



**Eastern Zonal Office, OS Deptt: 4th Floor, Hindustan Bldg., 4 CR
Avenue, Kolkata – 700 072**

Phone No.2212-7618; Fax No. 22124971; E-mail ID: ez_os@licindia.com

Ref : EZ/OS/HOUSE KEEPING/TENDER

**TENDER DOCUMENT
FOR
OFFICE UPKEEP
&
HOUSEKEEPING SERVICES**

**LIC OF INDIA,
OS DEPARTMENT, ZONAL OFFICE, KOLKATA
HINDUSTAN BUILDING 4, C R AVENUE ,
KOLKATA-700072**

Date of Issue : 11.09.2019 Last date of submission : Upto 3.00 PM 01.10.2019

Authorized signature of bidder with date & seal of Company/firm/ Agency

PART-A - NOTICE INVITING TENDER

TENDER NOTICE FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES

TENDER NO: - Housekeeping / 01 / 2019

Life Insurance Corporation Of India, (hereinafter referred to as "The Corporation") Eastern Zonal Office , at Hindustan Building , 4 C R Avenue , Kolkata -700072 invites Sealed Tenders **under two-bid system** from reputed, licensed organizations / Agencies having their office in Kolkata and who are providing office upkeep & Housekeeping services in any organization/ Government / Public Sector undertaking / Private organizations of repute etc. for providing office upkeep & Housekeeping Services for its Departments of aforesaid Eastern Zonal Office at the aforesaid address and monthly special cleaning of quarters of Senior officers . The total area for housekeeping services is admeasuring **approx. 51945 sq. ft (including 12000 sq.ft quarter area of senior officers at present)**

Sealed Tenders are invited from reputed agencies with their presence in Kolkata providing Office upkeep & Housekeeping Services with at least three years experience of providing House Keeping Services to any organization/ Government /Public Sector undertaking / Private organizations of repute etc. **under the two bid system**. Schedule for the tender process is as given below:-

Tender Notification Number and Date	Housekeeping / 01/2019
Cost of Tender Document	<p>₹1000/- (non refundable) in the form of Demand Draft / Pay Order drawn in favour of " LIC OF INDIA" payable at Kolkata to be paid at the time of submitting the tender in a separate envelope super scribed" COST OF DOCUMENT FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES TENDER"</p> <p>The details & Tender documents shall also be available from the website www.licindia.in (under link "Tender")</p>

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Earnest Money Deposit	₹40000/- in the form of Demand Draft/Pay Order drawn in favor of "LIC OF INDIA" payable at Kolkata to be paid at the time of submitting the tender in a separate envelope super scribed" EMD FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES"
Time , Date and Place of Sale of Tender Document (collection in person from the given address or downloading from officials site of the Corporation)	Time - 10.30 am to 03.00 pm Date - From 12.09.2019 to 21.09.2019 Place : LIC Of India, Eastern Zonal Office LIC OF INDIA, 4 th Floor , Hindustan Building , 4 C R Avenue , Kolkata-700072 Contact : Shri M R Mishra (Mobile No. 8335900051)
Time , Date and Place for receipt of Tender Documents(LAST DATE)	Time - 10.30 am to 3.00 PM Date -- 01.10. 2019 Place - LIC Of India, Store Section, OS Dept (5 th Floor) Eastern Zonal Office ,LIC OF INDIA, 4 th Floor , Hindustan Building , 4 C R Avenue , Kolkata-700072
Time , Date and Place of Opening Tender Document	Time - 2.30 PM ONWARDS Date - 03.10.2019 Place : LIC Of India, Eastern Zonal Office LIC OF INDIA, 4 th Floor , Hindustan Building , 4 C R Avenue , Kolkata-700072
Pre- Bid meeting with Tenderers for Inspections of premises	Time - 03.00 pm Date – 18.09.2019 LIC Of India, Eastern Zonal Office LIC OF INDIA, 4 th Floor , Hindustan Building , 4 C R Avenue , Kolkata-700072

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The downloaded / purchased tender form must be complete in all respect and **dropped in the tender box placed** at the above mentioned address strictly within the dates and time mentioned as above along with the other tender document and Demand Drafts/Pay Orders of **₹.40000 & ₹1000 drawn in favour of “LIC OF INDIA”** payable at Kolkata towards the Earnest Money Deposit (EMD) & cost of tender form

The tenders received after the last date and time of submission as mentioned above shall be rejected.

LIC of India reserves the right to call for missing / additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.

LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.

Decision of the Corporation will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.

