



TENDER DOCUMENT

**LIFE INSURANCE CORPORATION OF INDIA, MADURAI
DIVISIONAL OFFICE, SELLUR, MADURAI.**

INVITES TENDER

**FOR PROVIDING HOUSEKEEPING SERVICES /
MAINTENANCE AND GUEST HOUSE CARETAKER
SERVICES
(SWEEPING, CLEANING AND UPKEEP)**

**TO DIVISIONAL OFFICE,
BRANCHES, SATELLITE OFFICES &
GUEST HOUSES**

UNDER MADURAI DIVISION

DATE OF ISSUE : 05/12/2024 to 26/12/2024

(on any working day from 10.30 A.M to 03.30 P.M)

LAST DATE FOR SUBMISSION: 27/12/2024 at 3.30pm.

PRE BID MEETING: 16/12/2024 AT 3.00PM

Notice Inviting Tender for House Keeping Services (Sweeping, Scrubbing, Cleaning , Maintenance / Guest house Caretaker service.

1. Sealed tenders are invited under two bid system by Life Insurance Corporation of India (LIC), Divisional Office, Madurai for providing House Keeping Services, sweeping, scrubbing, cleaning and maintenance/Guest house care taker service to its various office premises.
2. Last Date for receipt of tender **27/12/2024 up to 03.30 pm**. Tenderer should ensure that their tender is submitted before the date and time specified above. LIC of India is not responsible in any manner for the postal delay /loss or nonreceipt of the tender within above mentioned last date & time for whatsoever reason may be.
3. The sealed Tender of **Technical Bid will be opened on 30/12/2024 at 3.00P.M.** The concerned Agency / Service Provider may send their representative at the time of opening the Tender.
4. **Ensure to attach Demand draft of Rs.590/- (Rs.500+GST@18%)**. in favour of “LIC of India” payable at Madurai (non refundable) as tender fee along with technical bid envelope.
5. Tender document can be obtained from OS Dept, LIC of India, Divisional Office, Sellur, Madurai-625002 on any working day, **from 05/12/2024 to 26/12/2024 (10.30 A.M to 03.30PM)** by paying tender fee of Rs.590/- or else it can be downloaded from our website **www.licindia.in/tenders**
6. **An amount of Rs.6,00,000/-(Rupees Six Lakh only)** towards **Earnest Money Deposit (EMD)** by demand draft/pay order in favour of “LIC of India” payable at Madurai should be enclosed along with technical bid for HouseKeeping Services. No interest will be payable on EMD. Tender without Earnest Money Deposit will not be considered. It will be refunded without interest in case tender is not accepted within 30 days from the date of final decision of awarding the contract, through NEFT/Cheque. However EMD will be forfeited in the case tender is accepted & agency is unable to provide services for the reasons what so ever it may be.

7. Tenders should be filled with neat, legible and correct entries. Indistinct figures should be avoided. The amount/ rates should be filled clearly in figures. Correction/ Omission/ Overwriting/ Cutting should be dated and initialled.
8. The tender should be signed on all pages. Also all pages and corrections/ alterations should be initialled. Each sheet of the tender document is required to be signed along with the seal by the authorised person/ persons in token of his/ their having acquainted themselves with the instructions to tenders, standard conditions, special conditions, financial bid, scope of work and all other clauses of this tender document. Any tender document not so signed may be liable for rejection.
9. The notice inviting tender, tender schedule and the enclosed Instructions to Bidders, Eligibility conditions, scope of work, General terms & conditions of tender, technical bid ,financial bid ,check lists, Declaration, Affidavit, Pre-contract integrity pact, List of locations shall form part of tender documents.
10. Sealed tender should be addressed to “The Senior Divisional Manager, LIC of India, Divisional Office, Bridge station Road, Sellur, Madurai-625002 containing the Tender Paper to be dropped in the “Tender Box” located at the chamber of Manager (E &OS), at the above mentioned address.
11. The “Notice for invitation of Tender” and enclosed Annexure shall form the part of Tender Documents. The tenderer is required to sign on all papers from page no 1 to end in token of having accepted all the terms & conditions.
12. Any modification/corrigendum to the tender or extension of tender submission period shall be uploaded on the website of LIC of India only .

Senior Divisional Manager

Details of various Annexure are as under:

S.No.	Particulars	Attached as
1	Eligibility conditions	Annexure – A
2	Instruction to Bidders	Annexure – B
3	Scope of work	Annexure – C
4	Check list	Annexure – D
5	Technical bid	Annexure – E
6	Declaration	Annexure – F
7	General terms & conditions	Annexure – G
8	Affidavit	Annexure – H
9	List of Locations	Annexure – I
10	Pre Contract Integrity Pact	Annexure – J
11	Financial Bid	Annexure - K
12	Annual Turnover details	Annexure - L
13	Number of workmen on roll	Annexure- M

Senior Divisional Manager.

TENDER SCHEDULE FOR HOUSE KEEPING/CLEANING /CARETAKER /MAINTENANCE.	
Tender Fee	Rs. 590/ (Rs. 500/- plus Rs. 90/- GST@18%) by way of Demand draft/Pay order issued by a Nationalised/ scheduled Bank favoring Life Insurance Corporation of India, at Madurai OR Cash Receipt for the same amount paid at our cash counter. The tender shall be treated as cancelled if Tender Fee is not paid.
Earnest Money Deposit (EMD)	Rs.6,00,000/- (Rupees Six Lakh Only) in the form of Demand draft/Pay order issued by Nationalised/ Scheduled Bank favoring Life Insurance Corporation of India, payable at Madurai.
Tender Documents	Tender forms can be obtained from 05/12/2024 to 26/12/2024 between 10.30 am and 3.30 pm, on any week day(except Saturdays, Sundays & Holidays) on payment of non-refundable tender fee of Rs. 500/ + GST @ 18 %= Rs.90/ - Rs.590/- (Rupees Five hundred ninety only) in cash or by Demand Draft on any Nationalized/Schedule Bank in favour of “Life Insurance Corporation of India” payable at Madurai at the cash counter of Divisional Office, Madurai. The Miscellaneous Receipt (MR) issued by our cash counter is to be enclosed with the Technical Bid. For the tender forms down loaded from our website the Demand Draft/Bankers Cheque for Rs.590/- payable at Madurai is to be enclosed with the Technical Bid.
Dates of sale of Tender documents	From 10.30 AM on 05/12/2024 to 3.30 PM on 26/12/2024
Last date for Submission of Bids	Last date for submission of tender document 27/12/2024 by 3.30 pm. Address: OS Department, L I C of India, Divisional Office, “Jeevan Prakash” Bridge Station Road, Sellur, Madurai-2
Date and time of opening the Technical BID	The sealed envelope containing the Technical bids will be opened by the tender opening committee on 30/12/2024 at 3.00 PM in the presence of bidders or one of their representatives who wishes to attend. Venue- OS Department, LIC Of India, Divisional office, Bridge Station Road, Sellur, Madurai-625002
Pre- Bid meeting with Tenderers	Time-03.00pm; Date- 16.12.2024; Place-OS Dept., LIC OF INDIA, Divisional Office, Bridge Station Road, Sellur, Madurai-625002
Date of opening of Financial Bid	Financial bid will be opened on a later date which will be intimated separately to technically qualified bidders only.
Contract Period	Shall be initially for a period of TWO years which may be extended for a further period of two years on yearly basis at the discretion of LIC of India and on consent of the Service Provider at the same terms and conditions if the performance of the Service Provider is found satisfactory to LIC of India
Notice period for termination of Contract	One month if LIC of India intends to terminate the agreement and 3 months if the Service provider intends to terminate the agreement.
Contact details & official website	Manager E&OS / AO (OS) , Telephone 0452-2525171 Email id- os.madurai@licindia.com Official website- www.licindia.in/tenders
Validity of BID	Three months from the date of opening of Financial Bid.

ANNEXURE-A

Eligibility Conditions:

1. The Bidder should have its Head/Regional/Branch Office at MADURAI with suitable training facilities for House Keeping workers.
2. a) The Bidder should have a valid license Issued under Licence from Labour Commissioner to employ contract labour under Central Labour Act and ensure the compliance of all provisions of Contract Labour Act (Regulations & Abolition) 1970.
b) The Bidder should have a valid Agreement Labour License under the Agreement Labour Act 1970 and Agreement Labour (Regulation and Abolition) Central Rules, 1971
c) The Bidder should have on their wage roll minimum 200 House Keeping workers as on 01.04.2024.
3. The Bidder should have valid Provident Fund/Professional Tax/ESIC/Goods and Service Tax/Shops and establishment (if applicable) Registration.
4. The Bidder should have minimum 3 years experience of dealing in the field of providing House Keeping services to reputed organizations and also should have an average turnover of minimum of **Rs. TWO CRORE** during last 3 financial years (2021-22, 2022-23 & 2023-24). The Bidder should have sound financial capacity/credit worthiness acceptable to LIC of India.
5. The Bidder should not have been black listed in past by any Institute/PSU/Govt. Organization. The Bidder should not have rescinded/abandoned any House Keeping Agreement awarded by any of his clients before expiry of prescribed period of Agreement.
6. The Bidder should not have been at any time declared insolvent or convicted for any offence and should not have been prosecuted or suffered any penalty for violation of any Labour law or any other law by any court or any other Government Authority.
7. The Bidder should not have suffered at any time any disqualification of any nature not enumerated here in above to render the House Keeping Services.

