will be borne by the contractor. The Receptionist / Manager shall also help in summoning a Doctor/Ambulance in case of
an emergency or take the participant to the Doctor’s clinic if required. It will be the responsibility of the contractor to communicate immediately any complaint of serious illness, mishap, accidents etc to the Authorised Official(s).

Preferably the kit should consist the following: (Recommended contents for First Aid box are ).

a) All types of bandages,
b) Sterile dressings
c) Band-Aid dressings
d) Dettol/Antiseptic lotions
e) Tablets for headaches / fever / diarrhea / pain killers
f) Pain killer spray
g) Cotton
h) Electroplast

59) The Contractor shall not give any scope for any complaint or grievance from participants or inmates or officials of the Corporation. The Contractor shall attend to all complaints/ requirements within the purview of the contract. Any complaint or grievance shall have to redress forthwith. The Contractor shall ensure that the “Complaint Register” is scrupulously maintained at the Reception Counter of hostel and submitted to STC for scrutiny every Monday, along with the remedial action taken. It is specifically agreed by the contractor that all deficiencies including the above will attract recovery and the deductions will be effected without any notice to the contractor.
GENERAL CONDITIONS

1) The rates quoted will be applicable for the entire period of the Contract. All rates are to be quoted excluding GST, which will be reimbursed to the Contractor from time to time on production of valid receipts.

2) Income Tax will be deducted as per rules on the gross bill of the Contractor for Housekeeping & General Maintenance.

3) The Contractor shall obtain at his own expense all licenses and permissions which may be required for conducting the Housekeeping and General Maintenance business and pay all the taxes, dues and penalties hereinafter that becomes payable to the Government, Municipality or any other local Authorities by reason of his conducting the business.

4) The Contractor shall not exhibit any signboard, nameplate or advertisement within or outside the Premises of the said Sales Training Centre.

5) The workers deployed by the Contractor shall have no presumptive right of absorption in the services of LIC of India. LIC of India shall in no way be responsible for wages, salaries, bonus, gratuity or any compensation, notice pay etc. of the workers deployed by the Contractor for conducting business at the Sales Training Centre.

6) In the matter of appointment of workers for the purpose of assisting the Contractor, he shall not appoint any children prohibited by statute, to be so appointed.

7) The Contractor shall on the request of Principal, STC, Machilipatnam immediately dismiss from the work any person(s) thereon who may in the opinion of the Principal, STC, Machilipatnam be unsuitable or incompetent or who may misconduct himself, failure to give quality of service and such person shall not be again employed or allowed in the work/campus without the permission of the Principal, STC, Machilipatnam.

8) The Contractor shall be wholly responsible for the remuneration of workers deployed by him.

9) The Contractor or his workers shall not use the premises, properties, fixtures, fittings, etc. of the Sales Training Centre for any purpose other than those expressly provided in the Contract. It shall be open to any official of LIC of India authorized by the Principal, STC, Machilipatnam in this behalf to inspect the Hostel or any portion thereof.

10) The Contractor is not entitled to assign or transfer howsoever the benefit or burden of the Contract to any other person or firm.

11) The Contractor shall indemnify the Sales Training Centre for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the Sales Training Centre on account of negligence, wrongful or questionable conduct of the Contractor or his workers, whether indulged intentionally or otherwise.

12) The Contractor shall obtain adequate Insurance Policy in respect of his staff engaged for the service, towards meeting the Liability of Compensation arising out of death, injury and or disablement at work etc. and shall regularly and pay each and every premium, on time, as and when the same shall fall due during the currency of the Contract.