Regional Manager (OS)

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PART B – GENERAL RULES AND INSTRUCTIONS TO TENDERERS

Life Insurance Corporation Of India, Zonal Office , Kolkata (hereinafter referred to as “The Corporation”) invites tenders from reputed, licensed organizations / Agencies with their **Office** in Kolkata for Office Upkeep and Housekeeping services for its Departments located in Zonal Office at Hindustan Building , 4, C R Avenue , Kolkata-700072 & monthly special cleaning of staff quarters of senior officers within the city (Please refer to scope of work herein below) for a period of **2 Years (Twenty Four Months) from the date of awarding contract extendable by one more year depending upon the experience and at the discretion of Competent Authority of the Corporation.**

1. Tender should be dropped in Tender Box placed at Store Section /OS Dept (5th Floor) on above address in a sealed envelope bearing address:-

“The Secretary, Office Services Department, Eastern Zonal Office, LIC OF INDIA, Hindustan Building , 4th Floor, 4, C R Avenue , Kolkata-700072”

2. The last date and time for submission of tender is **01.10.2019** up to 3.00 PM. The tender (Technical Bid) will be opened on **03.10.2019** 2.30 PM onwards. The venue of opening of Technical tender will be same as given above. i.e. **Office Services Department, Eastern Zonal Office, LIC OF INDIA, Hindustan Building , 4th Floor, 4, C R Avenue , Kolkata-700072 . The Technical Bids will be opened in presence of the Tenderer or their authorized representatives.** The Tenders received after 3.00 PM on **01.10.2019** will not be entertained and shall be rejected forthwith. Decision of the Corporation in this regard will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after due date and time given here above.

3. The cost of tender form **₹1000/-** is non refundable. The tender form may be downloaded from website of the Corporation- www.licindia.in under “Tender” or can be obtained from the office at address as mentioned above. i.e. **Office Services Department, Eastern Zonal Office, LIC OF INDIA, Hindustan Building , 4th Floor, 4, C R Avenue , Kolkata-700072**

4. The bid shall be valid for the period of **120 days** from the last date of submission of the tender as per Notice issued in this respect.

5. The tender shall be submitted in two parts i.e. Part-I (Technical Bid) and Part- II (Financial Bid). Tenders must be submitted in **Cover-I**, which should be super scribed with the words **“Tender for OFFICE UPKEEP & HOUSEKEEPING SERVICES - Technical Bid”** (Strictly as per **Form F**) containing all the certificates / information / documents and **Cover-II**, which should be super scribed with the words **“Tender for OFFICE UPKEEP & HOUSEKEEPING SERVICES - Financial Bid”** (strictly as per format given in **Form G**). Cover-II will be opened after short listing of tenderers based on the Technical Bids.

Cover-III :This is a Master cover containing the above two covers of Technical Bid and Financial Bid and this cover III should be super scribed with the words **“ TENDER FOR OFFICE UPKEEP AND HOUSEKEEPING SERVICES”** **Cover-III** shall bear the address as given below :-

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**The Secretary ,
Office Services Department,
Office Services Department, Eastern Zonal Office, LIC OF INDIA, Hindustan Building ,
4th Floor, 4, C R Avenue , Kolkata-700072**

6. Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for Office Upkeep and Housekeeping contract shall be short-listed and financial bids of only such short-listed bidders will be opened.

7. Any Bidder submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work etc and quoted accordingly.

8. LIC of India reserves the right to call for missing / additional requirements or otherwise from the applicant at the time of analysis of the technical bids received in response to this notice.

9. Any conditional offer / tender shall not be considered.

10. Any modification in the tender after opening date shall not be considered.

11. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender along with Annexure(s) and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in **FORM-F (TECHNICAL BID)** of this Tender.

12. The Bidders should be a registered body for providing office upkeep & housekeeping services having valid requisite license.

13. The Bidders should have experience of at least 3 years in providing office upkeep and Housekeeping Services.

14. The Bidder should have experience of office upkeep & Housekeeping services in any Private or Private Limited , Financial organization, Government /Public Sector undertaking / Private organizations of repute with at least one existing work order in the said organizations with housekeeping services area of at least 10000 sq.ft.

15. The average Annual Turnover from Housekeeping business during last 3 years should be at least ₹50 Lakhs per annum.

16. The Bidder Should be a profitable company .

17. Satisfactory service certificates should be enclosed from any one of the bidder's existing major clients with details of contact person, Telephone No. email etc.

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18. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates / registrations / license under various applicable laws including labour laws applicable for the state of West Bengal. The Bidder shall ensure that none of his employees are paid salary / wages which are less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, **whichever is higher**, for the category of workers employed by them from time to time. The Bidder should **comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and other related Acts** should enclose the copies of the following:

1. License from **Labour Commissioner** to employ contract labour under the Contract Labour Act.
2. Registration certificate under **Employees Provident Act**.
3. Registration under **Employees State Insurance Act**.
4. Latest **Income tax** clearance certificate and PAN Card of the Contractor.
5. **GST registration** Certificate. _
6. Copies of Audited Balance Sheets for the past 3 years.
7. NEFT details
8. Others

The Bidder should not have defaulted in providing similar services and should not have been black-listed with any office of LIC of India or any other establishment. The Bidders should have proper tools & tackles for providing House Keeping Services at Kolkata.

