



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

OFFICE SERVICES DEPARTMENT  
DIVISIONAL OFFICE, COIMBATORE

Ref :: OS / TENDER : 32/2024-25

DATE :: 14.02.2025

## **TENDER DOCUMENT**

**FOR OFFICE UPKEEP (SEMI SKILLED)**

**&**

**HOUSE KEEPING (UNSKILLED) SERVICES**

**(CLEANING, SWEEPING, SANITATION)**

**DIVISIONAL OFFICE, INDIA LIFE BUILDING,**

**TRICHY ROAD, COIMBATORE – 641018.**

**Phone No. 0422-2307657 & 2300142, email : os.coimbatore@licindia.com**

**LAST DATE & TIME FOR RECEIPT OF TENDERS : 03.03.2025, 03.00 pm**

**DATE & TIME OF OPENING OF TECHNICAL BID : 04.03.2025, 11.30 am**

***Cost of Tender document: Rs.500 /- + (GST)***



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

OFFICE SERVICES DEPARTMENT  
DIVISIONAL OFFICE, COIMBATORE

**PART 1 - TENDER NOTICE**

Sealed tenders are invited under Two Bid system (Technical Bid and Financial Bid) from reputed service providers satisfying eligibility conditions given in this tender, for providing Office Upkeep (Semi Skilled) & House keeping (Unskilled) at LIC of India, Coimbatore Divisional office, Branch offices, Satellite Offices, Guest Houses, RMF centres under Coimbatore Division's jurisdiction, comprising Coimbatore, Erode, Tirupur and Nilgiris Districts.

Tender Documents may be obtained from OS Department of LIC of India, Coimbatore Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018 or can be downloaded from LIC web site [www.licindia.in](http://www.licindia.in) by clicking "Office Upkeep (Semi Skilled) & House keeping (Unskilled) Services for LIC of India, under Coimbatore Divisional Office jurisdiction" under the link, 'Tenders'.

Also, Tender Forms will be issued from **14.02.2025 to 28.02.2025** on payment of **Rs.500/- + GST @ 18%** per set as Non-refundable Tender Fees from OS Dept, at the above address on any working day between **10.30 am and 2.30 pm** from Monday to Fridays. **Please refer our website [www.licindia.in](http://www.licindia.in) for complete details.**

The filled in applications are to be submitted on **03.03.2025** before **03.00 pm**. Technical bid will be opened on **04.03.2025** at **11.30 a.m.**

LIC of India reserves the right to accept or reject any or all offers in full / part without assigning any reason whatsoever.

Place :COIMBATORE

Date :14.02.2025

Sr. Divisional Manager.

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Office Services Department  
Divisional Office, Coimbatore

**TENDER SCHEDULE**

Schedule for the tender process is as given below:-

Tender Notification Number and Date	<b>32/2024-25 / 14.02.2025</b>
Cost of Tender Document	Rs 500/- +GST @18% ( non refundable ) in the form of Demand Draft / Pay Order drawn in favour of “ LIC OF INDIA” payable at Coimbatore to be paid at the time of submitting the tender in a separate envelope super scribe “ COST OF DOCUMENT - Office Upkeep (Semi Skilled) & House keeping (Unskilled).
Earnest Money Deposit	Rs.60,000/- in the form of Demand Draft/Pay Order drawn in favor of “LIC OF INDIA” payable at Coimbatore to be paid at the time of submitting the tender in a separate envelope super scribed “EMD FOR Office Upkeep (Semi Skilled) & House keeping (Unskilled)”.
Time, Date and Place of <b>Sale of Tender Document</b> (collection in person from the given address or downloading from official site of the Corporation)	Time - <b>10.30 am to 02.30 pm</b> Date - From <b>14.02.2025 to 28.02.2025. (Except Saturday, Sunday &amp; Holidays)</b> Place : O.S. Department, LIC Of India, Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018. *** Please see note below
<b>Last Date</b> , Time, and Place for receipt of Tender Documents	Time - <b>3.00 pm.</b> Date : <b>03.03.2025.</b> Place : O.S. Department, LIC Of India, Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018 *** Please see note below
Time, Date and Place of <b>Opening</b> Technical Bid	Time - <b>11.30 am on 04.03.2025.</b> Place : Conference Hall, I Floor, Annexe Building LIC Of India, Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018.
<b>Pre- Bid meeting with Tenderers</b>	Time - <b>03.00 pm</b> Date- <b>25.02.2025.</b> Place - Conference Hall, I Floor, LIC Of India, Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018 .
Contract period	One year from the date of taking over which can be renewed on the same terms and conditions for second / third year if the performance of the Contractor is satisfactory to LIC of India
Validity of Tender	180 days from the date of opening Technical bids

\*\*\* Tender document may also be downloaded from Corporation’s website from the link:-[www.licindia.in/Tenders](http://www.licindia.in/Tenders)

**Part A**

**ELIGIBILITY CONDITIONS**

1. The bidders should have experience of at least 3 years in providing and should have been in existence for the last 5 years. The experience should be under the present registered name and PAN.
2. The Bidders should have an establishment / office with good infrastructure in Coimbatore and Head Office at Tamil Nadu State and should have atleast **one** ongoing services contract in Tamilnadu.
3. The Bidder should have experience in providing in any Financial organizations, Government/Public Sector undertaking/ Private organizations. **Further, they should have at least One (1) running work contract in any organizations (Financial organization, Government/Public Sector undertaking/ Private organizations) in Tamilnadu, engaging a minimum of 15 personnel for their House Keeping Services.**
4. The average Annual Turnover during last 3 financial years should be at least **Rs.400 Lakhs per annum.**
5. The Firm/Agency should be a profitable company during the last 3 financial years, i.e 2023-24, 2022-23 and 2021-22 and should have not incurred loss during the last 3 years.
6. The bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including labour laws applicable for the state of Tamil Nadu. Minimum wages payable to the personnel to be engaged shall be strictly as per Labour Act only. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
  - (i) License from Labour Commissioner to employ contract labour under the Contract Labour Act. **(For any existing contract)**
  - (ii) Registration certificate under Employees Provident Fund Act, with latest proof (Challans to be attached)
  - (iii) Registration under Employees State Insurance Act, with latest proof (Challans to be attached)
  - (iv) **GST registration Certificate.**
  - (v) Shops and Establishment registration certificate.
  - (vi) **PAN copy**
7. Copies of audited Accounts for the past **3 Financial years (FY. e 2023-24, 2022-23 and 2021-22)** The bidder should not have been blacklisted with any office of the Corporation (LIC) or any other establishments. The Bidders should have proper tools and equipments for providing housekeeping services at office premises in Coimbatore.

**NOTE: Bidders should attach self-attested copies in proof of satisfying eligibility conditions and Bidders not fulfilling all the above eligibility conditions will not be considered.**



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### **PART B – GENERAL CONDITIONS AND INSTRUCTIONS TO TENDERERS**

(Tenderer/Bidder must go through the complete Tender document – Technical Bid and Financial Bid including Terms and Conditions and understand his/her/their responsibilities and obligations there under. **Seal and signature of company's authorized person to be affixed on all pages).**

Life Insurance Corporation Of India , Divisional Office, Coimbatore ( hereinafter referred to as “ The Corporation”) invites Tender for “Office Upkeep (Semi Skilled) & House keeping (Unskilled) services” for LIC of India, Divisional office, Coimbatore, all Branch Offices, offices under Coimbatore Divisional Office jurisdiction, from the Agencies located in COIMBATORE Area for housekeeping services for our buildings located at various places at Coimbatore, Erode, Tirupur and Nilgiris Districts (Please refer to scope of work in instructions to Bidders here below) **for a period of 1 Year (Twelve Months) from the date of awarding contract extendable by not more than one year at a time upto the maximum of three years in Toto subject to the exigencies at the same terms and conditions at the discretion of Competent Authority of the Corporation.**

1. Tender should be dropped (which shall be the only mode of submitting the tender) in Tender Box (placed at above address) in sealed envelope bearing address:-  
The Manager / E & OS Department  
LIC of India India Life Building  
Trichy Road, Coimbatore - 641018.
2. The last date and time for submission of tender is 03.03.2025, 03.00 p.m. **The tender (Technical Bid) will be opened on 04.03.2025, 11.30 a.m.** onwards. The venue of opening of Technical tender will be same as given above. i.e., Conference Hall, LIC of India, Divisional Office, India Life Building, Coimbatore - 641018. The Technical Bids will be opened in presence of Tenderers or their authorized representatives. The Tenders received after 3.00 p.m. on 03.03.2025 will not be entertained and shall be rejected forthwith. Decision of the Corporation in this regard will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender on or after due date and time given here above.
3. The cost of tender form **Rs 500/-+GST (18%)** is non refundable. The tender form may be downloaded from website of Corporation- [www.licindia.in](http://www.licindia.in) or can be obtained from the office at address as mentioned above. i.e. , O.S. Department, LIC Of India, Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018 .