Place:

Signature of Tenderer with Seal

Date:

Name:

Designation :

Address:

ANNEXURE-B

**INSTRUCTIONS TO BIDDERS
(FOR HOUSE KEEPINGSERVICES)**

1. The tender forms will be issued from 05/12/2024 to 26/12/2024 between 10.30 am and 3.30 pm on all week days (except on Saturdays, Sundays & Holidays) on payment of Rs.590/- i.e Rs.500/- + GST @18% = 90/- (Rupees Five hundred ninety only) in cash or by Demand Draft drawn on any nationalized or schedule bank in favour of Life Insurance Corporation of India payable at Madurai at the cash counter of Divisional Office, Madurai at the above address.
2. The Miscellaneous Receipt issued at our cash counter for the payment made for the Tender Fee is to be enclosed with the Technical Bid. For the tender forms downloaded from website, Demand Draft/Bankers Cheque for Rs.590/- i.e Rs.500/- + GST@ 18% = 90/- (Rupees Five hundred ninety only) payable at Madurai to be enclosed along with Technical Bid towards the cost of tender application.
3. The Terms and Conditions along with the Tender Notice, Scope of work / Duties of House Keeping service persons, Tender Schedule and Instructions to bidders, Eligibility Conditions, Technical bid, Financial bid, Integrity Pact, all other clauses, Annexures and enclosures will form part of the tender to be submitted by the Bidder to LIC of India, herein after termed as “Corporation”.
4. The offers are to be submitted in two Bid systems i.e. Technical Bid and Financial Bid. Both Bids must be submitted at the same time giving full particulars in the prescribed formats but in separate sealed covers. Three envelopes duly sealed should be used for submission of Tender as under:

ENVELOPE NO – 1 (should contain)

- (a) **Technical Bid** (as per Annexure E) submitted with all related documents.
- (b) **Tender Fee of Rs. 590/-** i.e Rs.500/- + GST 18% = 90/- (Rupees Five hundred ninety only) by Demand Draft/Bankers Cheque favouring Life Insurance Corporation of India payable at MADURAI, if not paid earlier at our cash counter at MADURAI Divisional Office OR Miscellaneous receipt for payment of Rs.590/- issued by LIC of India MADURAI Divisional Office in payment of tender fee + GST.

- (c) **EMD of Rs.6,00,000/-** (Rupees Six lakh Only) by Demand Draft/Bankers Cheque favouring Life Insurance Corporation of India payable at MADURAI. At the back of the Demand Draft, the name of the Bidder/Tenderer should be clearly written with the caption “**Tender for Providing Housekeeping Services (Sweeping, Cleaning and Maintenance)**”
OR

If MSME, relevant certificates/documents duly attested, to be sent.

As per Public Procurement Policy of Government of India, exemption from payment of Earnest Money Deposit is allowed to Micro Small and Medium Enterprises (MSMEs) provided such MSMEs enclose certified copy of Valid Certificate of Registration as MSMEs issued by appropriate Registering Authority. Letter from such Registering Authority certifying exemption from payment of Earnest Money Deposit to such MSMEs. Kindly note that if these documents are not attached with the Bid/Tender Document submitted by MSME Bidder/Tenderer their Bid/Tender shall not be entertained and shall be treated as rejected.

- (d) Other documents - notice inviting tender and the enclosed Annexures i.e., Instructions to Bidders, Eligibility conditions, scope of work, General terms & conditions of tender, technical bid, check lists, Declaration, Affidavit (on stamp paper of Rs 200/-), Pre contract integrity pact , List of locations shall be duly signed and sealed on all pages. This envelope should be sealed properly and superscribed as “**Technical Bid- Tender for House Keeping Services- L I C of India, MADURAI Division**”.

ENVELOPE NO – 2 (should contain)

Financial Bid (as per Annexure K): Rate of daily wages per person for 8 hours duty, the Administrative/ Service charges etc as directed in Annexure K duly completed , sealed and signed. This envelope should be sealed properly and super scribed as “**Financial Bid- Tender for House Keeping Services – L I C of India, MADURAI Division.**”

Rates of wages to be quoted in Financial Bid (Annexure-K) should **not** be less than the minimum wages (sweeping, cleaning) rates Under Central wages Act/ State Labour Act (whichever is higher) failing which the tender will be rejected.

In case the service charges quoted by the Service Provider are found to be less than 3%, tender is liable to be rejected.

In case of identical lowest bid by more than one bidder, the selection will be made by giving PRIORTIY to the Service provider having more turn over for the F.Y 2023-24.

ENVELOPE NO – 3 (should contain)

Both the above envelopes (Envelope 1 & 2) are to be placed in Envelope number 3 superscribed as **“Tender for House Keeping Services for Various Locations in L I C of India MADURAI Division”**

5. The duly filled in and completed tender should be **submitted to**

THE SENIOR DIVISIONAL MANAGER,
L I C OF INDIA, DIVISIONAL OFFICE ,
“JEEVAN PRAKASH”, BRIDGE STATION ROAD,
SELLUR, MADURAI-625002, TAMIL NADU.

or shall be deposited in the tender box placed in the Office Services Department **on or before 27/12/2024 at 03.30 p.m.**

6. **The Technical Bid will be opened on 30/12/2024 at 03.00 PM** in the presence of Bidders or their authorized representatives. All Bidders are advised to remain present (self or representative) in their own interest. The authorized representative must bring an authority letter from the bidder. Only properly sealed tenders will be opened. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be summarily rejected.

After scrutiny of the technical bids, in order to satisfy itself about the nature and quality of services rendered by the tenderer, LIC of India may depute its Officer (s) or authorized representative to visit the Establishments mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document/

testimonial submitted by 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 LIC of India so that necessary verification is completed without any delay. In case the bidder fails to co- operate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non- responsive/unqualified bids and the same will not be processed further.

7. The financial bids of only those bidders, whose Technical Bid offer are found suitable to the Corporation, will be opened at a later date. The date of opening of financial bids will be intimated to those bidders only.
8. **EMD:** EMD of Rs.6,00,000/- (Rupees Six lakh only) by Demand Draft/Bankers Cheque favouring Life Insurance Corporation of India payable at MADURAI is to be submitted with the tender. At the back of the Demand Draft, the name of the Bidder/ Tenderer should be clearly written with the caption "**Tender for Providing Housekeeping Services**". EMD of other Bidders (excluding successful Bidder) shall be refunded without any interest on the amount deposited, within 30 days from the date of final decision on awarding the contract .**However EMD will be forfeited** in the case tender is accepted & agency is unable to provide services for the reasons what so ever it may be.
9. **Security Deposit: Successful Tenderer** must deposit Security Deposit for Rs.30,00,000/- Rupees Thirty Lakhs (Rs.15,00,000 by demand draft in favour of LIC of India payable at MADURAI + Rs.15,00,000 by Bank Guarantee) within 10 days of receipt of the communication about its selection as successful Tenderer/Bidder and the same amount will be refunded without interest after expiry of the Tender Term on satisfactory performance of the Agreement. EMD of successful Bidder may be adjusted towards security deposit or shall be returned without any interest whatsoever after receipt of Security/Bank guarantee from it as called for in the contract.

10. The Successful bidder shall execute and submit Integrity Pact on stamp paper of Rs.200/- as per **Annexure J** in this tender document and submit along with contract before taking over.
11. **The following documents should be enclosed with the Technical Bid:**
- a). Certificate of Registration under Companies Act, 1956/2013 / Partnership deed with proof of registration of firm/Individual Firm. Valid certificate of registration under TN shops & Establishment Act if applicable.
 - b). Copy of the PAN as allotted by the Income Tax Department.
 - c). Certificate of the Labour License/Statutory Licenses as required by any Central and State Government Act.
 - d). License from Labour Commissioner to employ contract labour under the Contract Labour Act.
 - e). Copy of the Goods and Service Tax Registration
 - f). Copy of the E.P.F. registration
 - g). Copy of the E.S.I. registration
 - h). An affidavit as per Annexure-H stating that the applicant is not facing any blacklisting from any establishment of Central Government or the State Government or the PSU for breach of agreement
 - i). Income Tax Returns for last 3 Financial years (2021-2022, 2022-2023, 2023-2024) duly certified by the chartered accountant.
 - j). Audited Accounts, Balance Sheets, and Profit and Loss Accounts for last 3 Financial Years (2021-2022, 2022-2023, 2023-2024) duly certified by the chartered accountant.
 - k). Work orders of existing major Agreements with large Institutions / PSUs / Govt. Organisations as at 31.03.2024.
 - l). Work orders confirming no. of persons employed by the Bidder as at 31.03.2024
 - m). ISO 9001:2015 certificate.
 - n). Proof of the Tenderer/Bidder being based in Madurai and their operation in these areas. Attach self-attested copy of proof.
 - o). Non-relationship Certificate for participation of near relative of employee/Officer in LIC of India in the Tender .(SELF DECLARATION)

12. Non submission of documents referred in Technical Bid/ Non- disclosure of relevant information or furnishing of incorrect information, documents will suffer disqualification.
13. All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign on all the pages of the bids (Technical and Financial bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.
14. Bidder should note that their tenders will remain open for consideration for a minimum period of 03 (Three) months from the date of opening of Financial Bid.
15. The financial bids will be opened only if at least two Technical Bids are found suitable. In any case single Financial Bid will not be opened.
16. It may be noted that no negotiations will be carried out and therefore most competitive rates should be offered.
17. The Service Provider will be in the profession for at least 3 years and should preferably have clients who are PSU/Banks/Government Bodies/reputed private firm.
18. The Service Provider may preferably be on the approved panel of at least one reputed organization at MADURAI.
19. The Service Provider is required to provide its NEFT details along with the tender documents.
20. Unsealed tenders will not be accepted and tenders received in any manner other than prescribed in the tender document will be summarily rejected. Any tender received after the scheduled date and time shall not be considered. LIC of India will not accept any responsibility for the tender lost in transit or delivered elsewhere.
21. Canvassing in any form will disqualify the tenderer.
22. The short-listed Service Providers will be informed in writing or telephonically by the Corporation for arranging their office inspection if required.
23. The Service Provider is advised to inspect the premises where the services are required to be rendered and assess for requirements themselves before submission of the tender. The prospective Bidders may interact with the

LIC Officials of Estate Department, Divisional Office, MADURAI, at the above mentioned address during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of workers, expected requirements of the various locations and the desired level of services which the Service Provider is expected to render during the contractual period etc.