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

20) While discharging the duties, the Bidder shall be responsible for any injuries to persons, damage to building, building structure, streets and footpaths and shall rectify it at his own cost.

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

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PART C – GENERAL CONDITIONS OF CONTRACT

- 1) The site should be kept neat and tidy after cleaning / mopping, etc. work is completed. No cleaning material should be left in and around the cleaned area.
- 2) The material required for cleaning should be kept properly . The material in any case should not lie on the floor / rooms / toilets or near electrical panel switchboards on any floor. The Bidder/contractor shall ensure to take proper safety measures against hazardous material. _
- 3) None of the personnel deployed by the Bidder/contractor shall indulge in any act other than that provided under this contract.
- 4) The Bidder/contractor shall follow all prevailing rules / regulations / laws and should possess valid license for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Bidder/contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
- 5) The Bidder/contractor shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's staff and officers in the complex. All safe practices shall be strictly adhered to by the Bidder/contractor such as providing gloves when handling sharp objects, acid, chemicals etc. The Bidder/contractor shall protect sides of opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices. The Bidder/contractor shall provide first aid boxes wherever required. Despite observing safe practices if any unfortunate incident occurs, the Contractor shall bear all expense or claims towards treatment or compensation.
- 6) The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Contractor during the performance of duties in the premises of the Corporation. The Bidder/contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.
- 7) The Bidder/contractor shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.
- 8) Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Bidder/contractor for rendering housekeeping services are employees of the Corporation or deployed by the Corporation. **The Bidder/contractor shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Bidder/contractor shall keep the Corporation indemnified against the same.** In order to give effect to this, the Bidder/contractor shall

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

9) The Bidder/Contractor should have a current ongoing contract of Housekeeping and office upkeep in Kolkata .

10) The Bidder/Contractor will be responsible for all members of the staff deployed by him and shall submit police verification of their antecedents. A certificate to this effect along with police verification reports, shall be furnished by the Bidder/Contractor to the Corporation before deployment of the staff. Further, in respect of the workers deployed at the Corporation's premises, the Bidder/Contractor shall submit details such as Names, appointment letters issued by the Contractor, age proof, address proofs & police verification reports. The Bidder/Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.

11) The Bidder/Contractor shall be responsible for any loss due to theft / pilferage / damage caused in the course of performance of duties to the Corporation's property including fittings, furniture, fixtures or any other equipment(s). The Corporation shall assess the amount payable by the Contractor towards damages / loss / theft / pilferage and the same shall be recovered by the Corporation from the monthly payment to be made to the Contractor.

12) The personnel deployed by the Bidder/Contractor should be healthy, neat and clean. They should display good conduct & courteous behaviour. They should be in proper uniform and should be provided photo identity cards by the Contractor at his own cost.

In case of any complaint against any of the personnel deployed by the Bidder/Contractor, he shall remove such person immediately and arrange for replacement of removed person within 24 hour. The person(s) so removed should not be deployed again or allowed to work in the premises.

13) If the staff deployed by the Contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Bidder/Contractor will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.

14) No residential accommodation shall be provided by the Corporation to Bidder/Contractor and / or to the personnel deployed by him.

15) The contract shall be for a period of Two Years initially. However, the same may be extended by one more year subject to approval of Competent Authority.

16) The Bidder/Contractor shall make payment to his personnel as per Minimum Wages Act only by electronic mode. Monthly payments to the Bidder/Contractor will be made only after submission of certificate mentioning names of workmen, amount paid, name of the bank and bank account number. The names mentioned should only be of those personnel who were actually deployed for providing housekeeping services to the Corporation by the Bidder/Contractor. Any violation of the Minimum Wages Act will entail forthwith termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation.

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

18) Personnel required:

i) **It is also reiterated that this tender is inviting offers to provide Housekeeping services and not for supply or deployment of contract labour and / or materials.**

ii) The personnel deployed by the Contractor are expected to provide services as per terms of the contract and their services may also be utilized for any other miscellaneous work such as meetings, conferences or any other day to day work in different departments.

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

iii) **The Bidder/Contractor is required to deploy the competent supervisor.** This supervisor will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. He will receive and comply with instructions issued from time to time by the authorities of the Corporation. The supervisor shall be responsible for ensuring cleanliness of all lift lobbies, parking areas, link portion & all areas / halls of various departments.