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4. The bid shall be valid for the period of 180 days from the last date of opening technical bids.
5. The tender shall be submitted in two parts i.e. Part-I (Technical Bid) and Part- II (Financial Bid). The mode of submission of tender will be:-

**Cover -I:**This cover forming Part-I of the tender should be super scribed with the words “**Tender for Office Upkeep (Semi Skilled) & House keeping (Unskilled) services**” - Technical Bid” (Strictly as per **PART-F**) containing all the certificates /information/documents.

**Cover - I(a):** This cover should contain the DDS/Pay orders for EMD AND TENDER FEE FOR Rs.60,000/- ( Rupees sixty thousand only) and Rs.500/-(plus GST @18%) respectively. **Those who are exempted shall write “MSME- Exempted” on the top of the Cover and put original/certified copies inside the cover.**

**Cover -II:** This cover forming Part- II of the tender should be superscribed with the words “**Tender for Office Upkeep (Semi Skilled) & House keeping (Unskilled) services**”- **Financial Bid** in Coimbatore Division, i.e., Coimbatore, Erode, Tirupur & Nilgiris Districts””. The bid should be strictly in the format as given in **PART L**. This cover will be opened after short listing of tenders based on the basis of Technical Bids evaluation.

**Technical Bid and Financial bids kept in single cover or kept in unsealed covers will not be considered.**

**Cover - III:** This is a Master cover containing the above three covers of Technical Bid, EMD & Tender fees and Financial Bid. This cover III should be super scribed with the words “ **Tender for Office Upkeep (Semi Skilled) & House keeping (Unskilled) services**” in Coimbatore Division, i.e., Coimbatore, Erode, Tirupur & Nilgiris Districts”. The same shall bear the address as given below :-

**The Manager, O.S. Department, LIC Of India, Divisional Office, India Life Building, Trichy Road, Coimbatore - 641018 .**

6. Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for **Tender for Office Upkeep (Semi Skilled) & House keeping (Unskilled) services**” shall be short-listed and financial bids of only such short-listed bidders will be opened.
7. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quoted accordingly.
8. LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.

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9. Any conditional offer / tender shall not be considered.
10. Any modification in the tender after opening date shall not be considered.
11. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and Annexures forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in Part-C and in the entire tender document.
12. The Contractor should be a registered body for providing services of Semiskilled, unskilled labourers having requisite license.
13. **The tenderer not fulfilling eligibility conditions of the tender will not be considered.**
14. Bids of Tenderers quoting **NIL or less than 3% as Service Charges** in the Financial bid format will be rejected. Absolute figures of service charges in rupees and paise rounded to 2 decimals should be quoted in the financial bid format.
15. If there is any discrepancy in rates quoted in figures and words, rates quoted in words only will be taken for consideration
16. The firm/company should not have incurred gross/ net loss in the preceding 3 financial years i.e. 2023-24, 2022-23, 2021-22.
17. The Bidders should have experience of at least 3 years in providing housekeeping services and should have been in existence for the **last 5 years**.
18. LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
19. Decision of the Corporation will be final conclusive and binding on the tenderer and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.
20. LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.



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21. The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected.
22. The Bidder should have experience in the Housekeeping services in any Financial organization, Government /Public Sector undertaking / Private organizations. Further, they should have at least **One(1)existing** work contract in any organization (Government /Public Sector undertaking / Private organizations) in Tamilnadu, engaging a **minimum of 15 personnel** for their House Keeping Services.
23. The average Annual Turnover from Housekeeping business during last 3 years should be at least **Rs 400 Lakhs per annum**.
24. The firm / Agency Should be a profitable company during the last 3 financial years, i.e., 2023-24, 2022-23 & 2021-22, and not incurred loss during the last 3 financial years.
25. Satisfactory service certificates to be produced from any **ONE** of their existing clients with details of Telephone No., email etc.
26. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including labour laws applicable for the state of Tamil Nadu. Minimum wages payable to the personnel to be engaged shall be strictly as per Labour Act only. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
  - (i) License from Labour Commissioner to employ contract labour under the Contract Labour Act.
  - (ii) Registration certificate under Employees Provident Act, with latest proof (challans to be Attached)
  - (iii) Registration under Employees State Insurance Act, with latest proof (Challans to be attached)
  - (iv) Latest Income tax clearance certificate and PAN Card of the Contractor to be enclosed.
  - (v) GST registration Certificate.
  - (vi) Copies of audited Balance Sheets for the past 3 years (FY 2023-24, 2022-23 and 2021-22).
  - (vii) Shops and Establishments Registration Certificate.



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The bidder should not have been black listed with any office of the Corporation (LIC) or any other establishments. The Bidders should have proper tools and tackles for providing housekeeping services.

27. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company with its seal duly affixed shall sign the Bid.

28. While discharging the duties, the agency shall be responsible for all injuries to persons, damage to building, building structure, streets, and footpaths and shall rectify it at its own cost.

29. In case the Contractor fails to undertake the work within **7 days** from the date of issue of work order, LIC reserves the right to terminate the contract or at its discretion will forfeit the security deposit/EMD furnished by the Contractor.

30. The agency shall be responsible for storing and safeguarding its own material at its own cost. Any damage/spoiling of lift/floor/caused during such act will have to be made good by the agency at his/its own expenditure.

31. Financial bids of only technically qualified bidders will be opened to decide L1. In case of more than one L1 bid emerging, the bidder with highest average turnover in the last 3 Financial Years as per **Sl.No.25** of technical bid will be decided as L1. When more than one L1 emerge even at this stage, highest turnover in the latest financial year i.e 2023-2024 shall be considered to decide L1.

32. The bidder should not have been black listed with any office of the Corporation (LIC) or any other establishments. The Bidders should have proper tools and tackles for providing housekeeping services

**PART C**

**TERMS & CONDITIONS OF CONTRACT**

- 1 The site should be kept neat and tidy, after cleaning / mopping, etc. work is completed. No cleaning material should be left in and around the cleaned area. Number of BUILDINGS can be increased or decreased with a notice. Accordingly, manpower will be adjusted. Decrease or increase in the cost will be adjusted accordingly.
- 2 The material in any case should not lie on the floor / rooms / toilets or near electrical panel switchboards on any floor. The contractor shall ensure to take proper safety measures against hazardous materials.
- 3 None of the personnel deployed by the Contractor shall indulge in any act other than that provided under this contract.
- 4 The Contractor shall follow all prevailing rules / regulations / laws and should possess valid licence for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
- 5 The Contractor shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's staff and officers in the complex. All safe practices shall be strictly adhered to by the Contractor such as **providing gloves when handling sharp objects, chemicals etc.** The Contractor shall protect sides of opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices. Despite observing safe practices if any unfortunate incident occurs, **the Contractor shall bear all expense or claims towards treatment or compensation.**
- 6 The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Contractor during the performance of duties in the premises of the Corporation. The Contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.