24. Any modification/corrigendum to the Tender or extension of tender submission period shall be uploaded on the web site of LIC of India and shall not be published in NEWS PAPER.
- 25. LIC of India, reserves the right to accept any tender or to reject any or all tenders at its sole discretion without assigning any reasons thereof and shall not be bound to accept the lowest tender.**
26. Each Tenderer/ Bidder will submit only one tender either by himself or as a partner in joint venture/firm/company.
27. It will be the sole responsibility of the agency to abide by the provisions of the following Acts as to the workers engaged by him for performance of the service.
 - a] Child Labour Abolition & Rehabilitation Act, 2006
 - b] Workmen Compensation Act 1923
 - c] Labour & employment Act 1972
 - d] Industrial Employment (Standing Orders) Act 1946
 - e] Contract Labour (Regulation & Abolition) Act 1970
 - f] The Minimum Wages Act 1948
 - g] Employees' Provident Fund Act 1952
 - h] The Employees' State Insurance Act 1948
 - i] The Payment of Bonus Act, 1965
 - j] Any other Act or Legislation which may govern the nature of Contract.

Place:
Date:

Signature of Tenderer with Seal
Name :
Designation:
Address:

ANNEXURE –C

SCOPE OF SERVICES FOR HOUSEKEEPING SERVICES

1. The Bidder/Tenderer shall be required to provide Housekeeping Services (Sweeping, Scrubbing, Cleaning and Maintenance) on 'Monthly Contract Basis' for a initial period of **two years** from the date of commencement of work on the rates quoted in the Financial Bid with a provision to extend the contract for a further period of **TWO years on yearly basis** with the same terms and conditions on providing satisfactory services and on the approval of Competent Authority.
2. The Bidder/Tenderer shall be required to provide Housekeeping Services at mentioned office premises of Life Insurance Corporation of India, Madurai Division as per **Annexure-I**.

SCOPE OF HOUSEKEEPING SERVICES:-

1. Sweeping and mopping of all floors, passages, staircases, halls, rooms, toilets and external area of all floors and wherever directed by the authority, twice daily with Phenyl before 9.30 am and after lunch at around 03.00 p.m.
2. Sweeping and wet mopping of all office areas including cabins and attached toilets on all floors twice daily.
3. Sweeping of 2 wheeler/ Car parking sheds, sweeping of areas around the Office / garden inside the compound wall; Removing the dry leaves/twigs etc., and to water the plants daily and grooming the garden on daily basis.
4. Daily emptying of all dustbins and collection of garbage of all the floors, cleaning of dustbins, buckets, mugs and proper disposal of all wastes from the office compound to Vendors dump OR at the areas specified by the local municipal authorities if any on daily basis.
5. The service provider will also provide different dustbins as per municipal by laws specification so that the same can be recycled.
6. Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses of toilets, taps/ fixtures, buckets, mugs etc. at least twice a day with filling and re-filling of (i) Liquid Soap (ii) Air fresheners (iii) Naphthalene Balls/ Sanitary Cubes to deal with bad odour and germs, to also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also bring any problems relating to plumbing, breakages etc. to the notice of the designated officials of the OS Department.

7. Removing cobwebs and dusting of fans, tube lights and electrical fittings and AC machines etc. weekly. Cleaning of taps, wash basins, flushing systems, sinks etc., with the help of soap, stain cleaner every week.
8. Daily sweeping of parking area/ premises before 09:30 A.M and collection and proper disposal of garbage/ dry leaves etc. Weekly washing of floors including parking areas with soaps/ stain cleaners.
9. Terraces, Roof top Solar System, Signboards, grills and outside of walls are to be cleaned once a month.
10. Any other work related to above and as instructed from time to time. The house keeping staff may also require doing any other jobs as directed by the authority from time to time.
11. The cleaning, dusting schedule should be over before 09:30 AM daily and the cleaning routine would be as per requirement and instructions of the particular Branch/ Office.
12. Regular and prompt Upkeep of all the Guest houses of LIC (Owned/hired)
13. Scrubbing of all floors, passages, staircases, halls, rooms, toilets and external area of all floors , once in a week.
14. The service provider shall arrange to Deep cleaning of all toilets, washbasins and urinals for once in a quarter.
15. a) Daily cleaning and dusting of tables, chairs, partitions, doors, window glass panes, walls, sofas, wooden racks, blinds, steel cabinets & almirahs etc. on all the concerned floors and the cabins.
b) Cleaning of tables, Chairs, Telephones, side racks, computers, printers and other office equipments.
c) Moving of papers, files and articles from one department to another and also to other offices.
d) Helping the Office in arranging the files and filing of papers.
e) Assisting the Office for dispatch of documents, letters/files and articles.
f) Helping the Office in destruction of old and unwanted records.
g) Help the office in keeping office file and equipments clean and tidy.
h) Any other work assigned from time to time by the Head of the Office.

The above Scope of services is illustrative and not exhaustive. The deputed personnel may be assigned any duty/ function with regard to the House keeping service/maintenance from time to time. (All equipments/ materials required for cleaning as described above will be provided by the Contractor.)

LIST OF APPROVED MATERIALS:

1. The materials shall be used of reputed/standard make as specified or approved by LIC.
2. One Month material should always be in stock of the contractor with in the Office premises.

DESCRIPTION OF MATERIAL REQUIRED MANUFACTURING AND BRAND NAMES:

1. Flush cleaner, Phenyl Lizol /Acid : Harpic / Similar standard Brand
2. Odonil/Air freshner installation/Refilling : Ambipure /
Similar StandardBrand
3. Stain/Glass cleaner : Collins / Similar Standard Brand
4. Toilet paper Roll /Naphthalene cube : Sandal / Lavender /
Standard Brand
5. Liquid Soap /Hand wash : Dettol, Lifebuoy /
Similar Standard Brand
6. Broom / Mop / Wiper / Duster / Buff /
Cobweb Stick : Available Standard Brand
7. Dustbin-pot / Scrubber /
Waste Disposal Poly bags : Available StandardBrand and
Waste Poly-bag should be
approved one.
8. Duster : Good quality
9. Any other Items which are used in
cleaning / Sweeping etc : StandardBrands

SCOPE OF WORK AT LIC GUEST HOUSES:

Timings : VIP-Guest House and General Guest-House (24X7)

Work to be done/Identified Jobs at Guest Houses:

1. Sweeping and mopping of all floors, passages, staircases, halls, rooms, toilets and external area of all floors and wherever directed by the authority,twice daily with Phenyl.
2. Scrubbing of all floors, passages, staircases, halls, rooms, toilets andexternal area of all floors , once in a week.

3. Mopping and wet mopping of all areas including rooms, Halls, Entrance etc., and attached toilets on all floors twice daily.
4. Sweeping of 2 wheeler/ Car parking sheds, sweeping of areas around the Guest house / garden inside the compound wall; Removing the dry leaves/twigs etc., and to water the plants if available daily.
5. Daily emptying of all dustbins and collection of garbage from all guest rooms, cleaning of dustbins, buckets, mugs and proper disposal of all wastes from the guest house compound to Vendors dump OR at the areas specified by the local municipal authorities if any on daily basis.
6. The Contractor will also provide different dustbins as per municipal bylaws specification so that the same can be recycled.
7. Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses of toilets, taps/ fixtures, buckets, mugs etc. at least twice a day with filling and re-filling of (i) Liquid Soap (ii) Air Freshners (iii) Naphthalene Balls/ Sani Cubes to deal with bad odour and germs, to also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also bring any problems relating to plumbing, breakages etc. to the notice of the designated officials of the OS Department.
8. Daily cleaning and dusting of tables, chairs, partitions, doors, window glass panes, walls, sofas, wooden racks, blinds, steel cabinets & almirahs etc. on all the concerned floors and the cabins.
9. Removing cobwebs and dusting of fans, tube lights and electrical fittings and AC machines etc. weekly. Cleaning of taps, wash basins, flushing systems, sinks etc., with the help of soap, stain cleaner every week.
10. Caretaker provided by the Service provider Contractor/ Firm will be required to render his services for overall functioning, maintenance and satisfactory run of the Guest House on behalf of the Service Provider contractor firm. He will be responsible for execution of assigned services and maintenance of various necessary records there. Therefore, the Caretaker so deployed should be capable of maintaining records in English/Tamil and have to maintain a register for Check in / checkout and remit the amount in the concerned office and provide proper receipt of payment made by the visitors.
11. The worker will report to LIC of India, Divisional/Branch Offices on daily basis and will collect guest house booking details and instructions, if any, with regard to the services to be rendered in the guest house/ VIP guest house.
12. Caretaker shall be responsible for providing comprehensive care taking services and will take care of complete day-to-day functioning of the Guest House, attending to the guests.