**********************
CHECKLIST FOR DOCUMENTS TO BE PLACED IN TECHNICAL BID PART-I ENVELOPE

- Certificate of Income Tax PAN Number
- Certificate of Registration under GST Act,
- Certificate of Registration Labour Department, Govt. of Andhra Pradesh,
- Certificate of Registration with Professional Tax Officer, Govt. of Andhra Pradesh,
- Certificate of Registration with the Office of the Regional Provident Fund Commissioner,
- Certificate of Registration with Employees’ State Insurance Corporation,
- Audited Financial Statements (P & L and Balance Sheet) for the last three Financial Years,
- Income Tax Assessment orders / I.T. Returns copies for the last three Financial Years.
- Performance Certificates from previous & present clients for last 3 years.
- List of works in hand indicating Name of clients, description of work, contract value, date of award, number of personnel and equipments deployed. Supporting documents from the organization to be enclosed.
- Earnest Money Deposit of Rs.25,000.00 (Rupees Twenty Five Thousand Only) by way of Banker’s Demand Draft in favour of “Life Insurance Corporation of India” Payable at Machilipatnam. The EMD will not carry any interest and it will be refunded to the unsuccessful bidders soon after the finalization of the tender. The EMD deposited by the successful bidder will be converted into Security Deposit and it will not carry any interest.
- DD for Rs.250/- (Rupees two hundred fifty only) in favour of “Life Insurance Corporation of India” payable at Machilipatnam towards tender fee.
- However firms which have been registered as MSEs either with NSIC or Director of Industries(DI), District Industries Centre(DIC) need not pay the tender fee & EMD on submission of proof of such valid registration along with the technical bid.

Note: The Contractor is requested to sign each and every page of Technical & Financial Bid of the Tender.
COMPLIANCE REPORT

The Sr. Divisional Manager,
Divisional Office, LIC of India,
Jeevan Prakash, Batchupet
Machilipatnam

Sub: Tender for Providing Housekeeping & General Maintenance Services on
Contractual basis at STC, Machilipatnam

Dear Sir/Madam,

I/We certify that I/We have read the terms and conditions of the tender.

I/We undertake that it is my/our responsibility to ensure that being the employer in relation
to persons engaged/deployed by me/us to provide the services/activities under this tender as
well as to make the payment of monthly wages/salaries, which in any case shall not be less
than the minimum wages prescribed under the Minimum Wages Act, 1948 as notified/revised
by Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India or
as fixed by Labour Department, Andhra Pradesh Government, whichever is higher and
Payment of compensation for Overtime/weekly off/National holiday/Any other holiday as
applicable and amended from time to time.

I/We will also comply with the requirements of various statutes, relevant to this Contract,
such as Contract Labour (Regulation and Abolition) Act, 1970, Contract Labour (R & A) Rules,
Act 1976 Employees Compensation Act 1923(Workmen’s Compensation Act 1923) , The
Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labour (Prohibition &
Regulation) Act, 1986 as applicable and as amended from time to time and or any other Rules
framed there under from time to time by the Central or State Government and or any
authority constituted by or under any law, for the category of persons deployed by me/us.

I/We will also obtain License under Contract labour (R & A) Act, 1970 to provide House
keeping & General Maintenance Services at STC, Machilipatnam, if applicable.

Certified that I/We have read the tender document containing Notice inviting Tender,
Eligibility Criteria, Instructions to Tenderer, general terms and conditions, Scope of work and
all Annexures attached to and forming a part of tender document. I/We have understood the
contents of complete tender document(Technical Bid as well as Financial Bid).

I/We undertake to abide by the terms and conditions as laid down in the tender document
and the Annexures as stated above in case the work order is allotted to me/us.