The Supervisor shall maintain registers showing deployment of workmen for providing services at different locations. In addition, the Supervisor shall also maintain a daily chart about various house-keeping activities performed by the personnel at different locations. The chart should contain the nature of house-keeping activity/ies carried out, the name of the workmen, and time of completing the activity/ies and should be initialed by the Supervisor in token of having verified & ensured satisfactory performance. Such chart shall also be maintained in respect of the weekly house-keeping activities required to be carried out under this Contract.

The Supervisor shall maintain a Complaint Register with a record of all complaints received from different departments and / or forwarded by OS Deptt, Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be effected by the Corporation. The Register must be shown to authorized officials of the Corporation as and when demanded by them.

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

v) If necessary, the workmen deployed by the Bidder/Contractor may also be called upon to perform any housekeeping duties in addition to those explicitly stated in this tender. The Bidder/Contractor shall ensure due compliance of such instructions, issued from time to time, by authorities of the Corporation.

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vi) Complete details of the workmen deployed daily by the Contractor shall be maintained by Bidder/Contractor and made available for verification as and when demanded by the Corporation.

vii) The Bidder/Contractor shall not deploy for house-keeping and / or supervision any relative(s) of any serving / retired / resigned / deceased employee(s) of the Corporation.

19) A) Responsibilities of the Bidder/Contractor would be as under:-

i) To provide disciplined, courteous, trained and quality personnel ever ready to attend housekeeping work politely:-

ii) The Bidder/Contractor shall ensure excellent standard of house-keeping and maintenance and ensure that entire premises are kept hygienic and clean at all times.

iii) The Bidder/Contractor shall maintain daily attendance register in respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded. Further, the Supervisor(s) of the Bidder/Contractor, referred above shall produce the attendance register to the Security Officer / Official of OS Dept, Zonal Office for inspection every day. Needless to add, all the workmen of the Contractor entering the Corporation's premises shall be required to display their photo identity card issued by the Contractor.

iv) Except for the cleaning materials, personal bags & belongings of the workmen shall not be allowed to be carried inside the premises.

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

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

vii) The Bidder/Contractor should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan / khaini / tobacco etc. They will not play cards or indulge in gambling in the complex.

viii) **The Contractor shall maintain a daily record of the cleaning done of the office premises and toilets and obtain signature from Nodal Officer of each department on each floor.** The names and contact no. of the Nodal Officer will be provided to the Contractor by the Corporation.

The daily record of cleaning of premises (including toilets, parking area, pump rooms etc) maintained by the Contractor as required herein above shall be submitted to OS Dept, Zonal Office for verification as when required .

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- ix) The Contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Security Officer / Official of OS Dept, ZO, as the case may be.
- x) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended / postponed.

19 (B) The Bidder/Contractor shall:

- i) Display and maintain inside each toilet, a chart showing the time during which the toilet(s) were cleaned as per the terms of this Contract. The chart shall be initialed by the cleaner(s) along with the time of cleaning and shall also be signed by the supervisor of the Contractor in token of satisfactory cleaning.
- ii) Provide proper neat and clean uniform to all the workmen deployed by him for providing housekeeping services and ensure that the same is worn by his workmen during the course of their duties in the premises.
- iii) Train the personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behavior, safety etc.
- iv) Ensure immediate corrective action on receipt of any complaint against the services provided or against any individual deployed by him in the premises of the Corporation.
- v) Arrange and pay for the Policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above Act or any rule framed there under.
- vi) Obtain Insurance Policy of adequate value in respect of all his workmen deployed for providing housekeeping services, towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as when the same shall become due during the currency of the Contract.
- vii) Be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as CORPORATION, is able to make any alternative arrangement or CORPORATION has agreed in writing to allow the Contractor to discontinue earlier.
- viii) Comply with the instructions issued by the authorities of the Corporation from time to time relating to the performance of the services, duties and obligations. The services rendered by the Contractor shall be subject to regular review by the Corporation and its decision as to the quality thereof shall be final and absolute.

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20) Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between CORPORATION and the Bidder/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 Bidder/Contractor is an independent entity and not an employee, agent, associate or authorized representative of Corporation. The Bidder/Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of Corporation whatsoever.

21) The Bidder/Contractor & the workers deployed by him at the Corporation Premises shall maintain confidentiality of any information in their possession during their deployment in the premises of the Corporation & thereafter.

22) In case the Bidder/Contractor fails to fulfill his obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the Contractor shall pay damages ranging from ₹3000 minimum to ₹5000/- (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation shall without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.

23) Upon expiry of the Contract or termination of the Contract, the Contractor and its workmen shall vacate the premises and handover the same in good working condition.

24) Mandatory Conditions:-

1)The tendering Firm / Contractor / Company are required to enclose photocopies of the following documents duly self attested along with the Technical Bids failing which their bids shall be summarily rejected.