13. He will serve tea,snacks as per general guidelines and instructions from the authorized Officials of LIC of India. The necessary kitchen appliances for the same are provided by LIC of India (VIP Guest house only)
14. Service Provider/Caretaker shall ensure that Inventory items of Guest Houses are not taken out of Guest House premises without written permission from Authorized officials of the LIC of India.
15. Caretaker shall look after administration of laundry services for all the linen/towels/curtains/quilt covers etc. of the Guest House and will maintain inventory of all such items.
16. He will be responsible for taking good care of guest house property and keep up-to-date inventory thereof. The Caretaker shall attend emergency calls regarding restoration of breakdown of Electrical Power supply, Inverter, Cable TV, Kitchen appliances, Water supply/Water lifting motor in the guest house and will promptly inform concerned officials of LIC about the same.
17. The care taker will provide clean linen, soap, toilet items etc. on arrival of guests for their use in the rooms supplied by LIC of India.
18. Caretaker shall ensure proper maintenance of guest house register, visitors book as desired by LIC of India.
19. Caretaker shall arrange for serving fresh tea, coffee, breakfast and meals at VIP Guest House only and collect charges at rates as per prevailing market rates as per the order issued by the office as and when required.
20. Authorized officers of LIC of India shall check the overall maintenance of Guest house, cleanliness, sanitation from time to time.
21. Caretaker will also ensure proper upkeep of crockery/cutlery/Inventory items/ food and beverages items etc. in the most hygienic manner. The Caretaker shall be responsible for day-to-day overall housekeeping of Guest house including the kitchen area and ensure its cleanliness, neatness and proper hygiene at all the times during contractual period. (VIP guest house only).
22. Caretaker will be responsible for collecting the guest house charges at applicable rates and depositing the same in LIC office immediately after check-out of the guests.
23. Caretaker will take care of overall House Keeping and safety of guest house and will not allow any unauthorized person in the guest house. In this connection, he is required to collect the proof like LIC-ID Card, E-mail confirmation letter and other relevant details (PAN Card and Aadhar Card) of the guests at the time of check-in in guest house.
24. Caretaker is required to wear the Uniform and ID Card provided by the Service Provider Contractor/ Firm and will maintain his personal hygiene and look tidy.

25. The Caretaker has to be Courteous and observe due etiquettes to the guests/officials. Any other instructions to be complied with as given from time to time by the office.
26. Caretaker Room will be provided only at VIP Guest House and unauthorized entry and stay of outsiders will not be allowed.
27. **The above Scope of services is illustrative and not exhaustive. The deputed personnel may be assigned any duty/ function with regards to the House keeping of the premises from time to time.**

Senior Divisional Manager

ANNEXURE- D

Checklist of Self attested copies of documents to be enclosed along with the Technical Bid:

1	Service Provider Registration/Incorporation-certificate
2	Certificate under Shops & Establishment Act, duly renewed
3	License under Agreement Labour(Regulation & Abolition) Act, 1970
4	Agreement (Regulation & Abolition) Central Rules, 1971.
5	License Issued under Private Security Agencies (Regulations) Act 2005.
6	Permission of Police Authorities for operating Security Service /manpower service Provider
7	Copies of documents related to status of the / Firm(Individual Sole/ partnership/company etc., Proprietor/Partnership/Company).
8	Proof for PF/EPF Registration number
9	Proof for ESI Registration number
10	TAN Copy
11	PAN Copy
12	Copy of Registration Certificate of Goods and Service Tax
13	Income Tax Returns for the year Financial years 2021-22, 2022-23, 2023-24 duly certified by the chartered accountant.
14	Audited Final Accounts, Balance sheets, Profit and Loss Statements for 2021-22, 2022-23, 2023-24 duly certified by the auditors
15	Work orders confirming number of persons employed by the Bidder as on 31/03/2024
16	Affidavit as per Annexure H on stamp paper of value Rs.200/-
17	Bank Account Details for NEFT with a cancelled cheque leaf or copy of pass book
18	Signed copy of latest minimum wages notifications by Central/ state government along with undertaking to abide by the Labour Act.
19	One copy of the tender document(all pages) with all annexures (ie from page 1 to end) duly signed and sealed by the firm.
20	Declaration on the firm's letter head that bidder has understood all the points in the tender documents and undertake to abide by these terms and conditions.
21	ANNEXURE-L
22	ANNEXURE-M

Place:
Date:

Signature of Tenderer with Seal
Name:
Designation:
Address :

Annexure -E

TECHNICAL BID

*(To be submitted in a sealed cover superscribed as
“Technical Bid for HOUSE KEEPING Services LIC of India
MADURAI Division”)*

1	Name of the Service Provider :	
2	Name of the Proprietor/Director of the Firm/Contractor/Company	
	Status of the Service Provider (Individual/Sole proprietor/Partnership/Pvt. Ltd./PublicLtd. etc.) :	
3	Full Address of the Service Providerat MADURAI :	
	Telephone Number/s (local)	
	E-mail Address	
4	If the Head Office is other than the one in 3 above, Give Full Address of the same. :	
	Telephone Number/s	
	E-mail Address	
5	Bank Details of the Service provider (cancelled copy of cheque is to be attached)	
	Name of Beneficiary/ Account Holder	
	Account Number	
	Name of the Bank	
	Branch & Address of the Bank	
	IFSC code of the Bank	
	Nature/Type of Bank A/C (SB/Current etc.,) MICR Code of the Bank	

6	<p>Statutory Requirements : Mention Registration Number/License Number <i>(Certified/Attested copy of each document should be attached)</i></p>	
	a) Labour Licence Nos. and validity under various provisions of Labour Laws (Central/State)	
	b) PAN Number	
	c) GST Registration Number (Attach certified copy)	
	Name	
	State Code	
	PAN Number	
	GSTIN Number	
	Contact Person	
	Phone Number	
	Mobile Number	
	d) ESII Registration Certificate No.	
	e) Registration under Employee Provident Fund Act.	
	f) Profession Tax Registration No.	
	g) Details of Registration under Shops and Establishment Acts (if applicable)	
	h) Details of ISO-9001:2015 certificate with its validity period	

7	<p>Income Tax paid for the last three Financial years, as mentioned below:</p> <p>2021-2022</p> <p>2022-2023</p> <p>2023-2024</p> <p>(Copies of returns to be enclosed duly certified by chartered accountant)</p>	
8	<p>Since when and how long the firm has been dealing in Housekeeping Services:</p>	
9	<p>No. of full time Housekeeping service persons on Roll as on 31.03.2024 (Please enclose copies of work order/wage bills)</p>	
10	<p>Details of Application Fee and EMD</p> <p>Details of demand Draft</p> <p>Demand Draft/Pay Order No.</p> <p>Date of DD/Pay Order</p> <p>Name of Issuing Bank</p> <p>Branch of Issuing Bank</p> <p>Address of Issuing Bank</p>	
11	<p>Details of existing Clients (Large institutions/PSUs/Govt. Organisations/LIC etc.) Attach copies of work order for each client</p>	

12. Turnover of the Company/Partnership Firm/Proprietorship for the Financial years as per details given below (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years and **duly attested by the chartered accountant**) :-

Sl No.	Financial Year	Turn Over (Rupees in CRORES)
1	2021-22	
2	2022-23	
3	2023-24	

Note: Please type this form or fill it up legibly in ink. If space provided is insufficient please type or Write the replies on a separate sheet giving appropriate question numbers duly authenticating the same with seal & signature and attach it to the form. All original documents & certificates should be submitted for verification when required by LIC of India.

Place:

Signature of Tenderer with Seal

Date:

Name:

Designation:

Address:

ANNEXURE-F

DECLARATION

1. I/We, Son/Daughter/Wife of Shri, Proprietor / Director / Authorized Signatory of the Firm/Contractor/Company mentioned above is competent to sign the declaration to execute this Tender Document.
2. I/We have carefully read and understood all the terms and conditions of the Tender and undertake to abide by these terms and conditions.
3. I/We agree that the decision of the Corporation in selection of Service Providers will be final and binding upon us.
4. 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 and I/We will be solely responsible for the consequences.
5. I/We agree that I/We have no objection if enquiries are made about the work performance with our clients mentioned under item 11 of **Annexure-E**.
6. With reference to the above, having examined and understood the instructions, terms, conditions and penalties forming part of the tender, we hereby enclose our offer for giving Housekeeping services.
7. We understand that the corporation is not bound to accept the offer either in part or in full and that the corporation has right to reject the offer in full or in part without assigning any reasons whatsoever.

Place :

Date:

Signature of Tenderer with Seal

Name :

Designation:

Address :

ANNEXURE -G

General Terms and Conditions & Penalties for House Keeping Services:

1. The Terms and Conditions along with the Tender Notice, Scope of work / Duties of House Keeping service persons, Tender Schedule and Instructions to bidders, Eligibility Conditions, Technical bid, Financial bid, Integrity Pact, all other clauses, all other Annexures and enclosures will form part of the tender to be submitted by the Bidder to LIC of India, herein after termed as “Corporation”.
2. Tenders should be filled with neat, legible and correct entries. Indistinct figures should be avoided. The amount/ rates should be filled in figures as well as words. Correction/ Omission/ Overwriting/ Cutting should be dated and initialed. If there is difference in words and figures, the rates written in words shall be taken for calculation. In case the space in the tender document is found insufficient, the Service Provider may attach separate sheets.
3. The tender should be signed at all places provided therein. Also all pages and corrections/ alterations should be initialed. Each sheet of the tender document is required to be signed along with the seal by the authorized person/ persons submitting the tender in token of his/ their having acquainted themselves with the Tender Notice, Scope of work / Duties of House Keeping service persons, Tender Schedule / Instructions to Bidders, General Terms and conditions, Eligibility Conditions, Technical Bid, Financial bid, and all other clauses, Annexures of this tender document. Any tender document not so signed may be liable for rejection.
4. There should not be any deviation in Terms and Conditions as have been stipulated in the tender documents.
5. (i) The Service Provider shall provide the above said services at such times and in such manner as communicated by the CORPORATION from time to time.
ii). The Service provider has to insist and ensure that the House keeping workers will be extending courteous service to all concerned while discharging their normal duties.
iii). They must exercise honesty, integrity and secrecy while handling the important files and documents.