Place: ........................  Signature of Tenderer: ------------------------

Name of the Tenderer: ----------------------

Date: ........................  Address: --------------------------
<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Information Sought</th>
<th>Information Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Firm /organisation (in Block Letters)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Date of Establishment / Incorporation</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Registration No. for registration under Companies Act, 1956 (Please enclose photo copy of the certificate)</td>
<td></td>
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<tr>
<td>4</td>
<td>Correspondence address and Telephone No.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Address of Head Office (if separate) and Telephone No.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Status: Proprietary / Partnership / Private Limited Company / Public Limited Company</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Name(s) of the properitor/ Partners / Directors</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Name of the Chief Executive with his present address, Mobile / Telephone No.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs</td>
<td></td>
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<tr>
<td>10</td>
<td>Address of their office at Krishna / Guntur Districts</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Name/s of Representative/s at their office at Krishna / Guntur Districts</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Name of Bankers with addresses &amp; Telephone Nos. &amp; IFSC Code &amp; Bank Account Details (copy of cancelled cheque to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>PAN No. allotted by Income Tax Dept. (Please enclose attested photocopy)</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Service Tax Registration No. (Please enclose attested photocopy of certificate)</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>E.P.F. Registration No. (Please enclose attested photocopy of certificate)</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>ESI No. (Please enclose attested photocopy of certificate)</td>
<td></td>
</tr>
</tbody>
</table>
| 18    | Turnover for last 3 years                                                            | F.Y. 2016-17  
|       |                                                                                     | F.Y. 2015-16  
<p>|       |                                                                                     | F.Y. 2014-15  |
| 19    | State the latest Income Tax Assessed year and the amount of Tax Assessed (copies of last 3 years IT Returns, Balance Sheets &amp; Revenue A/c to be enclosed) |                                               |
| 20    | Details if registered with any other Government Authority (ies)                      |                                               |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Date of obtaining ISO 9001:2008 certificate and its validity period (Please enclose an attested copy of certificate), if any.</td>
</tr>
<tr>
<td>22</td>
<td>Details of empanelment with any office of LIC of India and/or PSUs/any other Corporate Offices. (Please enclose list giving full details and name and telephone no. of person/s who may be contacted for confirmation)</td>
</tr>
<tr>
<td>23</td>
<td>Details of your Past Experience and Presently undertaken in the field (enclose the certificates from the relevant institutions)</td>
</tr>
<tr>
<td>24</td>
<td>Furnish the details of contracts annulled/broken services before the end of contractual period, if any.</td>
</tr>
<tr>
<td>25</td>
<td>Mention any other specialities of your establishment</td>
</tr>
<tr>
<td>26</td>
<td>Total number of Personnel employed as on 01.01.2018</td>
</tr>
</tbody>
</table>

**NOTE:** Please type out this form or fill it up legibly in ink. If space provided is insufficient, please attach separate sheet/s of paper by giving appropriate question numbers and answers thereto duly authenticating the same with signature and seal.

I / We ___________________________________________________________________________ request Life Insurance Corporation of India, Divisional Office, Machilipatnam consider our agency bid. We agree to abide by all the “ELIGIBILITY CRITERIA AND OTHER TERMS AND CONDITIONS AND SCOPE OF WORK” prescribed in your formats and assure to render the services to the fullest satisfaction of the Corporation.

Dated at _______________ this _________ day of _____________, 2018.

Signature of Tenderer  
Name & Address  
Seal

**NOTE:** The Corporation reserves the right to accept or cancel any of the Agencies tender at their absolute discretion without assigning any reason.  
Applications received with incomplete information or alterations will not be considered.  
Note: Documentary evidence wherever applicable should be enclosed.  
(Copies of the credentials & Certificates issued by any other institution may be enclosed)
ANNEXURE- IV

Participation of near relatives of employees in the tender

I/We/Our Organization, .................................................. including our Partners/Shareholders/Directors hereby certify that none of my/our relative(s) is/are employed in Sales Training Centre/The Life Insurance Corporation of India. In case at any stage, if it is found that the information given by me/us is false/incorrect, Sales Training Centre/The Life Insurance Corporation of India shall have the absolute right to take any action as deemed fit without any prior intimation to me/us.