- a) Registration certificate with Labour Department
- b) Copy of PAN/GIR card
- c) Copy of Income Tax Returns filed for the last three financial years
- d) Copies of EPF and ESI certificate
- e) Copy of GST Registration
- f) Copy of Shop and Establishment License

2) The Contractor should have the necessary valid licence under West Bengal Shops & Establishment Act, It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.

3)The successful bidder shall give an Affidavit on **Notarized Stamp paper of Rs.100/-** that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.

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- a] Child Labour Abolition & Rehabilitation Act, 2006
- b] Workmen Compensation Act 1923
- c] Labour & employment Act 1972
- d] Industrial Employment (Standing Orders) Act 1946
- e] Contract Labour (Regulation & Abolition) Act 1970
- f] The Minimum Wages Act 1948
- g] Employees' Provident Fund Act 1952
- h] The Employees' State Insurance Act 1948
- i] The Payment of Bonus Act, 1965
- j] Any other Act or Legislation which may govern the nature of Contract.

4) The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time . The Contractor will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.

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

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

7) **The bidder should neither be a sub-contractor to any other entity / person, nor should, at any time, sub-let to any other person, the contract awarded to him. He should not be a party to any cartel at any time for processing any contract including the present Tender.**

8) The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected.

25) PAYMENT TERMS:

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

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The Contractor will be paid on monthly basis by NEFT only for the services rendered during the particular month for which he shall submit the bill for the agreed amount latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC+VDA+EPF+ESIC+STATUTORY BONUS), Bank name and bank account number. The Contractor shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by electronic mode only.

- TDS at the prevailing rates will be deducted. **Payment towards cleaning of Senior Officer's quarter shall be made on the basis of actual number of quarter .**
- The Contractor shall alone bear all taxes, rates, charges and levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with rendering services except Goods and Services Tax (GST) raised by Contractor in the monthly bill & same will be paid by Corporation along with the other agreed charges for the services of housekeeping.
- All the taxes which the Corporation may be liable to deduct or called upon to so deduct, during the currency of the Contract which are liable to be paid by the Contractor under the law, if not paid, shall be set-off against the bills raised by the Contractor and paid to the respective government department(s) or authorities as may be required under law and the Contractor shall have no claim / objection in respect of any or all such payments.

26) TERMINATION:

Corporation reserves the right to cancel or terminate this contract / agreement by giving one month's notice in writing without giving or assigning any reasons whatsoever for doing so. In the event of the Contractor wishing to terminate this Contract, the Contractor shall give at least three months notice to Corporation in writing and in either case; the Contractor shall hand over the peaceful possession of the space as provided in the tender.

In the event of earlier termination of the Contract by either parties or on expiry of the contract, the contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till the Corporation is able to make alternate arrangements for housekeeping services, even if Corporation has agreed in writing to allow the Contractor to discontinue earlier.

The contract is also liable to be terminated by the Corporation if

- a. The Contractor abandons the work or
- b. The Contractor assigns or sublets the work in whole or in part thereof or
- c. The Contractor makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or

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- d. The Contractor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
- e. The Contractor persistently disregards the instructions issued by the Corporation or
- f. The Contractor fails to adhere to the agreed schedule of the work or
- g. The information submitted by the Contractor in the Tender is found to be incorrect or
- h. The Contractor fails to perform its obligations as per terms and conditions of the contract or
- i. The Contractor fails to maintain records / registers as required under the terms of this contract.

27) DISPUTES & DIFFERENCES:

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

28) SECURITY DEPOSIT:

The selected Contractor will have to remit **security deposit of 10% of annual** value of the contract. The amount will be kept with us interest free for the entire period of the contract. The Security Deposit shall be refunded with in a period of two months from the date of expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation. In case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security Deposit and balance, if any, shall be refunded without interest to the Contractor.

29) The Contractor shall remit ESI and EPF contribution of all his workmen regularly to ESI Corporation and P.F. Authorities respectively and furnish the proof of the same every month to the Corporation. If it is found at any time that ESI and EPF contributions in respect of his employees are not being deposited, L.I.C. of India reserves the right to utilize the amount of Security Deposit for the same or from the amount payable to the said contractor.

30) The Contractor agrees to abide by the regulations if any notified by IRDAI during the currency of Contract in connection with, "Outsourcing of Services" by LIC of India.

31) **PROVISIONS OF SECTION 33(3) and 33(4) OF THE INSURANCE ACT, 1938 AS AMENDED BY THE INSURANCE LAWS (AMENDMENTS) ACT, 2015:**

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents and the data base in the custody of the Contractor in respect of services outsourced by the LIC of India. It shall

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

In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, Managing Director or Other Officer of the Contractor or agency where the services are outsourced by LIC of India.

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

We accept all the above terms and conditions.