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- 7 The Contractor shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.
- 8 Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Contractor for rendering office upkeep & housekeeping services are employees of the Corporation or deployed by the Corporation. **The Contractor shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Contractor shall keep the Corporation indemnified against the same.** In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to his workers mentioning that the workers are employees of the Contractor.
- 9 The Contractor should have an office at Coimbatore and a current ongoing contract of Housekeeping and office upkeep in Tamilnadu.

The Contractor will be responsible for any accident/injury/death of any member of their staff sustained during the course of discharge of their work. **The contractor shall obtain police verification of their antecedents which may be submitted to LIC along with the profiles of their personnel deployed. A certificate to this effect shall be furnished by the Contractor to the Corporation before deployment of the staff. Further, in respect of the workers deployed at the Corporation's premises, the Contractor shall submit details namely, Names, Xerox copy of applications, appointment letters issued by the Contractor, age proof, address proofs, certificate of educational qualifications, caste certificates (in case of SC/ST/OBC/Minority) & certificate of police verification in respect of all his staff deployed at Corporation's site. The Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.**

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

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- 11 The personnel deployed by the Contractor should be healthy, neat and clean. They should display good conduct & courteous behavior.
  - i) They should be in proper uniform and should be provided photo identity cards by the Contractor at his own cost.
  - ii) In case of any complaint against any of the personnel deployed by the Contractor from LIC, he shall remove such person immediately and arrange for replacement of removed person within 24 hours.
  - iii) The person(s) so removed should not be deployed again or allowed to work in the premises.
  - iv) The personnel engaged should not be changed without the approval/permission of Senior Divisional Manager.
- 12 If the staff deployed by the Contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Contractor will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.
- 13 No residential accommodation shall be provided by the Corporation to Contractor and / or to the personnel deployed by him.
- 14 The contractor shall maintain high standards of cleanliness and **hygiene** in the office premises.
- 15 The contract shall be for a period of One Year initially. However, the same may be extended by two more years, not more than one year at a time, at the same rates , terms and conditions subject to approval of Competent Authority.
- 16 The Contractor shall make payment to his personnel as per Minimum Wages Act (as per the notification of Ministry of labour and Employment through Government Order, every 6 months) only by electronic mode. Monthly payments to the Contractor will be made only after submission of certificate mentioning names of workmen, amount paid, name of the bank and bank account number. The names mentioned should only be of those personnel who were actually deployed for providing housekeeping services to the Corporation by the contractor. Any violation of the Minimum Wages Act will entail forthwith termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation. Periodical revision of wages is allowed depending on respective Govt. notifications.

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- 17 **Hygiene Standards:** The Contractor should ensure the health and hygiene of the workers deployed by him and ensure periodical medical check up (Once in a year) as per the norms of the Factories Act 1948 and OHSAS norms. (A Register in this regard to be maintained by the contractor with details viz. Date of Medical Examination, Time/Place of Medical examination and Remarks about health report).
- 18 Senior representative of the Contractor & the supervisor will be obligated to meet the said authorized officer of LIC once in a fortnight for assessing and monitoring the quality of Office Upkeep & House keeping maintenance services rendered. The Contractor shall comply with such observations / feedback made and furnished by the LIC for improvement of the services.
- 19 The LIC further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case of any complaints regarding quality of services, inefficient services, non-adherence to agreed quality of services which have been received or noticed by the LIC without assigning any reason whatsoever and no claim will be entertained in this regard.
- 20 The Contractor should possess, for the entire duration of the contract, all licenses and registrations as may be required under any law time to time and shall be responsible in registering himself and obtain a valid license under contract Labour (Regulations and Abolition) Act, 1950 and rules thereunder. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages, Contract Labour Act or any other Statutory / Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the Vendor.
- 21 The Contractor shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, LIC at its discretion but without prejudice to its other rights and remedies, terminate this contract immediately.
- 22 **All work must be carried out to the entire satisfaction of the Corporation. If the standard of Office Upkeep & Housekeeping services is not maintained to the satisfaction of the Corporation, appropriate penalty will be imposed and the same will be deducted from the monthly bill and / or Security Deposit.**
- 23 **Personnel required:**
- (i) Having regard to the area mentioned in Part D of this tender, based on our need we have arrived at number of manpower resources required to carry out job is 150( 1 supervisors, 95 semi

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skilled office upkeep personnel and 54 unskilled house keeping personnel) to ensure the quality of Office Upkeep and Housekeeping Services so deployed by contractor are expected to carry Office Upkeep and Housekeeping Services and other related Miscellaneous work as deemed fit by the Corporation. Our assessment of manpower requirement is only to provide an equal footing to all the bidders so that they have equal weightage on this factor. **Contractor should be able to provide or remove persons from time to time depending on the actual requirement of Corporation.** Hence, this tender must not be construed as a tender for supply of manpower. It is also reiterated that this tender is inviting offers to provide Office Upkeep and Housekeeping Services and not for supply or deployment of contract labour.

- (ii) The personnel deployed by the Contractor are expected to provide services as per terms of the contract and their services may also be utilized for any other miscellaneous work such as assisting in conducting meetings, conferences or any other day to day work in different departments of LIC Offices. In addition to the schedule of activities that are required to be carried out as mentioned in **Part D - Details of the scope & Places of work**, it should also be ensured that all the workmen are available for carrying out any Office Upkeep and Housekeeping activity/ies that may arise intermittently.
- (iii) The Contractor is required to deploy competent supervisor. The supervisor will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. He shall receive and comply with instructions issued from time to time by the authorities of the Corporation. The supervisor shall be responsible for ensuring cleanliness of all lift, lobbies, parking areas, link portion & all areas / halls of various departments of LIC.

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

The Supervisor shall maintain a Complaint Register with a record of all complaints received from different departments

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and / or forwarded by O.S./ Deptt, Divisional Office, Coimbatore. Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned at point 43 below. The Register must be shown to the authorized officials of the Corporation as and when demanded by them.

- (iv) The workmen deployed by Contractor for Office Upkeep and Housekeeping should be of sound mind & major with **age not more than 57 years.**
- (v) If necessary, the workmen deployed by the Contractor may also be called upon to perform any Office Upkeep and Housekeeping Services in addition to those explicitly stated in this tender. The Contractor shall ensure due compliance of such instructions, issued from time to time, by authorities of the Corporation.
- (vi) Complete details of the workmen deployed daily by the Contractor shall be maintained by Contractor and made available for verification as and when demanded by the Corporation.
- (vii) **The Contractor shall not deploy for Office Upkeep and Housekeeping Services / or supervision work, any relative(s) of any serving / retired / resigned / deceased employee(s) of the Corporation.**

### **24 A) Responsibilities of the Contractor would be as under:-**

- (i) To provide disciplined, courteous, trained and quality personnel ever ready to attend Office Upkeep and Housekeeping Services work politely.
- (ii) The Contractor shall ensure excellent standard of maintenance and ensure that entire premises are kept hygienic and clean at all times.
- (iii) The Contractor shall maintain daily attendance register in respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded. Further, the Supervisors of the Contractor, referred above shall produce the attendance register to the Premises officers, Divisional Office or the officers of the Branch Office in the premises for inspection before his workmen enter the Corporation's premises every day. Needless to add, all the workmen of the Contractor entering the Corporation's premises shall be required to display their photo identity card issued by the Contractor.