Signature of Tenderer with seal
NO DUES CERTIFICATE
(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security Deposit Amount)

DEED OF INDEMNITY EXECUTED IN FAVOUR OF
THE LIFE INSURANCE CORPORATION OF INDIA
(On Non Judicial Stamp Paper of Rs.100/-duly notarized)

This deed of indemnity executed on _____________________________ at Machilipatnam by/on behalf of (Name and address of the Housekeeping & General Maintenance Services Provider) (herein referred to as the Service Provider/Contractor) favouring Sales Training Centre, LICI, Machilipatnam (Herein referred to as the Principal) having their office LIFE INSURANCE CORPORATION OF INDIA SALES TRAINING CENTRE BUTTAIAHPET, MACHILIPATNAM – 521 001 witness as follows:

1. The Contractor had been working for the Principal, STC, at Machilipatnam for Providing Housekeeping & General Maintenance Services.
2. The Contractor had made a Security deposit of Rs______________ only for providing Housekeeping & General Maintenance Services.
3. The Contract for providing Housekeeping & General Maintenance Services on contractual basis has been completed by me on ____________ or the Contract has been terminated /Cancelled by the Principal/ Contractor w. e. f. ____________.
4. We have paid all dues of the workers engaged in aforesaid, Housekeeping & General Maintenance Services and have also paid all the bills of the materials purchased from various vendors/suppliers for the purpose of the mentioned Housekeeping services.
5. The Contractor having satisfied the Principal, STC, Machilipatnam that there are no outstanding dues of any sort and also that he has not caused any damage to the property of STC, Machilipatnam and on the request of the Contractor the Principal, STC, Machilipatnam has agreed to refund the aforesaid Security deposit.
6. Now in the above premises and in consideration thereof, the Contractor agrees and undertakes as follows:
7. In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Housekeeping & General Maintenance Services as provided to STC, Machilipatnam or in the event of any damage, breakage or any other injury to the property of STC, Machilipatnam caused by the Contractor or his workers, the Contractor shall, on being required by the Principal, STC, Machilipatnam pay and make good all those dues or damages forthwith.
8. In the event of delay or failure to pay or make good any amount in the above connection which the Principal, STC, Machilipatnam has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above, the Contractor (Name of the Contractor) hereby undertakes to indemnify the Principal, STC, Machilipatnam against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.
9. We hereby confirm that we have complied with our all statutory duties and obligations as mentioned in the Tender, Agreement as well as various statutes as applicable to the Contract labour.
10. We also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.
In witness whereof the Contractor has signed this deed of indemnity at the place and date above mentioned in presence of following witness:

Witness:

1. Signature :

Name :
Address :

2. Signature :

Name :
Address :

Signature of the Contractor
With Seal (Indemnifier)
ANNEXURE – VI

(AFFIDAVIT ON STAMP PAPER REGARDING NON-BLACKLISTING / PROSECUTION)
(To be notarized)

Date:__________

I hereby depose that neither me nor our Organization ________________________
_____________________________ including our Partners/ Shareholders/Directors
were ever blacklisted/prosecuted by any Organization/ departments/statutory body(ies) in
any State or by any Courts of Law.

Witness:

(Tenderer) Deponent

Verification:

Verified at _____________ on ______________ and the contents mentioned/stated above in
this affidavit is true to the best of my knowledge based on firm records and no information is
hidden there from.
(Tenderer)
<table>
<thead>
<tr>
<th>Sl.</th>
<th>Activity</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sweeping &amp; mopping of floors Including Dining Halls and Kitchen</td>
<td>Daily, Cleaning work of Administration Block Training Block &amp; Hostel Rooms should be completed before 09.00 a.m.</td>
</tr>
<tr>
<td>2</td>
<td>Sweeping &amp; mopping of floors of Hostel Rooms and balconies with specified branded disinfectants</td>
<td>Daily and on change of occupancy</td>
</tr>
<tr>
<td>3</td>
<td>Cleaning of Wash basins, Bathrooms and Toilets of Hostel Rooms</td>
<td>Daily (Before 9.00 a.m.) and on change of occupancy</td>
</tr>
<tr>
<td>4</td>
<td>Cleaning of Toilets attached with the Principal’s Cabin</td>
<td>Daily before 9.00 a.m. inclusive of Sundays &amp; Holidays.</td>
</tr>
<tr>
<td>5</td>
<td>Cleaning of Common Toilets attached with the Training Block and Administrative Block</td>
<td>Twice a day on weekdays (before 09.00 a.m. and 3.30 p.m.) (On Sundays and Holidays, if required)</td>
</tr>
<tr>
<td>6</td>
<td>Dusting of furniture (chairs, tables, cupboards, etc.) and non-electrical fixtures.</td>
<td>Daily</td>
</tr>
<tr>
<td>7</td>
<td>Sweeping and mopping of staircases and cleaning of railings with disinfectants</td>
<td>Daily</td>
</tr>
<tr>
<td>8</td>
<td>Using Room Freshener in Hostel Rooms and other rooms including Dining Halls</td>
<td>Daily</td>
</tr>
<tr>
<td>9</td>
<td>Changing and washing of Towels of Dining Halls</td>
<td>Thrice a day (after every meal)</td>
</tr>
<tr>
<td>10</td>
<td>Changing of Bed-sheets, Pillow-Covers and their washing and ironing.</td>
<td>Once in every 3 days AND as and when any Training Session ends</td>
</tr>
<tr>
<td>11</td>
<td>Changing and washing of Towels of Administration and Training Blocks</td>
<td>Twice a week (Monday and Thursday; before 08.30 a.m.)</td>
</tr>
<tr>
<td>12</td>
<td>Scrubbing of bathroom tiles</td>
<td>Once in a week (Every Sunday)</td>
</tr>
<tr>
<td>13</td>
<td>General checking of all toilets, fittings and sanitary accessories</td>
<td>Once a week (Every weekend)</td>
</tr>
<tr>
<td>14</td>
<td>Cleaning of Buckets, Mugs, Water jugs, etc. with branded cleaners like Vim / Prill, etc.</td>
<td>Twice in a month (2nd and 3rd weekends of every month)</td>
</tr>
<tr>
<td>15</td>
<td>Cleaning of cobwebs.</td>
<td>Fortnightly (every 2nd and 4th Sunday)</td>
</tr>
<tr>
<td>16</td>
<td>Cleaning of all overhead water tanks.</td>
<td>Monthly (with one day’s prior notice to all concerned in writing) preferably 2nd Saturday of the month</td>
</tr>
<tr>
<td>17</td>
<td>Cleaning of fans, lights, window-frames, window panes, shutters, venetian blinds, doors, etc.</td>
<td>Monthly or whenever required</td>
</tr>
<tr>
<td>No.</td>
<td>Activity Description</td>
<td>Frequency</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>18</td>
<td>Washing and ironing of Blankets.</td>
<td>Quarterly (on or before 10th of every February, May, August, November)</td>
</tr>
<tr>
<td>19</td>
<td>Polishing of all flowerpots trophies, statues, etc. with <em>Pitambari</em></td>
<td>Quarterly</td>
</tr>
<tr>
<td>20</td>
<td>Washing &amp; changing / fixing of curtains, Sofa-Covers, etc. in Administration, Training Block, Canteen Block and Hostel Rooms</td>
<td>Once in 3 months (March, June, September and December)</td>
</tr>
<tr>
<td>21</td>
<td>Opening of clogged drains / Sewerage Lines</td>
<td>As and when required</td>
</tr>
<tr>
<td>22</td>
<td>Ensuring operation of sewage / water drainage</td>
<td>On an on-going basis</td>
</tr>
<tr>
<td>23</td>
<td>Changing of worn out / damaged water taps / valves / pipes, etc.</td>
<td>As and when required</td>
</tr>
<tr>
<td>24</td>
<td>Sweeping &amp; Mopping of entire open area, lobbies, corridors, stair case sports room, library, pavements, pathways,</td>
<td>Once in a day</td>
</tr>
<tr>
<td>25</td>
<td>Disposal of garbage from STC premises.</td>
<td>Once in a day</td>
</tr>
</tbody>
</table>
Uniform for the Supervisors and Workers

The Contractor shall arrange to provide winter and summer uniforms along with shoes to the Supervisors and other workers within 15 days of award of work. The design/colour/quality/fabric of the uniform will be different for Supervisors, Receptionist, Room boys and other workers.