AUTHORISED SIGNATORY

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

**FORM D – DETAILS OF THE AREA & SCOPE & MATERIALS TO BE USED
FOR HOUSEKEEPING WORK**

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The successful Contractor will be required to provide housekeeping services on working days (i.e except Sunday, 2nd & 4th Saturday & declared holidays) at all the following office premises of the Corporation.

The sweeping and mopping etc (except works where time is prescribed & in case subsequent frequency) of the following premises of the Zonal Office in Hindustan Building should be completed by 9.00 am on all working days . The remaining works shall be done as desired .

1) 3rd floor entire area (including 830 sq.ft of toilet area) : 21945 sq.ft

Cleaning to be done : Toilet – Thrice daily , Cabins & attached toilets – Once daily, Complete Floor- Once daily , Major passages – Thrice daily, Table tops ,Work station, partitions , glass doors – Daily , Surrounded balcony --- Daily cleaning . Vertical blinds of windows --- yearly cleaning .

Replacing garbage bags in all the dustbins in the office areas, common toilets, attached toilets, Cleaning of cobwebs -- Daily ;

2) Courtyard & Five Entry Gates : Total area- 12500 sq.ft

Cleaning to be done : Courtyard (Sweeping once a day and washing once a week) , all four Gates & Lift Lobbies (Sweeping & Cleaning three times) , all five lifts(once daily) , Pump Room, Driver's Room , Staircase portion of five gates & opposite side bottom wall etc (Sweeping & Mopping once daily & special cleaning once a month) , Staircase railings (Dusting, wiping daily) , Cleaning of cobwebs – Daily .

Disposal of garbage of the entire office – Daily

3) Quarters of Senior Officers = Total 12000 sq.ft (approx) comprising eight staff quarters at present which may change in future – Special cleaning once in Month ,

4) 4th & 5th Floors : Total Floor Area (including 1660 sq.ft of toilet area) – 5500 sq.ft

Cleaning to be done : Major passages (Once at 11AM & once after lunch daily) & Toilets (Twice daily ,once during 11.30 AM to 12.00 Noon & next during 2.30 PM to 3.00 PM) Surrounded balcony --- Daily cleaning . Vertical blinds of windows --- yearly cleaning . Work station, partitions , glass doors – Once in every fortnight .

During heavy absenteeism / exit of Sweeper/SCA or in case of contingent occasion , we may ask the vendor to clean the additional area on agreed rate .

However, before submitting the tender, the bidder shall visit the site where intended services are to be provided and satisfy himself as to the area requiring housekeeping services at the site. No claim on this account shall be entertained by the Corporation under any circumstances subsequently.

Description/brand of materials to be used:-

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Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/wash room	Harpic
Cleaning of floors and walls	R-2 Diversary / Taski
Cleaning of toilet windows, mirrors	Colin
Cleaning of WCs, Urinals	Harpic
Hand-wash in all toilets	Dettol / Lifebuoy
Cleaning wash basins	Vim liquid and Scotch-brite
Cleaning glass doors, glass shelf, windows of cabins	Colin liquid and glass cleaner/ wiper/yellow cloth
Cleaning glass table tops, coffee tables	Colin liquid and yellow cloth
Cleaning tables, partitions, cupboards	Dusters(checks)
Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases	Lobby/Dry Mop
Mopping floors, lift lobbies, entrance lobbies, toilets, stairs and staircases, bottom wall connected to staircase .	Wet Clip Mop
Toilet freshener	Odonil/Garden Fresh
Plastic dustbins, mugs and small buckets for use (Dustbins with plastic garbage bags)	ISI brand
Sani cubes	Homacol/Odonil/Any other ISI marked brand
Cleaning WCs, Urinals	Toilet brush
Sweeping parking area, garage area, pump room	Hard broom
Cleaning of parking area, garage area, pump room area, staircase, Garage gate staircase	Jet pump/ Special Cleaning once in a month using airfield maintenance vehicle(AMV)

If materials/equipments as mentioned in the table above is/are not used, appropriate penalty as decided by the Corporation will be imposed and recovered from the monthly payment due to the Contractor.

General points about materials for housekeeping:

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- i. The description/brand of materials to be used for various house-keeping activities shall be as specified above.
- ii. All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand-wash, liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc. shall be provided and arranged by the Contractor at its own cost. All the material used should be of good quality and eco-friendly.
- iii. The Contractor shall arrange for all cleaning equipments such as – Hard brush / soft brush, Soft / Hard duster, Mops, Multi Wash, Dry mops kit, Glass cleaner, WC cleaner, Vacuum cleaner, Jet-pump etc.
- iv. The quality of cleaning material/ equipments may be inspected by us periodically.
- v. In case of any problems relating to plumbing, breakage of pipe etc., the Contractor shall arrange to carry out the necessary plumbing work within 24 hours from the report of problem.
- vi. Dustbins, mugs, small buckets in all office areas toilets (common and attached) shall be provided by the Contractor and replaced as and when informed by LIC to the Contractor.
- vii. Dustbins shall be provided with disposable garbage bags (to be arranged by the contractor) and the same shall be replaced daily.