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- (iv) Except for the cleaning materials, personal bags & belongings of the workmen shall not be allowed to be carried inside the premises.
- (v) It shall be the responsibility of the Contractor to provide its workmen with all the benefits, remuneration & amenities prescribed under any applicable law.
- (vi) The Contractor shall be responsible to maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions / obligations.
- (vii) The Contractor should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan / khaini / tobacco etc. They will not play cards or indulge in gambling in the complex.
- (viii) The Contractor shall maintain a daily record of the cleaning done of the office premises and toilets and obtain signature from Nodal Officer of each department on each floor in case of LIC building and officers of the branches located in the building. In respect of the daily record maintained in respect of LIC Building parking area and pump room area, signature shall be obtained from Premises officer, Divisional Office. The daily record of cleaning of premises (including toilets, parking area, pump rooms etc) maintained by the Contractor as required herein above shall be submitted to OS Dept, Divisional Office for verification as when required by OS Dept, Divisional Office and Photo copies should be enclosed along with bill.
- (ix) The Contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Premises Officers/ Officials of OS Dept, Divisional Office, as the case may be.
- (x) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended / postponed.

### **19 (B) The Contractor shall:**

- (i) Display and maintain inside each toilet, a chart showing the time during which the toilet (s) were cleaned as per the terms of this Contract. The chart shall be initialed by the cleaner (s) along with the time of cleaning and shall also be signed by the supervisor (s) of the Contractor in token of satisfactory cleaning.
- (ii) Provide proper neat and clean uniform to all the workmen deployed by him for providing Office Upkeep and Housekeeping

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Services ensure that the same is worn by his workmen during the course of their duties in the premises.

- (iii) Train personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behaviour, safety etc.
- (iv) Ensure immediate corrective action on receipt of any complaint against the services provided or against any individual deployed by him in the premises of the Corporation.
- (v) Arrange and pay for the Policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above Act or any rule framed there under.
- (vi) **obtain Group Insurance Policy of Rs.2,00,000/- value in respect of all his workmen deployed for providing Office Upkeep and Housekeeping Services , towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as when the same shall become due during the currency of the Contract.**
- (vii) Be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as CORPORATION, is able to make any alternative arrangement or CORPORATION has agreed in writing to allow the Contractor to discontinue whichever is earlier. Comply with the instructions issued by the authorities of the Corporation from time to time relating to the performance of the services, duties and obligations. The services rendered by the Contractor shall be subject to regular review by the Corporation and its decision as to the quality thereof shall be final and absolute.

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

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

27 In case the Contractor fails to fulfill his obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the

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Contractor shall pay damages ranging from Rs. 5,000 (minimum) to Rs. 20,000/- (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation shall without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.

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

29 **The agreement shall come into *force w.e.f. the date of awarding the contract*, for the period of one year, subject to renewal for maximum of two years on satisfactory performance on the same terms and conditions and upon renewal of license by the Contractor on or before expiry of the license granted by the Appropriate Authority under the Contract Labour (Regulation and Abolition Act).** This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the LIC in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the Contractor under these presents. The Contractor may, after giving 3 month's notice to LIC terminate the contract, if he so desires at any time during the course of the currency of this agreement.

30 All the taxes which LIC may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the Contractor under the law but not so paid, shall be set-off against the bills raised by the Contractor and paid to the respective government departments or authorities as may be required under law and the Contractor shall have no claim against the LIC in respect of any or all such payments.

31 The Contractor should possess, for the entire duration of the contract, all licenses and registrations as may be required under any law and shall be responsible in registering himself and obtain a valid license under Contract Labour ( Regulation and Abolition) Act, 1950 and rules there under. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages, Contract labour Act or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the vendor.

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32 Mandatory Conditions:-

- (i) **The tendering Firm / Contractor / Company are required to enclose photocopies of the following documents duly self attested along with the Technical Bids failing which their bids shall be summarily rejected.**
  - (a) Registration certificate with Labour Department
  - (b) Copy of PAN card
  - (c) Copy of Income Tax Returns filed for the last three financial years
  - (d) Copies of EPF and ESI certificate
  - (e) Copy of GST Registration
  - (f) Copy of Shop and Establishment License
- (ii) The Contractor should have the necessary valid licence . It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.
- (iii) The successful bidder shall give an **Affidavit on Notarized Stamp paper of Rs.500 /-** that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers employed by him for performance of the service.
  - (a) 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.

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

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Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.

- 34 The Successful bidder shall execute and submit Integrity Pact on stamp paper of Rs. 500/- as per **Annexure D** in this tender document and submitted along with contract before taking over.
- 35 All the bidders shall submit an affidavit confirming that the contractor has not been blacklisted by any of the office of Corporation.
- 36 The bidder should neither be a sub-contractor to any other entity / person, nor should, at any time, sub-let to any other person, the contract awarded to him. He should not be a party to any cartel at any time for processing any contract including the present Tender.
- 37 The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected.
38. All the taxes which LIC may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the Contractor under the law but not so paid, shall be set-off against the bills raised by the Contractor and paid to the respective government departments or authorities as may be required under law and the Contractor shall have no claim against the LIC in respect of any or all such payments.
39. The Contractor should possess, for the entire duration of the contract, all licenses and registrations as may be required under any law and shall be responsible in registering himself and obtain a valid license under Contract Labour ( Regulation and Abolition) Act, 1950 and rules there under. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages, Contract labour Act or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the vendor.
40. Adherence to statutory requirements is sole responsibility of the contractor.

**41. The GST raised in the invoice should be paid within the due date and all required returns should be filed within specified dates correctly mentioning LICs GST number, capturing correct particulars of the invoice raised therein. GST reimbursement shall be held back or recovered if the provisions of the Act are not being complied with.**

42. The Contractor shall in terms of the provisions of Sections 16,17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the Contractor in complying with the said provisions, LIC may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under these presents. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any and all statutory provisions/obligations.

43. In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the Contractor, the Contractor shall disburse the minimum wages payable to its personnel only by depositing in their accounts with Bank and shall provide the account numbers and name of the Bank to Authorized Representative of LIC and also keep record for verification. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.

44. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipments or any part thereof by LIC to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise

**45. PAYMENT TERMS:**

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

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only for the services rendered during the particular month for which he shall submit the bill for the agreed amount in the first week of the following month in any case not later than the **latest by 7th** of the following month along with proof of remittance of EPF, ESIC of the previous calendar month **along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like**

**BASIC+VDA+EPF+ESIC+STATUTORY BONUS**), Bank name and bank accountnumber.

**Wages shall be paid by the Contractor first and then claimed from LIC. Wages should be paid not later than first week of the following month.**

The Contractor shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by electronic mode only.

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

#### **46. PENALTY:**

Deduction on account of unsatisfactory services and improper Office Upkeep & Housekeeping Services of office premises as mentioned in Part -D, will be made from the monthly bill. The recovery will be decided by the Officer In-Charge. The methodology for deduction will be as under:

1. In case of shortage of manpower, an amount proportionate to the **shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of**

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20% per shift / day for 3 continuous days, will entail a penalty of 1.5% from the monthly bills, subject to a maximum of 10%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.

2. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs.1000/- per event etc. from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused.
3. In case of non-performance and poor service by the contractor, LIC of India, at its discretion, recover Liquidated Damages upon recommendation of the Competent Authority. In the event of appeal, the decision of the Competent Authority, LIC of India, shall be final and binding upon the Agency. The quantum of penalty shall be as follows:
  - a) Not wearing of Uniforms by Contractor's employees/untidy Uniform Rs.50/- per day per person
4. In case the Contractor fails to fulfill his obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the Contractor shall pay damages ranging from Rs. 5,000/- (minimum) to Rs. 20,000/- (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation shall without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.

#### 47. TERMINATION:

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

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



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Corporation has agreed in writing to allow the Contractor to discontinue earlier.

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

- (a) The Contractor abandons the work or
- (b) The Contractor assigns or sublets the work in whole or in part therefor
- (c) The Contractor makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or
- (d) The Contractor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
- (e) The Contractor persistently disregards the instructions issued by the Corporation or
- (f) The Contractor fails to adhere to the agreed schedule of the work or
- (g) The information submitted by the Contractor in the Tender is found to be incorrect or
- (h) The Contractor fails to perform its obligations as per terms and conditions of the contract or
- (i) The Contractor fails to maintain records / registers as required under the terms of this contract

48. The workmen deployed by Contractor for Office Upkeep and Housekeeping Services jobs should be of **sound mind & major with age not more than 57 years.**

49. If necessary, the workmen deployed by the Contractor may also be called upon to perform any Office Upkeep and Housekeeping Services duties in addition to those explicitly stated in this tender. The Contractor shall ensure due compliance of such instructions, issued from time to time, by authorities of the Corporation.