- iv). They are required to wear the Uniform and ID card provided by the Service Provider Contractor/ Firm and will maintain their personal hygiene and look tidy.
- v). The Housekeeping personnel/Maintenance personnel may have to work after the mentioned hours of duty during any exigencies and at the time of extended office hours and also will be deployed for work outside the office like conferences and meetings etc. No additional amount will be paid to them except the actual bus fare for the travel involved.
- vi). The Service Provider shall appoint minimum two persons for full time as Field Officer to monitor/supervise the work and timings etc. of the housekeeping personnel.
6. The “Service Provider” undertakes to provide service through its own enrolled persons at its own costs, expenses and the “Corporation” shall not make any payment whatsoever by way of emoluments to such persons directly.
7. Housekeeping service persons are required on 8 hours/4 hours basis and time slot will be decided by CORPORATION and communicated to the Service Provider for providing House Keeping services/Maintenance worker. The Service provider shall deploy workers accordingly.
8. The punctuality & quality in rendering of the said services are the essence of the Agreement and the Service Provider undertakes to abide by them at all times.
9. The Service Provider will keep check of their workers in respect of the attendance /duties/vigilances regularly.
10. The service provider will maintain complete records in this regard which shall be made available for inspection by authorized official of the Corporation at all times in the respective buildings/offices.
11. The Service Provider shall give the duty allocation chart mentioning the names of the workers deployed at various locations to the department/branch daily.

12. The Service Provider will provide proper uniform, shoes and Gloves etc. to the House Keeping workers. The Maintenance/replacement cost shall be borne by the service provider and not to be charged from the workers.
13. The Service Provider should provide photo identity cards to all the House Keeping workers at their own cost.
14. The Service Provider of House Keeping Services shall ensure that all House Keeping service persons deployed by it shall be well mannered, disciplined, alert, skilled, healthy, honest, conversant with their nature of job, do not suffer from any infectious disease and should not have history of any criminal nature.
15. No relationship of employer and employee shall be created between the CORPORATION and the workers engaged by the Service Provider.
16. Nothing in this tender shall be deemed to create any partnership, joint venture, between LIC of India and the Service Provider or their Representatives and workers 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 Service Provider is an independent Service Provider and not an employee, agent, associate or authorized representative of LIC of India and the Service Provider undertakes that it shall not undertake any obligation or liability in the name of or on behalf of LIC of India, whatsoever.
17. Uniform is mandatory and should be provided within 15 days of awarding the tender and before deployment of workers. After commencement of the Agreement, Uniform will have to be provided immediately to subsequently engaged House Keeping workers by the Service Provider.
18. The Service Provider alone shall have the right to take disciplinary action against any person(s) engaged by him; while no right whatsoever shall vest in any such person(s) to raise any dispute and/or claim whatsoever against the CORPORATION. The CORPORATION shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged by the Service Provider for any purpose whatsoever nor would the CORPORATION be liable for any claim(s) whatsoever of any person(s) of the Service Provider.

19. In case Corporation is required to meet any liability in respect of any person(s) engaged by the Service Provider by virtue of their working at the premises of the CORPORATION, it would be open and lawful for CORPORATION to deduct the amount(s) of any such liability from and out of dues payable to the Service Provider.
20. The Service Provider shall be responsible for all injuries and accidents to persons, engaged/deployed by him.
21. The Service Provider of Housekeeping Services shall take a Group Insurance Policy on the lives of all workers deployed in LIC of India, Madurai Division for Housekeeping Services for a minimum Sum Assured of Rs.3,00,000/- (Rupees Three lakhs only) from P&GS unit of LIC of India, Madurai Division.
22. The Service Provider shall be responsible for the conduct and behaviour of his workers. If any worker of the Service Provider is found misbehaving with the CORPORATION staff, the Service Provider shall take necessary and appropriate action immediately. Non- Disclosure of Confidential Information will also be the sole responsibility of the Service Provider. For this the Service Provider shall depute persons of good integrity and honesty who will not divulge information in his possession by virtue of his working in the premises of the Corporation. Service provider shall be liable for any loss caused to the Corporation due to any such wrongful disclosures.
23. In the event of any loss/damage being occurred to the CORPORATION on account of the negligence of the Service Provider's workers, the Service Provider shall make good the loss sustained by the CORPORATION either by replacement of the material/equipment or payment as compensation.
24. The Service Provider shall not appoint any sub-Service Provider to carry out any obligations under the Agreement.
25. The Service Provider shall take proper instructions from the CORPORATION for the execution of the Agreement at the different places and will faithfully comply with the same during the currency of the Agreement.
26. The Service Provider Providing House Keeping Services shall provide the names, local and permanent addresses, and mobile no, ID Proof and bank details of all the House Keeping persons deployed to the Corporation Offices.

27. If the Service Provider commits any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the CORPORATION from time to time, it shall be open and lawful for the CORPORATION to terminate this Agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other Service Provider at the risk and cost of the Service Provider and the Service Provider shall have no right to claim any compensation whatsoever on this account.
28. No advance payment shall be made against the work order. All payments to the Service Provider shall be made by National Electronic Fund Transfer only after Tax Deduction at Source (T.D.S.) as per the provisions of Income Tax Act and GST Act 2017 as amended from time to time and a certificate to this effect shall be provided to the Service Provider. The Service Provider shall raise the invoice / bill and the CORPORATION agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/Agreement. All payments to the Service Provider shall be made by NEFT subject to deductions, withholding of all applicable taxes, penalties and charges from time to time in force.
29. The Service Provider shall provide House Keeping workers for the Locations as in “Annexure I” . Under the Agreement, initially the service will be provided at selected locations under Annexure I and Corporation reserves the right to increase or decrease number of House Keeping SERVICE PERSONS/Maintenance persons as against the present requirement enumerated in Annexure-I. Corporation may decide whether House Keeping services are required or not at any office/ location. In case the corporation needs services of additional workers at other Offices of the Corporation, the Service Provider will have to provide them on the same terms and conditions of the Agreement and at the same rate.
30. All the services under the Agreement and any other work of similar nature, which will be entrusted to the Service Provider from time to time by the Corporation, are to be rendered without causing any hindrance or disturbance to any staff member of the Corporation working during the normal working hours. The work shall be carried out efficiently in consonance and in conformity with the standards of highly alert, efficient and effective House Keeping service.

31. The Corporation shall always have the right to conduct a search of the Service Provider's workers/representatives and/or any of their vehicles used for transportation of materials while entering/going out of the Corporation's premises or inside the premises.
32. If the Corporation notices that the workers of the Service Provider has/have been found negligent/careless in rendering the said services, the same shall be communicated immediately to the Service Provider who will take corrective steps immediately to avoid recurrence of such incidents and report to the designated officer of the Corporation with its action plan.
33. If any of the workers of the Service Provider indulges in theft or any illegal/irregular activities, misconduct, the Service Provider will take appropriate actions against its erring workers and intimate accordingly to the Corporation.
34. The Service Provider shall at all-time indemnify and keep indemnified the CORPORATION against any/all claims of/by its workers including but not restricted to the claims under the Workmen's Compensation Act,1923; payment of Wages Act; Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Minimum Wages Act,Employees' State Insurance Act or any other Act(s) or 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 any worker or other representative of the Service Provider or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made thereunder, by any person whether in the engagement of the Service Provider or not,who provided or provides the said services under this Agreement.
35. The workers/representatives of the Service Provider shall never be considered to enjoy any right to enter the premises of the Corporation by virtue of this agreement or otherwise at any time except with the prior permission of the Corporation.
36. In the event of failure of the Service Provider to provide the services or part thereof, as mentioned in the agreement for any reasons whatsoever, the Corporation shall be entitled to procure services from other sources and the Service Provider shall be liable to pay forthwith to the Corporation, the difference of payments made to such other sources, besides damages at double the rate of payment for the period of failure in providing the services or part thereof. Further no payment shall be made for worker who remains absent or where services rendered not found satisfactory.

37. If, at any time, during the operation of the Agreement or thereafter the Corporation is made liable in any manner whatsoever by any order, direction or otherwise of any Court, Government Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the present or ex-workers of the Service Provider or to any third party, the Service Provider shall immediately pay to the Corporation all such amounts and costs also and in all such cases/events the opinion of the Corporation shall be final and binding upon the Service Provider. The Corporation shall be entitled to deduct any such amounts as aforesaid, from the Security deposit and/or from any pending bills of the Service Provider and if such amount is not fully recovered, the Corporation shall be entitled to recover the balance amount through legal recourse.
38. The Service Provider further agrees to absolve the Corporation from all the liabilities in regard to any statutory enactments to the extent applicable to the service provided by the Service Provider. It is clearly understood that if the Corporation be called upon to make any payment to any government authority, the Service Provider shall reimburse such amounts to the Corporation whether such liability arises during the currency of this agreement or after expiry of the period of the agreement. If there would be any claim on the Corporation for any default of the Service Provider or its workers committed during the operation of the Agreement, the Service Provider shall pay the Corporation such amount on demand without protest.
- 39. The persons engaged by the Service Provider for providing House Keeping services/Maintenance as mentioned herein, shall be the employees of the Service Provider and not of the Corporation. The Service Provider shall be liable to make payments to its said workers towards their monthly wages/salaries and other statutory dues like EPF, ESI, Minimum wages, Bonus, etc.**
40. The parties hereto have considered, agreed to and have a clear understanding on the following aspects:
- The Agreement is for providing House Keeping SERVICES and is not an Agreement for supply of contract Labour.
 - The Corporation shall not be liable for any obligations/responsibilities, Contractual, legal or otherwise, towards Service Provider's workers/representatives or to the said workers/representatives directly and/or indirectly, in any manner whatsoever.
 - That the workers/representatives of Service Provider rendering the services under the Agreement, shall never be deemed to be the

workers of the Corporation in any manner whatsoever and shall not be entitled for employment, salary/wages, damages, compensation or anything arising from their deployment by Service Provider for rendering the said services.