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Annexure A**PRE CONTRACT INTEGRITY PACT****General:**

This pre-bid pre-contract Contract (hereinafter called the Integrity Pact) is made on..... day of the month of2019 , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Zonal Office at " Hindustan Building , 4, C R Avenue , Kolkata-700072. (hereinafter called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s _____ represented by Shri..... (hereinafter called the "BIDDER /SELLER" which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure Housekeeping services for its Eastern Zonal Office departments & the BIDDER/Seller is willing to offer/has offered the Housekeeping services for its Eastern Zonal Office departments and other specified area and

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

NOW, THEREFORE,

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

Enabling the BUYER to obtain the desired said services at a competition price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

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Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

Commitments of the BUYER

- 1.1** The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2** The BUYER will, during the pre-contract stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3** All the officials of the BUYER will report to the appropriate "CVO" any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2.** In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

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3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

3.3 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original owner of the Contractor/ firm /company providing Housekeeping Services and has not deployed any individual or firm or company to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.4 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

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- 3.5** The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.6** The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.7** The BIDDER/Contractor will not commit any offence under the relevant India penal code (IPC) /Provision of corruption (PC) act .Further improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.8** The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.9** The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.10** If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956.

- 3.11** The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

4. Previous Transgression

4.1The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public

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Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit):

5.1 While submitting commercial bid, the BIDDER shall deposit an amount **Rs40000-** as Earnest Money as applicable/Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft of Pay Order in favour of LIC.

(ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within six working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP/Tender:

5.2 The Earnest Money /Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, which ever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. Sanctions for Violations:

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, with interest thereon at 2% above the prevailing Prime Lending Rate of State Bank of India, . If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.

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(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

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

7. Fall Clause:

7.1 The BIDDER undertakes that for any current contract , it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents

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including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

9. Law and Place of Jurisdiction:

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

10. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

11 Validity:

11.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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

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

BUYER _____ BIDDER _____ Name of the
Officer:

_____ Designation
LICI , Eastern Zonal Office

Witness

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1.....

1.....

2.....

2.....

(* Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.)

** Please specify the "Name of Authority" in place of "Authority Designated" wherever mentioned in the Contract)

Authorized signature of bidder with date & seal of Company/firm/ Agency

FORM F – TECHNICAL BID

(To be submitted in a sealed cover super scribed as “ **Technical Bid for Office Upkeep and Housekeeping Services for Departments of Eastern Zonal Office , LIC OF INDIA located in Hindustan Building , 4, C R Avenue , Kolkata-700072 ”**)

Tender No- Housekeeping / 1/ 2019

1. Name of the Firm / Contractor / Company :-
(attach certificate of Registration)

2. Name of the Proprietor/ Director of the Firm / Contractor / Company :-

3. Full Address of Registered Office :-

- a. Telephone number/s :-
- b. Fax Number :-
- c. E-mail Address :-

4. Full Address of Operating Office /Branch:-

- a. Telephone number/s :-
- b. Fax Number :-
- c. E-mail Address :-

5. Banker of the Company Firm / Contractor/ Company :-
(Attach certified copy of A/C statement of Last 3 years)

Telephone Number of Banker :-

(Enclose certificate from Banker stating Date of opening of account, Average balance , OD Limit etc)

6. Registration certificate with Labour Department :-

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7. PAN NUMBER (Attach certified copy) :-

8. GST REGISTRATION NUMBER (Attach certified copy) :-

GST (Vendor details)	
Name	
State(complete State Name)	
State Code	
Pan Number	
GSTIN Number	
Contact person	
Phone Number	
Mobile Number	
E mail ID	

9. PF / ESI CERTIFICATES : -Certified copies required

10. Details of Application fee and EMD

Details of Demand Draft	Application Fee of Rs. 1000/-	EMD of Rs.40000/-
Demand Draft / Pay Order No.		
Date of Demand Draft / Pay Order		
Name of Issuing Bank		
Branch Of Issuing Bank		
Address of Issuing Bank		

11. Work Experience of Contractor in the field of Housekeeping Give details of the existing clients :- (Attach separate sheet in the following format for clients for housekeeping services with area more than 10000 sq ft.)

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Sr.No.	Name of the Client	Specify whether , Government /Public Sector undertaking / Private organizations	Since when service is provided	Area allotted for office Upkeep and Housekeeping services as per contract (sq feet)	Annual contractual amount of Housekeeping services (In lacs)

(Give reference with full details of person to whom enquiry in the above organizations can be made about work performance by our Authorized officials) Give these details in **Annexure B** with Technical Bid.

12. Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year 2014-15,2015-16 & 2016-17 (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.) :

Sr.No.	Financial Year	Turnover(from Housekeeping Business Only (`)
<u>1</u>	2018-19	
<u>2</u>	2017-18	
<u>3</u>	2016-17	

DECLARATION

1. I,

Son / Daughter / WifeOf Shri.
Proprietor / Director /Authorized Signatory of

Authorized signature of bidder with date & seal of Company/firm/ Agency

the Firm/ Contractor/ Company mentioned above is competent to sign the declaration and Execute this Tender Document:

2. I have carefully read and understood all the terms and conditions of the Tender and undertake to abide by these terms and conditions.
3. The information / Documents furnished along with the application are true and authentic to the best of my knowledge and belief. I / We am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate Law.

Date: -
Place: -

Signature of Authorized person
Full Name: -
Seal:-

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

1. Application of Technical Bid and Declaration
2. Attested copy of Firm/ Contractor /Company Registration
3. Certified copy of the statement of Bank Account of the Firm/ Contractor/ Company for the last 3 years
4. Attested copy of PAN/ GIR Number
5. Attested Copy of last 3 years IT Returns filed by Firm /Company
6. Attested copy GST registration
7. Attested copy of PF Registration letter / Certificate
8. Attested copy of ESI Registration letter / Certificate
9. Certified Document in support of entries in column of Technical Bid Application
10. Certified copy of Profit and Loss Accounts
11. Copy of the terms and conditions in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Contractor/ Company in token of their acceptance.
12. Separate sheet in reply to question no. 11 of Technical Bid in the given format with additional details about contact person/s.
13. Integrity Pact as per format provided in **Annexure A**

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14. Affidavit on stamp paper of appropriate value confirming that the agency / contractor has not been blacklisted by any of the office of Corporation and no child labour has been engaged by the Agency/ Contractor.

Annexure B (With Technical Bid)

DETAILS OF EXISTING CLIENTS

(Clients with area for housekeeping contract above 10000 sq. Ft)

Name and Address of the Company	Name, designation of contact person with telephone no. and e-mail ID	Date of award of Contract	Area allotted for Housekeeping Job	Number of workmen and supervisor deployed	Total Annual Contract Value (In lacs)

FORM G – FINANCIAL BID

(To be submitted in a sealed cover super-scribed as “Financial Bid for HOUSE KEEPING SERVICES for Eastern Zonal Office Departments I, at Hindustan Building , 4 C R Avenue , Kolkata-700072 .

Tender No : Housekeeping / 1 /2019

Authorized signature of bidder with date & seal of Company/firm/ Agency

We have gone through the details of terms/conditions and nature of services to be provided. Accordingly, we submit herein below the financial bid with regard to the details of the area , scope , (Form-D) including material and with strict observance of all terms & conditions of the Tender Notice .

FINANCAL BID FOR OFFICE UPKEEP & HOUSE KEEPING SERVICES

With regard to the work under Item (1) of Form-D : Rs per month

With regard to the work under Item (2) of Form-D : Rs per month

With regard to the work under Item (4) of Form-D : Rs per month

SERVICE CHARGES* (SEE NOTE BELOW) : RS. PER MONTH

TOTAL COST UNDER THE ABOVE ITEMS Rs..... per month

AND

With regard to the work under Item (3) of Form-D : Rs..... per month
(@ Rs..... per quarter per month)
(for presently eight quarters)

TOTAL COST OF HOUSEKEEPING ETC UNDER UNDER ALL ABOVE : Rs..... per month

TOTAL CONTRACT VALUE PER YEAR : Rs

(GST shall be charged as per applicable rate)

Date: _____

Signature of the Bidder


Place: _____


Seal of the Bidder


***NOTES:**

 The minimum wages as per Govt rate shall be taken into account .

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-  Service charges should include contractor's contribution towards PF/ESI/ OTHER STATUTORY BENEFITS TO PERSONNEL as well as all other expenses likely to be incurred by him for PROVIDING Office Upkeep and Housekeeping Services including Costs to be incurred for any equipments , Uniforms , Identity cards and cost of cleaning material including Plumbing work and any other item/s required for rendering the Housekeeping services as per terms and conditions of contract

-  Payment of applicable minimum wages for actual manpower deployed & 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.

-  Contractor's service charges for rendering house-keeping services cannot be zero. It should among other things also include statutory contributions during the year and increase in cost of materials during the period of the contract.

AUTHORISED SIGNATORY

NAME/DESIGNATION AND

SEAL OF THE FIRM/COMPANY

DATE: _

Authorized signature of bidder with date & seal of Company/firm/ Agency