50. Complete details of the workmen deployed daily by the Contractor shall be maintained by Contractor and made available for verification as and when demanded by the Corporation. The Service Provider/Contractor shall immediately provide a substitute in the event of any Office Upkeep and Housekeeping Services person leaving the job due to his personal reasons or on not attending the duty within 24 hours.

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51. The Contractor shall not deploy for a Office Upkeep and Housekeeping and / or supervision any relative(s) of any serving / retired / resigned / deceased employee(s) of the Corporation. The contract is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services more fully described in Scope of Work shall be the employees of the Service Provider and not of the LIC.

52. **DISPUTES & DIFFERENCES:**

Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions and any other matter relevant to but not covered in the contract shall be referred to/sought from the Senior Divisional Manager, LIC of India, Divisional Office, Coimbatore, whose decision in the matters shall be final and binding on the contractor. **All legal disputes will be within the jurisdiction of courts in Coimbatore.**

53. **SECURITY DEPOSIT:**

The successful bidder will have to remit to LIC of India security deposit of Rs. 8,00,000/- (Rupees eight lakhs only) to be drawn from any Nationalized Bank. The amount will be kept with LIC, interest free for the entire period of the contract. The Security Deposit shall be refunded within a period of three months from the date of expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation. In case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security Deposit and balance, if any, shall be refunded without interest to the Contractor.

The Contractor shall remit ESI and EPF contribution of all his workmen regularly to ESI Corporation and P.F. Authorities respectively and furnish the proof of the same every month to the Corporation with remittance details alongwith bill. If it is found at any time that ESI and EPF contributions in respect of his employees are not being deposited, L.I.C. of India reserves the right to utilize the amount of Security Deposit for the same or from the amount payable to the said contractor. The service provider /Contractor will be liable for getting the Provident Fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.



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

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

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents and the data base in the custody of the Contractor in respect of services outsourced by the LIC of India. It shall be the duty of the Contractor to provide such documents / statements / information as may be required by IRDAI within such time as may be specified by IRDAI.

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

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

We accept all the above terms and conditions as set forth in the tender comprising of Parts A to D and annexures.

**AUTHORISED SIGNATORY  
(NAME/ DESIGNATIONS & SEAL OF THE  
FIRM/ CONTRACTOR/COMPANY)**

**PART – D :: SCOPE OF WORK**

**A) HOUSE KEEPING SERVICE(cleaning/ sanitation/ Sweeping)**

The Contractor will be required to engage suitably trained and courteous and housekeeping staff to discharge the following functions:

Timing - 8am to 4 pm (8 hrs) Office Premises – at Divisional Office and

09.00 am to 05.00 pm at Branches, Satellite Offices, guest houses, RMFs and other servicing centers Located in and around Coimbatore, Erode, Tirupur & Nilgiris Districts.

1. Cleaning and mopping to be done daily in all Office Premises, Library, Canteen hall, dining area, Recreation club, Ladies room, Staircases and Lifts.
2. Cleaning of toilets, wash rooms, windows, exhaust, mirrors and sweeping and mopping of passage to be done daily.
3. Sweeping and wet mopping of rooms with deodorant disinfectants.
4. Clearing and cleaning of waste paper baskets.
5. Disposal of waste/garbage on daily basis from our premises to the dumping area earmarked by municipal authority of the area. Disposal of waste material / garbage will be the sole responsibility of the agency.
6. Cleaning of wash basin, urinals and mirrors etc. in all the toilets.
7. Scrubbing and Cleaning of all toilets flooring.
8. Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins.
9. Cleaning of Hand railings, sweeping and wet cleaning of parking area, cleaning of LIC name Board, outside Open area, gates ,Terrace etc - once in 2 days.
10. Shampoo cleaning of all floors including cleaning of tube lights, fans, side racks, windows, Filing cabinets, almirahs etc and removal of cobwebs on a monthly basis.
11. Video Conference room and Conference room on need basis to be cleaned.
12. Disposal of wastes daily and cleaning of waste bins.

**i) Work to be done at Guest Houses**

- Sweeping and mopping of passage.
- Sweeping and wet mopping of rooms with deodorant disinfectants.
- Clearing and cleaning of waste paper baskets.
- Disposal of waste/garbage on daily basis from our premises to the dumping area earmarked by municipal authority of the area. Disposal of waste material / garbage will be the sole responsibility of the agency.
- Dusting of partitions, doors, walls.
- Cleaning of window panes, window grills and glasses

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from inside as well as outside (Wherever accessible).

- Cleaning of main entrance glass doors/ wooden doors.
- Cleaning of wash basin, urinals and mirrors etc. in all the toilets.
- Scrubbing and Cleaning of all toilets flooring.
- Mopping of the entire toilet floors with deodorant disinfectant and cleaning of washbasins.
- Cleaning of rooms, lobby, common area, passages, stairs & pantry etc. Cleaning of Buckets/Mugs by liquid soap/cleaner on daily basis.
- Cleaning Guest House Equipments/furniture etc.
- Monthly cleaning of wall mounted fans/ceiling fans
- Clearance of blockage in toilets/drainage as and when required.
- Monthly cleaning of main holes (Gutters) in the periphery of Guest House buildings.

**Note: Vendors are advised to visit the above mentioned premises / locations between 11 AM & 4 PM from Monday to Friday before quoting their rates.**

### **ii) FOR HOUSEKEEPING SERVICE IN OFFICES**

**(ON ALL WORKING DAYS)**

#### **(a) DAILY SCHEDULE:**

Daily Schedule for Cleaning/Sweeping shall be as under:

1. Sweeping and mopping of all cabins & area- twice in a day with Phenyl/disinfectant.
2. Dusting of all furniture, walls, ceiling, curtains and venetian blinds early in the morning before 9.00 a.m.
3. Cleaning, Washing & replacing the dustbins after removing the waste material from the dustbins. Dusting and cleaning of doors, windows, glass panes, partition walls, AC machines, water cooler, fridge etc.
4. Cleaning toilets, removing stains on floors & walls, keeping air fresheners, filling liquid soap of approved quality in the morning & keeping urinal cubes etc.
5. Cleaning and drying all the toilets twice a day.
6. Removing muck, cleaning and washing of platform drains, sink twice a day.
7. Cleaning of Buckets/Mugs by liquid soap / cleaner on daily basis.
8. Throwing of waste/garbage on daily basis in garbage bin. Disposal of waste material will be the sole responsibility of the agency.
9. Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside or outside on regular basis.

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### **(b)WEEKLYSCHEDULE:**

1. Washing of floors, stairs with soap/stain cleaner, removing of webs/insects from walls, ceilings, under tables/chairs/Almirahs etc.
2. Dusting of all walls, ceilings, curtains, Venetian blinds early in the morning.
3. Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap/stain cleaner.
4. Cleaning (dry)/washing basement and Open area adjoining the Building of D.O/B.Os/S.Os/Guest Houses, RMF centres under Coimbatore Division.  
Any other item which may be required for the above purposes listed at Serial Nos. 1 to 4.

### **c) MONTHLY SCHEDULE FOR DEEP CLEANING**

1. Removal of cobwebs from office premises.
2. Cleaning of window panes from inside as well as outside.
3. Cleaning of dust tube lights security grill.
4. Cleaning of partitions.
5. Cleaning of roof top and staircases.
6. Cleaning of parapet walls.
7. Monthly vacuum cleaning of Venetian blinds.
8. Monthly cleaning of wall mounted fans/ceiling fans.
9. Monthly cleaning of main holes (gutters) in the periphery of office/Guest House buildings.