The cost of the uniform and shoes for the Supervisors and other workers shall be borne by the Contractor. The Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by the workers deployed by him.

The Contractor shall be responsible for providing new uniform and shoes if the same are damaged by his workers before its replacement is due. The cost of such replacement shall also be borne by the Contractor. The Contractor shall be responsible for washing/ironing/maintenance/pre-mature replacement of the uniform and expenses thereof shall be borne by the Contractor.

Accordingly, provision thereof may be kept while quoting the rates in the Financial Bid.
ANNEXURE-IX

PAYMENT TO CONTRACTOR

PAYMENT FOR HOUSEKEEPING AND GENERAL MAINTENANCE SERVICES

1. Payment for Service Charges and actual manpower deployed by the Contractor on production of documents mentioned in Annexure-X will be made on monthly basis.

NOTE:

1. Payment for actual manpower deployed in case of Housekeeping Services, will be made on the basis of applicable Minimum Wages as notified by the Government from time to time for all categories of manpower actually deployed.

2. All statutory deductions, such as TDS, surcharges, cess if any as applicable from time to time, will be deducted from total bill amount.
# BILLING PROCESS AND DOCUMENTS

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>TIME LINE</th>
<th>INFORMATION REQUIRED</th>
<th>Support documents</th>
</tr>
</thead>
</table>
| Manpower And Service Charges | Monthly   | a. Bill number and date  
b. GST Registration  
c. PAN No  
d. HSN Code  
e. Any other information as required by STC. | a) Photocopy of the Muster Roll (attendance register) of the month duly endorsed by the Contractor/Works Manager.  
b) Salary receipt sheet of that month on the format prescribed under the relevant statutes.  
c) Photocopy of challan of previous month in respect of EPF and ESI duly deposited with the appropriate authority (Employers and Employees contribution) along with list of the Supervisor and all Workers bearing PF/ESI number, their individual amount of EPF/ESI deposited (Employers and Employees share). The challan should not include the EPF/ESI contribution of the other firms of the contractor. |
# Annexure-XI

## FINANCIAL BID FOR HOUSE KEEPING & MAINTENANCE

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Description</th>
<th>Amount Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Man power charges (includes applicable minimum wages)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Other statutory payments namely PF, ESI etc.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Charges for maintenance / service providing &amp; other administrative expenses</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>GST</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Total for providing Housekeeping &amp; Maintenance Services</td>
<td></td>
</tr>
</tbody>
</table>

**Total Value per annum**: 

Date: ___________            Signature & Seal of the Bidder

Place: ___________

**NOTE:**

1. **Service Charges should include ALL OTHER EXPENSES LIKELY TO BE INCURRED BY HIM FOR** providing House-keeping & Maintenance services including costs to be incurred for providing any equipments, crockery, cutlery, consumables required and cost of cleaning material including plumbing and Carpentry work items for providing services as per the Terms & Conditions and Annexures thereto but excluding the minimum wages payable for the actual number of personnel deployed by the contractor for Housekeeping & Maintenance and statutory payments viz., PF, ESI etc.

2. 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 figures hereinafter are only **INDICATIVE** values for comparison of Bids.

3. Payment of applicable minimum wages for actual manpower deployed AND service charges will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the Contractor including PF, ESI etc.

4. The contractor has to submit the detailed list attached to financial bid, giving the details of number of employees proposed to be engaged, their categories of employment namely skilled/semi skilled/un skilled and salaries payable which corresponds to minimum wages and VDA.