41. During the period of Agreement, if the rate of minimum wages payable to the workers deployed by “the Service Provider” increases by central/state govt. and if the increase extends beyond the above agreed rate, then “the Corporation shall increase the above accepted rate to the extent of the difference amount only and the above agreed rate shall be deemed to have been modified accordingly. No other increase in the amount quoted by the selected Service Provider shall be entertained on any account during the period of the Agreement. In case of any statutory increase in the wages of labour in accordance with the minimum wages notification issued by the appropriate authorities under the Minimum Wages Act from time to time after submission of the tender, the increase in rates of wages mentioned in financial bid shall be set off by the Corporation by giving proportionate increase.
42. The Service Provider, being the employer in relation to persons engaged by him for providing the services under the agreement, shall alone be responsible and liable to pay wages/salaries to such persons which in any case will not be less than the minimum wage as fixed or prescribed for the category of workers engaged by him from time to time by the Central / State Government (whichever is higher) and/or any authority constituted by or under any law.
43. The Service Provider shall adhere to and comply with all the laws that may be applicable to him and will extend all the benefits/privileges as applicable to persons engaged by him including that of Provident Fund, ESI, Workmen’s Compensation Act, Bonus, Gratuity, and Minimum Wages Act etc. In case of any breach of any law, rules, notifications applicable to the workers of the Service Provider, the Service Provider alone shall be responsible and liable for any act(s) of omission and/or commission committed by any workers, agent, representative, attorney, person(s) engaged by him for discharging the obligations under the agreement.
44. The Service Provider shall obtain appropriate license under the Agreement labour (Regulation and Abolition) Act and the Rules as amended up to date and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and/or renewed from time to time throughout the currency of the Agreement.

45. The Service Provider shall pay the salaries to Housekeeping Personnel on or before 7th of the following month and make all the statutory remittances like PF, ESI, etc well within the stipulated timelines.
46. The Service Provider shall maintain all registers required under various Acts, which may be inspected by the Corporation as well as the appropriate authorities at any time. The monthly bill payment will be made subject to the Service Provider submitting the attested photocopies of the following documents:
- (i) Muster Roll/Attendance sheet of the workers signed by the Service provider for the month on the format prescribed in the Agreement Labour (Regulation and Abolition Act, 1970) along with Agreement Labour (Regulation and Abolition) Rules, 1971.
 - (ii) Penalty register in respect of Housekeeping workers
 - (iii) Salary sheet for the month showing receipt of the wages on the format prescribed in the Agreement Labour (Regulation and Abolition Act, 1970) along with Agreement Labour (Regulation and Abolition) Rules.
 - (iv) Deposit Challan showing the individual amount of deposit of contribution of provident fund of employees' and employer's share, with the appropriate authority.
 - (v) Deposit Challan showing the individual amount of deposit of contribution of ESI of employees' and employer's share, with the appropriate authority.
 - (vi) Receipt and Statement of Bonus (if any payable) paid to the workers (To be submitted in the following Month after making payment)
 - (vii). Deposit of remittance of contribution of provident fund, ESIC, Goods andservice Tax if paid any, should be submitted with a challan separately for LIC ofIndia. It should not contain the contribution of PF and ESI as well as GST in respect of workers of other organizations being serviced by the Service Provider.
 - (viii) Payment of wages is to be made through NEFT, and a copy of the statement sent to the Bank duly acknowledged by the Bank should be submitted.

47. All payments to the Service Provider shall be made by National Electronic Fund Transfer only after Tax Deduction at Source (T.D.S.) as per the provisions of Income Tax Act and GST Act 2017 as amended from time to time and a certificate to this effect shall be provided to the Service Provider.
48. Payment of Monthly wages will be based on actual attendance of the workers deployed at LIC Offices and bills of the Service Provider will be settled accordingly. No advance payment shall be made under any circumstances. The timely payment of wages and statutory dues shall be the responsibility of the service provider.
49. The Service Provider shall remit the GST amounts reimbursed for providing the House Keeping services to respective Government authorities for prompt claiming of Input Tax Credit by the Corporation.
50. The Service Provider must ensure that the wages to the Workers are paid within the stipulated time limit as provided under relevant Rules & Regulations/Law/Statute in force. The Service Provider will not link the payment of wages to the workers with settlement of his bills by the Corporation. Payment of bills will be made on monthly basis through NEFT only, provided that the House Keeping Services provided were/are satisfactory during the month and subject to deduction of Penalty imposed if any as per terms and conditions of the Agreement. The Service Provider will have to produce the Register of Wages or the Register of Wages-cum-Muster Roll of the preceding month along with the bill to be submitted on or before 7th of every calendar month for verification, to the nominated official of the Corporation. The Service Provider shall raise the invoice/bill and LIC of India agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the Agreement.
51. The Service Provider shall give an undertaking in favour of the Corporation by the 25th of the following month that he has complied with all his statutory obligations and copies of such challans /receipts/list also need to be submitted.
52. The Corporation reserves the right to Remove/ Black list the Service Provider for a period of five to ten years for any deviation from the agreed terms and Conditions or for any activity observed which is detrimental to the interest of the Corporation. However any order of blacklisting or removal shall be passed after offering a reasonable opportunity of hearing/show cause notice to the Service Provider concerned.

53. (i) The House Keeping workers engaged by the Service Provider for deployment at LIC sites should be preferably in the age group of 21 to 50 years with minimum qualification of 9th standard and they should have been trained in operating fire fighting equipments and all related House Keeping equipments. The House Keeping personnel should have Good health & Physique with good eye sight and hearing. The workers should be medically examined every year for fitness. Any expenditure against medical treatment of the House Keeping personnel, if required shall be borne by the service provider and Corporation shall not be held responsible for any expenditure/claim on account of any medical need or exigency.

Corporation will not provide any accommodation or food for outsourced personnel nor any payment towards it. The service provider shall be responsible for accommodation /food of their manpower if required.

The personnel deployed must be a citizen of India.

54. (i) Termination of Agreement / Contract:(1) The Corporation can terminate the Agreement by giving one month's written notice to the service provider without assigning any reason and without payment of any compensation. In the event of the Service Provider wishes to terminate the Agreement, the Service Provider shall have to give at least three months' notice to LIC of India in writing and in either event the Service Provider will move out of the premises of the Corporation with his men and material immediately.

In the event of earlier termination by either parties to the Agreement or expiry of the Agreement, the service provider shall be obliged to continue providing services at the same terms and conditions as provided in the Agreement till such time as LIC of India is able to make any alternative arrangement or LIC of India has agreed in writing to allow the Service Provider to discontinue earlier.

The Corporation also possesses right to terminate the Agreement by giving only a 24 hours' notice to the Service Provider when there is a major default in compliance of the terms and conditions of the Agreement or the Service Provider has failed to comply with its statutory obligations and the Security deposit shall also be forfeited, other action such as blacklisting may follow. In that eventuality the Service Provider will move out of the premises of the Corporation with his men and material immediately. This discretion of termination of the Agreement by the CORPORATION will be exercised judiciously since the Service Provider is rendering the essential and public utility services.

55. If the Service Provider commits breach of any covenant or any clause of the agreement, the Corporation may send a written notice to the Service Provider to rectify such breach within the time limit specified in such notice. In the event, the Service Provider fails to rectify such breach within the stipulated time, the Agreement shall forthwith stand terminated and the Service Provider shall be liable to the Corporation for losses or damages on account of such breach.
- 56 (a) If any complaint received orally or in writing against the Service Provider about less payment of wages or demand of any amount for engagement of the duty etc. it will be viewed seriously and if the complaint is found truthful, then the Agreement may be terminated immediately.
- (b) This Agreement may be terminated forthwith if either party becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this Agreement.
57. **PERIOD OF THE AGREEMENT:** Shall be initially for a period of **TWO years** which may be extended for a further period of two years on yearly basis at the discretion of LIC of India and on consent of the Service Provider at the same terms and conditions if the performance of the Service Provided is found satisfactory to LIC of India.
- 58(i) Awarded (**Successful bidder**) Service Provider should submit the deed of Agreement with LIC of India, Divisional Office, Madurai duly executed on a non-judicial stamp paper of Rs.200/-, as per the draft conditions provided by LIC of India, within 10 days (maximum) of receipt of intimation as above. Failure to sign and non-submission of deed of agreement and Security Deposit of Rs.30,00,000/- (Rupees Thirty Lakhs only - Rs.15,00,000 by demand draft in favour of LIC of India payable at MADURAI + Rs.15,00,000 by Bank Guarantee) within 10 days of intimation as above may result in the forfeiture of EMD and cancellation of selection as successful Service Provider. However CORPORATION at its discretion may cancel the tender and the decision will be final and binding. On signing of the agreement, the Corporation will issue work order and the Service Provider shall start its work within three days from the date of receipt of work order.