Supervision / coordination of various housekeeping jobs will be the responsibility of the Agency in consultation with the head of the concerned office.



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**B) OFFICE UPKEEP SERVICE**

The following works to be discharged in the timing 09.30 am to 05.30 pm.

- i) Cleaning of tables, Chairs, Telephones, side racks, computers, printers and other Office equipments.
- ii) Moving of papers, files and articles from one department to another and also to other Offices.
- iii) Helping the Office in arranging the files and filing of papers.
- iv) Assisting the office for dispatch of documents, letters/ files and articles.
- v) Helping the office in destruction of old and unwanted records.
- vi) Help the Office in keeping Office file and equipments clean and tidy.
- vii) Shifting, arranging and rearranging of office equipments.
- viii) Any other work assigned from time to time by the head of the office.

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**ANNEXURE “D”**

**LIST OF LOCATIONS FOR HOUSE KEEPING SERVICES (UNSKILLED)**

SL	SCOPE OF WORK	FREQUENCY OF WORK	8 HRS (08.00AM TO 04.00PM)	4 HOURS (08.00 AM TO 12.00 NOON)	ZONE
1	INDIA LIFE BUILDING *	TWICE A DAY	5	0	B
2	UNITED INDIA BUILDING and GUEST HOUSE	TWICE A DAY	3	0	B
3	RMF 1 & 2 THOPPAMPATTI PIRIVU	TWICE A DAY	1	0	B
4	AIG BUILDING, VIP GUEST HOUSE, SDM's QUARTERS & OFFICERS QUARTERS	TWICE A DAY	1	0	B
5	AVINASHI	TWICE A DAY	1	0	C
6	BHAVANI	TWICE A DAY	1	0	C
7	C.A. BRANCH	TWICE A DAY	1	0	C
8	COONOOR	TWICE A DAY	1	0	C
9	DHARAPURAM	TWICE A DAY	1	0	C
10	ERODE NORTH	TWICE A DAY	1	0	C
11	ERODE SOUTH	TWICE A DAY	1	0	C
12	GOBI	TWICE A DAY	1	0	C
13	GUDALUR	TWICE A DAY	1	0	C
14	KANGEYAM	TWICE A DAY	1	0	C
15	METTUPALAYAM	TWICE A DAY	1	0	C
16	OOTY	TWICE A DAY	1	0	C
17	PERUNTHURAI	TWICE A DAY	1	0	C
18	PODANUR	TWICE A DAY	1	0	B
19	POLLACHI I	TWICE A DAY	1	0	C
20	POLLACHI II	TWICE A DAY	1	0	C
21	RS PURAM	TWICE A DAY	1	0	B
22	SATHY	TWICE A DAY	1	0	C
23	SINGANALLUR	TWICE A DAY	1	0	B
24	SIVAGIRI	TWICE A DAY	1	0	C
25	SULUR	TWICE A DAY	1	0	C
26	TATABAD	TWICE A DAY	1	0	B
27	TIRUPUR	TWICE A DAY	1	0	C
28	UDUMALPET	TWICE A DAY	1	0	C
29	ANNUR SO	TWICE A DAY	0	1	C
30	HOPES COLLEGE SO	TWICE A DAY	0	1	B
31	ANTHIYUR SO	TWICE A DAY	0	1	C
32	KOTAGIRI SO	TWICE A DAY	0	1	C
33	MULANUR	TWICE A DAY	0	1	C



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34	VELLAKOIL SO	TWICE A DAY	0	1	C
35	CHENNIMALAI SO	TWICE A DAY	0	1	C
36	ANAIMALAI SO	TWICE A DAY	0	1	C
37	KINATHUKADAVU SO	TWICE A DAY	0	1	C
38	P.N. PALAYAM	TWICE A DAY	0	1	C
39	VADAVALLI SO	TWICE A DAY	0	1	C
40	PULIYAMPATTI SO	TWICE A DAY	0	1	C
41	ONDIPUDUR SO	TWICE A DAY	0	1	B
42	KODUMUDI SO	TWICE A DAY	0	1	C
43	PALLADAM SO	TWICE A DAY	0	1	C
44	GANAPATHY SO	TWICE A DAY	0	1	C
45	ANUPARPALAYAM	TWICE A DAY	0	1	C
46	NALLUR SO	TWICE A DAY	0	1	C
47	CLIA SO TIRUPUR	TWICE A DAY	0	1	C
48	OOTY GUEST HOUSE	TWICE A DAY	1	0	C
	TOTAL		35	19	

OS Establishment

**Office Services Department**  
**Divisional Office, Coimbatore**

**ANNEXURE “E”**

**LIST OF LOCATIONS FOR OFFICE UPKEEP SERVICES (SEMI SKILLED) 8 HOURS**

SL	SCOPE OF WORK	No. of personnels required	ZONE
1	INDIA LIFE BUILDING *	15	B
2	UNITED INDIA BUILDING and GUEST HOUSE	2	B
3	RMF 1, THOPPAMPATTI PIRIVU	1	B
4	RMF 2 THOPPAMPATTI PIRIVU	1	B
5	AIG BUILDING, VIP GUEST HOUSE, SDM's QUARTERS & OFFICERS QUARTERS	2	B
6	AVINASHI	2	C
7	AVINASHI ROAD	2	B
8	BHAVANI	2	C
9	C.A. BRANCH	2	B
10	COONOR	2	C
11	DHARAPURAM	2	C
12	ERODE NORTH	2	C
13	ERODE SOUTH	2	C
14	GOBI	2	C
15	GUDALUR	2	C
16	KANGEYAM	2	C
17	METTUPALAYAM	2	C
18	OOTY	2	C
19	PEELAMEDU	2	B
20	PERUNTHURAI	2	C
21	PODANUR	2	B
22	POLLACHI I	2	C
23	POLLACHI II	2	C
24	RS PURAM	2	B
25	SATHY	2	C
26	SINGANALLUR	2	B
27	SIVAGIRI	2	C
28	SULUR	2	C
29	TATABAD	2	B
30	TIRUPUR	2	C
31	UDUMALPET	2	C
32	ANNUR SO	1	C
33	HOPE COLLEGE SO	1	B
34	ANTHIYUR SO	1	C
35	KOTAGIRI SO	1	C
36	MULANUR	1	C

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37	VELLAKOIL SO	1	C
38	CLIA SO - CBE	1	B
39	CHENNIMALAI SO	1	C
40	ANAIMALAI SO	1	C
41	KINATHUKADAVU	1	C
42	P.N. PALAYAM SO	1	C
43	VADAVALLI SO	1	C
44	PULIAMPATTY SO	1	C
45	ONDIPUDUR SO	1	C
46	KODUMUDI SO	1	C
47	PALLADAM SO	1	C
48	GANAPATHY SO	1	C
49	ANUPARPALAYAM	1	C
50	NALLUR SO	1	C
51	CLIA SO TIRUPUR	1	C
52	OOTY GUEST HOUSE	1	C
53	CUSTOMER ZONE	1	B
	SUPERVISOR	1	B
	TOTAL	96	

OS Establishment



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**“ANNEXURE F”**

**PART E – PRE CONTRACT INTEGRITY PACT**

**General:** This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of .....2022 , between, on one hand, 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 Divisional office at Trichy Road. Coimbatore – 641 018. (hereinafter called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s \_\_\_\_\_ represented by Shri..... (hereinafter called the “BIDDER /SELLER” which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure House keeping services for Office premises in Coimbatore Divisional Office’s Jurisdiction and the BIDDER/Seller is willing to offer/has offered the House Keeping Services for office premises in Coimbatore Divisional Office’s jurisdiction area.

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

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

**1. Commitments of the BUYER**

1.1The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

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1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate "CVO" any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

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

### **3. Commitments of BIDDERS**

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

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

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

3.3 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.

3.4 BIDDERS shall disclose the payments to be made by them to their Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in and Indian BIDDERS shall disclose their foreign BUYERS or associates, Agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original owner of the agency/ firm /company providing Housekeeping Services 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

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functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 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 officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER/Contractor will not commit any offence under the relevant India penal code (IPC) /Provision of corruption (PC) act .Further improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956.

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

3.14 The Bidder(s) / Contractor(s) who have signed the integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their Decision in the matter.

#### **4. Previous Transgression**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the



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tender process or the contract, if already awarded, can be terminated for such reason.

### **5. Earnest Money :**

5.1 While submitting commercial bid, the BIDDER shall deposit an amount Rs.60,000/- (Rupees sixty thousand only) as Earnest Money as applicable/Security Deposit, with the BUYER through any of the following instruments:

- (i) Bank Draft or Pay Order in favour of LIC.
- (ii) A confirmed guarantee of Rs.10,00,000/- (Rupees ten lakhs only) by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days from the date of allotment of work order, without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- (iii) Any other mode or through any other instrument (to be specified in the RFP/Tender):

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

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

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

### **6. Sanctions for Violations:**

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

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the bidder.
- (iv) To recover all sums already paid by the BUYER,
- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

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

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

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

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

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

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

### **7. Fall Clause:**

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

### **8. Independent Monitors:**

8.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name address of the Monitor(s):

Shri. Arun Chandra Verma, IPS (Retd) Flat No. C-1204, C Tower, Amrapali Platinum Complex, Sector - 119 Noida (U/P.)  E mail ID : acverma1@gmail.com	Shri. Jose T. Mathew, IFS (Retd.) House No.37/930, Ebrahim Pillai Lane Via Kakkanad, Thrikkakara - 682021 Dt. Ernakulam, Kerala.  E mail ID : jtmat507@gmail.com
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8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extend the parties comply with the obligations under this Pact.

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





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

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

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

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

8.8 The Monitor will submit a written report to the designated authority\*\* of BUYER /Secretary in the Department/ 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.

### **9. 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.

### **10. Law and Place of Jurisdiction:**

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

### **11. 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 extant law in force relating to any civil or criminal proceedings.

### **12. Validity:**

12.1 The validity of this **Integrity Pact** shall be from date of its signing and extend up to 12 months or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.



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

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

**BUYER**

**BIDDER**

Name of the Officer

Designation

Deptt./MINISTRY/PSU

Witness

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

(Signature)

(Signature)

Name & Address

Name address

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2..... 2.....

(Signature)

(Signature)

Name & Address

Name address

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



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**PART - F**

**ENVELOPE-1.**

**ANNEXURE "A"**

**TECHNICAL BID**

(To be submitted in a sealed cover super scribed as "Technical Bid for Office Upkeep (Semi skilled) and Housekeeping (Unskilled) service" at various locations under jurisdiction of Coimbatore Divisional Office.

**Tender No- 32/2024-25 / 14.02.2025**

1	Name of the Firm / Agency / Company (Attach certificate of Registration)	:	
2	Date of Establishment / Incorporation	:	
3	Name of the Proprietor/ Director of the Firm / Agency / Company	:	
4	Full Address of Registered Office Telephone number/s Mobile Number/s E-mail address	:	
5	Full Address of Operating Office /Branch /Telephone number/ Mobile number/s E-mail address	:	
6	Name of the Chief Executive with his present address, Mobile / Telephone Number	:	
7	Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs, with mobile number.	:	
8	Banker of the Company Firm / Agency/ Company :- (Attach certified copy of A/C statement of Last 3 months (ie from Nov 2024 to Jan 2025). Telephone Number of Banker	:	
9	Status :Proprietary/ Partnership / Private Limited Company / Public Company	:	
10	Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)	:	
11	Registration certificate with Labour Department (for any existing contract)	:	
12	PAN NUMBER ( Attach certified	:	

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	copy )		
13	GST REGISTRATION NUMBER : (Attach certified copy)		
	Name		
	State(complete State Name)		
	State code		
	PAN number		
	GSTIN number		
	Contact Person		
	Phone number		
	Mobile number		
	Email id		
14	E.P.F. Registration No. (Please enclose attested photocopy of certificate)		
15	ESI Certificate Number : (Certified copies required)		
16	Details of Tender fee and EMD		
17	Details of Demand Draft	Tender Fee of Rs 500/- + GST	EMD of Rs. 60,000/-
18	Demand Draft/Pay order No.		
	Date of Demand Draft/Pay order		
	Name of Issuing Bank		
	Branch of Issuing Bank		
	Address of Issuing Bank		
19	State the latest Income Tax Assessed year and the amount of Tax Assessed. (Copies of last 3 years IT Returns, Balance Sheets & Revenue A/c. to be enclosed)		
20	Details if registered with any other Government Authority(ies)		
21	Date of obtaining ISO 9001-2015 certificate and its validity period (Please enclose attested copy of certificate), if any.		
22	Details of empanelment with any office of LIC of India and/or PSU/any other Corporate Offices. (Please enclose list giving full details and name and telephone number of person/s who may be contacted for confirmation.		
23	Work Experience of agency in the field of Office Upkeep and House keeping Services. <b>Give details of the existing clients :-</b> <b>(Attach separate sheet in the following format)</b>		

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S No	Name of Client	Whether Pvt / Govt body / PSU	Since when service is provided	Area allotted for Office Upkeep and House keeping Services as per contract (sq. feet)	Annual contractual amount of maintenance of Office upkeep & House Keeping Services ( In lacs)

**(Give supporting documents and reference with full details of person to whom enquiry in the above organizations can be made about work performance by our Authorized officials) Give these details in separate sheet along with Technical Bid.**

24	Furnish the details of Office Upkeep and House Keeping services annulled/broken services before the end of contractual period, if any,		
25	Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year 2021-2022, 2022-23 & 2023-24(Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.)		
S No	Fin Year	Turnover	
1	2021-22		
2	2022-23		
3	2023-24		

Date: -  
Place: -

Signature of Authorized person  
Full Name: -

Seal:-



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**Declaration:**

1. I , Son / Daughter / Wife Of Shri \_\_\_\_\_ , Director /Authorized Signatory of the Firm/ Agency/ Company mentioned above is competent to sign the declaration and Execute this Tender Document:
2. I have carefully read and understood all the terms and conditions of the Tender and undertake to abide by these terms and conditions.
3. The information / Documents furnished along with the application are true and authentic to the best of my knowledge and belief. I am / We 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.
4. I / We undertake that I / We abide by the terms and conditions and we confirm that our firm / establishment / agency has never been
  - a) Black listed by any of our clients
  - b) Our Contract is cancelled / terminated
  - c) A litigant or involved in civil suit in matters related to our contracts.

I / We request Life Insurance Corporation of India, Coimbatore Division to consider our agency bid.

Date : -  
Place: -

Signature of Authorized person/s  
Full Name: -  
Seal:-



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**Part – G**

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

1. Attested copy of Firm/ Agency /Company Registration
2. Copy of Registration Certificate, issued by Shop and Establishment Act.
3. Certified copy of the statement of Bank Account of the Firm/ Agency/ Company of last 3 years
4. Attested copy of PAN/ GIR Number
5. Attested Copy of last 3 years IT Returns filed by Firm /Company ie.2021-22, 2022-23, 2023-24.
6. Attested copy GST registration
7. **Part-F** - Technical Bid Application along with all enclosures
8. Certified copy of Profit and Loss Accounts of last three years i.e. .2021-22, 2022-23, 2023-24.
9. Attested copies of Balance sheets of last 3 financial years, ie. .2021-22, 2022-23, 2023-24.
10. Copy of the terms and conditions as in **Part -C** in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Agency/ Company in token of their acceptance.
11. Separate sheet in reply to question no.23, 24 25of Technical Bid in the given format.
12. Certificate from 2 reputed companies.
13. Integrity Pact as per format provided in **PART - E.**



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**PART H – UNDERTAKING**

This is to certify that our Agency/Company/Firm has not been blacklisted/TERMINATED by any of the office of LIFE INSURANCE CORPORATION OF INDIA/PSU/GOVT Undertaking.