- (ii) If at any stage, it is revealed that documents / certificates / testimonials submitted by the Service Provider are forged or have been manipulated, the work order issued to the Service Provider shall be cancelled and Security amount deposited with LIC of India shall be forfeited without any claim whatsoever on LIC OF INDIA and the Service Provider shall be liable for action as appropriate under the relevant laws.
- (iii) Without prejudice to any of the rights or remedies under the Agreement, if the Service Provider dies, LIC of India shall have the option of terminating the Agreement without compensation to the legal or other heirs of the Service Provider.
59. In the event of the Service Provider not fulfilling the conditions of the Agreement and the work order, LIC of India reserves the right to forfeit the Security deposit placed with the Corporation, in part or in full and to take such other decision as may be required in the interest of the Corporation. The decision of LIC of India shall be final and binding upon the Service Provider in the matter.
60. The Corporation reserves the right to change, add or delete any conditions described above without consent of service provider.
- 61. Non fulfillment of conditions of the agreement by the Service Provider During the period of agreement will attract the penalties as specified below:**
- Penalty at the rate of Rs.10,000/- per day will be levied if the Salaries to the housekeeping Personnel are not paid on or before 7th of every month.
 - The workers must be in uniform on all working days, failing which Rs.25/- +GST at applicable rate per person per day of the lapse will be deducted as penalty.
 - Penalty of Rs.100/- + GST at applicable rate per day per person for housekeeping/caretaker person not found on duty site.
 - No replacement provided for absentees by service provider – Rs.500/- + GST at applicable rates per day per person.
 - Housekeeping worker missing from duty post / site – Rs.500/- + GST at applicable rate per person will be imposed.
 - If the schedule as laid out in the scope of work is not adhered to by the service provider, a penalty of Rs.500/-+ GST at applicable rates per week will be imposed.

- g) Non-supply of Monthly Material requirements to various locations
– Agreed Cost of Materials plus a fine of Rs 1000/- location wise.
- h) **Poor Ambience-a fine of Rs.5000/- will be deducted** from respective Monthly Wage bill.
- 62 .a) In the event of any dispute or difference arising out of operation of the agreement, the same shall be referred to the sole arbitrator and the sole arbitrator will be appointed by the Senior Divisional Manager, LIC of India, Divisional Office, MADURAI, whose decision shall be final and binding on both the parties. The venue of arbitration shall be at MADURAI. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration.
- b) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing for acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.
63. In terms of provision of Section 33(3) of the Insurance Act, 1938, Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the Service Provider in respect of service outsourced by the Corporation. It shall be the duty of the Service Provider to provide such Documents/statements/information as may be required by IRDAI within such time as may be specified by the IRDAI
64. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance,2014, Insurance Regulatory and Development Authority of India (IRDAI) if it considers expedient to do so, may direct any person hereinafter referred to as the „Investigating Officer“, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Sec 33(2) of The Insurance Laws (Amendment) Ordinance, 2014, who may examine under oath any Manager, Managing Director or other Officer of the Service Provider or the Service Provider where the services are outsourced by the Corporation.
65. Any dispute arising out of or relating to the Agreement shall be deemed to have arisen in MADURAI and shall be under adjudications of a competent Court in MADURAI only.

66. The 'CORPORATION' in case of need may ask the service provider to provide additional House Keeping personnel in or other than the locations mentioned herein below for any specific period, the service provider/contractor has to fulfill the requirement at the prevailing terms and conditions of this contract.

67. The Service provider/contractor shall not sublet the contract to any other concern/individual. The service provider/contractor shall itself perform the services, all obligations and duties as per tender/contract except with the prior written permission from LIC of India. Neither the benefit nor the burden of the tender/contract shall be assignable/ sublet to any other agency.

68. The service provider/contractor represents and undertakes that:

It has full power and authority to enter into the agreement with expertise to duly perform the services under this agreement.

It shall render the services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this agreement or as are issued from time to time by LIC of India for the performance of the services to the satisfaction of LIC of India.

It shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold LIC of India harmless for any liability in this connection.

It shall be responsible for ensuring that all workers engaged by the service provider/contractor to provide services to LIC of India shall hold at all times the necessary expertise and shall abide by LIC of India's instructions, specifications, procedures, standards, guidelines and time frames at all times during the performance of the services.

Immediately on receipt of the Work Order, the Contractor will supply a list of names of workers with the Bio-data along with photo of all the persons to be deployed under this contract to LIC, MADURAI DIVISION with proper certification that they are satisfied with their bonafides and their necessary verification has been done from the proper authorities.

(f) LIC of India, Madurai Division has the discretion to increase / decrease the number of workers and the duty hours according to need.

(g) Accordingly, amount payable per month will also increase / decrease.

- (h) LIC of India, Madurai Division reserves the right to expel any worker of the Contractor who is found guilty of misconduct.
- (i) LIC of India, Madurai Division will always have the right to conduct a search of the Contractor's employees, agents and/or any of their vehicles used for transportation of material while entering / going out of the Office Premises or inside the premises.
69. Nothing in this tender shall be deemed to create any partnership, joint venture, agency between LIC of India and the service provider/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 service provider/contractor is an independent contractor and not an employee, agent, associate or authorized representative of LIC of India and the service provider/contractor undertakes that it shall not undertake any obligation or liability in the name of or on behalf of LIC of India, whatsoever.
- 70 (a) At any stage, if it is revealed that documents/certificates/testimonials submitted by the service provider/contractor are forged or have been manipulated the work order issued to the service provider/contractor shall be cancelled and Security Deposit amount deposited with LIC of India shall be forfeited without any claim whatsoever on LIC of India and the service provider/contractor shall be liable for action as appropriate under the relevant laws.
- (b) The Bidder/Tenderer will obtain the PF Number and ESI Number for workers from the appropriate authority and submit a copy of the same to LIC of India, Madurai Division. The Bidder/Tenderer will also obtain ESI Card for their workers from the concerned statutory authority and hand-over the same to the workers under acknowledgement and provide a photocopy of the same to LIC of India, Madurai Division.

DECLARATION

I/We hereby agree to all the Terms & Conditions mentioned above without any condition whatsoever.

I/We also further agree that all the deficiencies will attract penalty and therecovery will be affected without any notice to me/us.

Date:

Signature

Place:

Name & Designation

**Seal of the Service
Provider**

ANNEXURE H

AFFIDAVIT

(To be given on stamp paper of 200/- and Notarized)

I / We, authorized representative of M/s..... being Indian Company/Sole Trading Company / Partnership Firm/Proprietor, registered underbearing registration no. having Office at do hereby solemnly affirm and state as under:-

Whereas Life Insurance Corporation of India, Divisional Office, Madurai has floated a tender for House Keeping Services and in respect of the same, I / we being one of the Bidders, confirm that I / We strictly follow various laws as mentioned in General Instructions and other pages of the tender.

I / We understand that LIC of India, reserves the right to accept any tender or to reject any or all tenders at its sole discretion without assigning any reasons thereof and shall not be bound to accept the lowest tender.

I / We confirm that we are neither black listed nor facing any blacklisting from an establishment of Central Govt. or the State Govt. or the PSU for breach of agreement.

I / We shall at all time indemnify and keep indemnified the LIC of India against any/all claims of/by its workers including but not restricted to the claims under the Workmen's Compensation Act, 1923; payment of Wages Act; Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Minimum Wages Act, Employees' State Insurance Act or any other Act(s) or 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 any worker or other workers of our firm or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made there under, by any person whether in the employment of our firm.

I / We further state that I / we shall indemnify Life Insurance Corporation of India against all claims, which may be made upon the Life Insurance Corporation of India being Service receiver and it shall be at liberty and is hereby empowered to deduct the amount of any damages, compensation, costs, charges and expenses arising or occurring of any claim of damages, from any sum or sums due or to become due to us. I / We state that Life Insurance

Corporation of India has considered my / our bid on the basis of the statement made by me /us in this Affidavit. I / We further state that non-compliance of any provisions, being a statutory requirement, any misstatement made shall be sufficient reason for Life Insurance Corporation of India to terminate the Agreement and forfeiture of Security Deposit paid by us, besides taking recourse to other legal remedies available in the Agreement.

Signature, Name, Designation and Seal of the service provider

Signed before me

**Signature & Seal of
Notary**

ANNEXURE- I

LIST OF LOCATIONS WHERE HOUSE KEEPING SERVICES
(SWEEPING, CLEANING with materials, UPKEEP AND MAINTENANCE
(semiskilled) ARE TO BE RENDERED

ALL LOCATIONS ARE TO BE RATED AS “ CATEGORY “C” EXCEPT MADURAI
AS PER THE NOTIFICATION OF MINISTRY OF LABOUR, GOVT OF INDIA

S.No.	Name of the BO/SO	Office Attender	HK/SWEP/SCAV	
			8 Hrs duty	4 Hrs duty
1	CA BRANCH, MADURAI.	2	0	0
2	CBO3, MADURAI.	3	1	0
3	KARAIKUDI.	2	1	1
4	CBO1, MADURAI	4	2	0
5	DINDIGUL-1.	3	1	0
6	RAJAPALAYAM.	3	1	0
7	VIRUDUNAGAR.	3	1	0
8	CBO2, MADURAI.	3	1	0
9	PARAMAKUDI.	3	0	2
10	PERIYAKULAM.	3	1	0
11	DEVAKOTTAI.	2	0	1
12	RAMNAD.	3	0	2
13	PALANI.	3	1	0
14	UTHAMAPALAYAM.	3	0	2
15	SIVAKASI.	3	0	2
16	SIVAGANGAI.	3	2	0
17	SRIVILLIPUTHUR.	3	0	2
18	TALLAKULAM, MADURAI	3	1	0
19	TIRUNAGAR, MADURAI.	3	1	0
20	ARUPPUKOTTAI.	3	0	2
21	DINDIGUL2.	4	0	1
22	BATLAGUNDU.	3	1	0
23	CBO4, MADURAI.	3	1	0
24	SATTUR.	3	0	2
25	TIRUPATHUR.	3	0	2