Place :

Authorised Signatory  
Name/Designation & Seal  
Of the Firm/Company/Agency

Date :

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**Part I – Affidavit on Notarized Stamp Paper of Rs 500/=**

I \_\_\_\_\_, Son / Daughter / Wife Of Shri. Proprietor / Director / Authorized Signatory of the Firm/ Agency/ Company mentioned above declare that the Company is complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the company to abide by the provisions of the below mentioned Acts in regard to the workers engaged by us for performance of the services.

- 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.

Date  
Place

Signature of the Bidder  
Seal of the Bidder

**Part J - MSME Questionnaire**

S.No.	Question	
a)	Whether your firm belong to the category of Micro, Small & Medium Enterprises as defined in the Micro, Small & Medium Enterprises Development Act, 2006 “ If yes ,specify the category of Micro ,Small or medium Enterprises and whether the enterprise is in manufacturing or service industry.	
b)	Whether registration by filing entrepreneur’s memorandum part –II, with the respective District Industries Centre has been done OR is registered under Single Point Registration Scheme of NSIC? If yes then the Entrepreneur memorandum Number is to be mentioned and copy of Acknowledgement of Entrepreneurs memorandum –II and /or Single point registration certificate to be submitted.	
c)	Whether the MSME is owned by SC/ST entrepreneurs and if so, attested true copies of SC/ST Certificate issued by the District Authority to be submitted.	



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PART - L

ENVELOPE- II

ANNEXURE "B"

**FINANCIAL BID**

**Tender No- 32/2024-25 / 14.02.2025**

**Tender for Office Upkeep (Semi skilled) and  
Housekeeping (Unskilled) services**

**LIC OF INDIA, COIMBATORE DIVISION**

The consideration for Tender for Office Upkeep (Semi skilled) and Housekeeping (Unskilled) services.

**(PER SHIFT CHARGES)**

SI No.	PARTICULARS	Supervisor (Semi skilled) – 8 Hrs. B REGION (Col 1)
1	Basic.	
2	V D A.	
3	*E P F.(As per rules)	
4	**E S I.(as per rules)	
5	***Bonus (As per prevailing rules)	
6	Service Charges/Admn. Charges/ (incl. of all charges).	
7	Total per shift Rupees.	

SI No.	PARTICULARS	Office upkeep (Semi skilled) services Shift of 8 Hrs. Rs. B REGION (Col 2) C REGION (Col 3)
1	Basic.	
2	V D A.	
3	* E P F.(As per rules)	
4	**E S I.(as per rules)	
5	***Bonus (As per prevailing rules)	
6	Service Charges/Admn. Charges/ (incl. of all charges).	
7	Total per shift Rupees.	

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Sl No.	PARTICULARS	Housekeeping (Unskilled) services Shift of 8 Hrs. Rs.	
		B REGION ( Col 4 )	C REGION ( Col 5 )
1	Basic.		
2	V D A.		
3	*E P F.(As per rules)		
4	**E S I.(as per rules)		
5	***Bonus (As per prevailing rules)		
6	Service Charges/Admn. Charges/ (incl. of all charges).		
7	Total per shift Rupees.		

Sl No.	PARTICULARS	Housekeeping (Unskilled) services Shift of 4 Hrs. Rs.	
		B REGION (Col 6)	C REGION (Col 7)
1	Basic.		
2	V D A.		
3	*E P F.(As per rules)		
4	**E S I.(as per rules)		
5	***Bonus (As per prevailing rules)		
6	Service Charges/Admn. Charges/ (incl. of all charges).		
7	Total per shift Rupees.		

\*13% - Salary ceiling Rs.15, 000/- per month (for 26 days)

\*\* 3.25% - Salary ceiling for eligibility up to Rs.21, 000/- per month

\*\*\*Bonus : Eligibility salary upto Rs.21,000/- per month and calculated at 8.33% on Rs.7,000/- per month / 26 days (per month).

\* The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, bonus, gratuity, profits etc., and taxes whatsoever payable and given in service charges(S NO:6)

**MONTHLY CHARGES**

Sl. No.	Category	Total amount quoted per shift, as per total of respective columns from 1 to 7, above.	No. of personnel required	Total per day, Rs.	Total for a month
		(a)	(b)	©	(d)
				(a * b)	(d) (*26)
1	Supervisor - Zone B		1		
2	Office Upkeep (Semi skilled) - Zone B		38		
3	Office Upkeep (Semi skilled) - Zone C		57		
4	House Keeping (Unskilled) - Zone B - 8 Hrs.		14		
5	House Keeping (Unskilled) - Zone C - 8 Hrs.		21		
6	House Keeping (Unskilled) - Zone B - 4 Hrs.		2		
7	House Keeping (Unskilled) - Zone C - 4 Hrs.		17		
8	TOTAL PER MONTH ( 1 – 7)				
9	SERVICE CHARGES				
10	TOTAL ( 8 + 9)				

Please note that S.No.1 to 5 (as quoted the Basic & VDA is as per Central Minimum Wages with effect from 01/10/2024 vide order dt. 25/09/2024 of Chief Labour Commissioner(C), New Delhi.) Wages are strictly as per Government rules.

**Please go through the notes given in page below carefully before filling financial bid.**

\* Minimum Wages shall be based on the prevailing Central Act. However the companies are free to pay more but not less. EPF, ESI, BONUS contribution to be paid for personnel employed by the tenderer shall be responsibility of tenderer.

\* Please go through the notes given in page below carefully before filling financial bid.

## NOTES

1) Wages indicated above to be based on Govt of India, Ministry of Labour notification with effective from **01.10.2024** applicable to respective category (Skilled/Semi skilled/unskilled) and would be revised as and when revised by Ministry of Labour & Employment, Govt. of India. **The service charges quoted above will be same throughout the contract period including extended period of contract.**

2) Service Charges quoted above should be inclusive of expenses likely to be incurred by service provider for providing Office upkeep and House Keeping services including conveyance to supervisors, visits, Holiday salary , Uniforms, Identity cards, insurance (Group Insurance of Rs.2 lakhs per employee and Accident Insurance) and any other item/s required for rendering the House Keeping services for LIC as per terms and conditions of contract and any other statutory and other benefits that the Contractor intends to provide to his/her workers. Lowest bidder will be arrived by the total monthly cost.

3) Contractor's service charges for rendering House Keeping services cannot be zero or less than 3% of Financial Bid (Total monthly charges mentioned above).

4) The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages according to their respective agency.

5) Payment of applicable minimum wages for actual manpower deployed & service charges will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the contractor including PF, ESIC etc.

6) The Financial bid should strictly be as per the given format given in the tender. Tenderers should quote **PER SHIFT CHARGES AS REQUIRED ABOVE**. The Service charges of Financial Bid should be in integer and quoted per SHIFT.

7) **Merely quoting the lowest rate alone will not confer any right to such tenderer seeking acceptance. Tenderers quoting less than the Central Minimum Wages or less percentage of PF / ESI/Bonus and Service charges less than 3 % will not be considered.**



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Separate list should be provided for monthly EPF & ESIC deductions/payment made for deployed personnel by the Agency of Coimbatore Division.

8) Per shift charges quoted above will be paid for each category personnel.

9) If there is any discrepancy in rates quoted in figures and words, rates quoted in **words** only will be taken for consideration.

10) **Adherence to statutory requirements is sole responsibility of the Tenderer.**

11) The Contractor shall ensure that none of his employees are paid salary/wages which are less than the prescribed amount under the Minimum Wages Act, 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, for the category of workers employed by them from time to time.

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

Date:

Name:

Designation:

Address :

**Signature of the Tenderer with seal**