		OFF. ATTENDER	8Hrs	4Hrs
26	THIRUVADANAI.	1	0	1
27	ILAYANGUDI.	1	0	1
28	KALAYARKOIL	1	0	1
29	MANAMADURAI.	1	0	1
30	CUMBUM.	1	0	1
31	ODDANCHATRAM.	1	0	1
32	USILAMPATTI.	1	0	1
33	CLIA,MADURAI.	1	0	1
34	BODI.	1	0	1
35	RAMESWARAM.	1	0	1
36	VADIPATTI.	1	0	1
37	MUDUKULATHUR.	1	0	1
38	THENI.	1	0	1
39	KODAIKANAL.	1	0	1
40	MELUR.	1	0	1
41	NATHAM.	1	0	1
42	VEDASANDUR.	1	0	1
43	CLIA,DINDIGUL.	1	0	1
44	KAMUTHI.	1	0	1
	SUB TOTAL	93	16	38
	OTHER THAN BO/SO			
1	DIVISIONAL OFFICE	20	8	0
2	OFFICERS QUARTERS.	0	1	0
3	CBO2 GUEST HOUSE.	3	1	0
4	RMF3 PANDIKOIL.	1	1	0
5	VIP GUEST HOUSE.	3	0	0
6	DO PUMP OPERATOR.	1	0	0
7	RMF,ANNANAGAR.	0	1	0
8	RMF,SIMMAKKAL.	0	1	0
	SUB TOTAL	28	13	0
	GRAND TOTAL (188)	121	29	38

I. Locations at Madurai –(under Area B) :

1. Divisional Office(D.O) Premises, 5 Other locations of D.O Departments, **STAFF QUARTERS**, Madurai.-**Total 7 locations**

2. BRANCHES - City Branch -I, City Branch-II, City Branch-III, City Branch –IV, Career Agents Branch,TALLAKULAM BRANCH, TIRUNAGAR BRANCH =**Total- 7 Branches**

3. Satellite Office- CLIA-S.O –ONLY one S.O

4. Guest houses – (a) 1 V.I.P(D.O Premises) & (b) 1 ORDINARY (other locations)- **Total - 2 locations**

II. MOFUSSIL LOCATIONS–(under Area C) :

1. BRANCHES – Dindigul-I, Dindigul-II, Palani, Batlagundu, Periyakulam, Uthamapalayam, Virudhunagar, Sattur, Arupukkottai, Sivakasi, Srivilliputhur, Rajapalayam, Sivagangai, Devakottai, Karaikkudi, Tirupathur, Paramakkudi, AND Ramanathapuram.-**TOTAL=18 Branches.**

2. Satellite Offices– Vadipatti, Melur, Natham, Usilampatti, CLIA S.O (of Dindigul-I),Vedasandur , Oddanchatram, Theni, Kodaikkanal, Bodi, Cumbum, Thiruvadana, Kalaiyarkoil, Ilayangudi, Manamadurai, Kamuthi, Mudukulathur and Rameswaram-**TOTAL=18 Satellite Offices**

Total number of workmen required = 188 Workmen (approx.)

Senior Divisional Manager.

ANNEXURE J

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity act) is made on day of the month of 2024, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at “Yogakshema” Jeevan Bima Marg Mumbai 400021. (here in after called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s represented by Shri..... (Hereinafter called the “BIDDER / SELLER / SERVICE PROVIDER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure (*Name of the Stores/ Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

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

NOW, THEREFORE,

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

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

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

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

1.Commitments of the BUYER

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

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

Commitments of BIDDERS

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:-

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.
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. Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.
4. BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
5. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
6. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
7. The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
8. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

9. The BIDDER/Contractor will not commit any offence under the relevant Bharatiya Nyaya Sanhita (Previously IPC)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
10. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
12. If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term “relative” for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

1. 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.
2. The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

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

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

- The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

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 House Keeping Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s)

due to the BIDDER.

- (vi) 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.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

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

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

6. Independent Monitors:

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

Name, Address, Email of the Monitor(s):

Name address of the Monitor(s):

1. Shri. Arun Chandra Verma , IPS(Retd)
Flat No. C-1204, C Tower, Amrapali
Platinum complex, Sector-119, Noida (UP)
Email. Ecverma1@gmail.com

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

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

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

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

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

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

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

parties. The parties will offer to the Monitor the option to participate in such meetings.

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

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

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. Other Legal Actions:

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

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

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

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

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

BUYER

Name of the Officer:

Designation Deptt. / Witness

1.....

1.....

2.....

2.....

BIDDER

CEO:

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

ANNEXURE -K

FINANCIAL BID for HOUSEKEEPING SERVICES

(Sweeping, Cleaning(with materials), Maintenance(semiskilled))

(To be submitted in a separate sealed envelope and marked as “Financial Bid –Tender for Housekeeping Services”-Madurai Division).

I/We hereby offer the quote after understanding all terms and conditions mentioned in the Tender document.

Sl. no.	Particulars		Per person	Per person
			"B" class city Rs.	"C" class city Rs.
1	(a)Wages(BASIC +VDA as per Central/State Labour Act (which ever is higher)	Per day (8 Hours per day)		
	(b)Wages(BASIC +VDA as per Central/State Labour Act (which ever is higher)	For 26 days		
2	EPF @ _____ % at the prevailing rate on 1(b) mentioned above			
3	ESI@ _____ % at the prevailing rate on 1(b) mentioned above			
4	Total per month =1(b)+ 2+ 3			
5	Service charges/administrative Charges on sl.no.4 . Please quote percentage and amount (to be rounded off to the nearest rupee)	%		
6	GRAND TOTAL= 4+5 (to be rounded off to the nearest rupee)	Rs.		

Note 1: If Service charges/Administrative Charges quoted is found to be less than 3% of total in serial number 4 of above, the tender will be liable to be rejected.

2. Service charge/Administrative charges should include contractor's cost towards any other statutory benefits to Housekeeping personnel, not explicitly mentioned in Financial Bid as well as other expenses likely to be incurred by him for providing the service including cost to be incurred for any equipments, uniforms, identity cards , cost of cleaning materials, group insurance premiums and any other items required for rendering the Housekeeping services as per the terms and conditions of the contract. .
3. Service Charges /Administrative charges will remain fixed as percentage in serial number 5 above irrespective of any increase /decrease in the rates of wages throughout the tenure of the agreement.
4. Income tax and TDS under GST will be recovered from the amount payable.
5. All rates quoted above are to be excluding GST.
6. Goods & Service Tax(GST) will be paid as per applicable rates at the time of bill.

Other Conditions

1. Minimum wages as per the prevailing Central /State Act , whichever higher is to be paid .Copies of both Central & State Governments notifications are to be enclosed.
2. The percentage of EPF and ESI should be filled in Sl. No. 2,3 as per the statutory provisions and applicable law and rules. Copies of both Central & State Governments notifications are to be enclosed.
3. Minimum wages shall be based on the prevailing Central/state Act. However the tenderer is free to pay more but not less.
4. Payments will be made for the actual number of days each personnel worked in a month. No payments will be made for the days of their absence.
5. EPF, ESI and Bonus etc. to be paid for the personnel employed by the tenderer shall be the responsibility of the tenderer as per statutory provisions and applicable laws and rules.
6. LIC shall reimburse the Bonus at the rates as per the statutory provisions to the vendor yearly once, only after production of statement of Bonus(if any payable). The Bonus paid statement should be submitted in the following month after making payment to the workers.

7. Adherence to statutory requirements is the sole responsibility of the security agency/ Company.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions of the Contract and undertake myself/ourselves to abide by them

Signature of tenderer /

authorised Signatory,Name:

Designation :

Place :

Address :

Date:

Seal of the Firm

ANNEXURE – L

[TO BE FILLED AND KEPT IN TECHNICAL BID ENVELOPE]

CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE LAST THREE FINANCIAL YEARS

I / We, M/s , the Bidder/Tenderer for providing Maintenance Boy/ Housekeeping/ guest House Caretakers Services on Monthly Contract Basis, hereby confirm that the minimum Annual Turn-Over of the firm/company during the last three financial years i.e. 2021-22, 2022-23 and 2023-24 is Rs. TWO Crore or more. The financial year-wise break- up is given below:-

Sl No.	Financial Year	Annual Turnover for the year
1.	2021-22	
2.	2022-23	
3.	2023-24	

SIGNATURE & SEAL OF THE TENDERER

CERTIFICATE BY CHARTERED ACCOUNTANT

I / We Chartered Accountants, certify that the figures regarding Annual Turnover for the Financial Years mentioned above in respect of M/s.....are true and found correct as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT.

ANNEXURE-M

[TO BE FILLED AND KEPT IN TECHNICAL BID ENVELOPE]

CERTIFICATE REGARDING CONFIRMATION OF NUMBER OF WORKERS ON THE ROLL OF THE BIDDER / TENDERER AS ON 31/03/2024.

I / We, M/s the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis to Life Insurance Corporation of India, Madurai Division hereby confirm that the total number of Workman on my / our roll as on 31/03/2024 is (No. in figures :). The site / firm / contract-wise break up of Workman provided to Firms/Clients are as under:

SL NO	NAME OF FIRM / COMPANY	ADDRESS OF FIRM / COMPANY TO WHOM SERVICES ARE PROVIDED	NUMBER OF WORKERS AS ON 31/03/2020

SIGNATURE & SEAL OF THE TENDERER

I / We, Chartered Accountants, Certified that **the** figure regarding number of Workman on the roll of Mr. / M/s. the Bidder/Tenderer for providing Housekeeping Services on Monthly Contract Basis as mentioned above is true and found correct as per their Books of Accounts as on 31/03/2024.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT