



# **TENDER DOCUMENT**

# **FOR**

# **HOUSEKEEPING SERVICES**

**LIC OF INDIA,**  
**Western Zonal Office, Office Services Department,**  
**Ground Floor, Yogakshema (West Wing),**  
**Jeevan Bima Marg, Nariman Point,**  
**Mumbai - 400021.**

**Cost of Tender document: ₹1000/-**

**PART-A - NOTICE INVITING TENDER****TENDER NOTICE FOR HOUSEKEEPING SERVICES**

Office Services Department, Western Zonal Office, LIC of India invites Sealed Tenders under two-bid system from reputed, licensed organizations / Agencies who are providing Housekeeping services in any organization/ Government / Public Sector undertaking / Private organizations of repute etc. for providing House Keeping Services for Staff Quarters and Guest Houses under jurisdiction of Western Zonal Office located in Mumbai and Mumbai Metropolitan Area for a period of 2 Years (Twenty Four Months) from the date of awarding the contract extendable by one more year depending upon the experience and at the discretion of Competent Authority of the Corporation.

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

<b>Tender Notification Number and Date</b>	<b>WZO/OS/HOUSEKEEPING/001 dated 13.02.2025</b>
Cost of Tender Document	INR 1000.00 + INR 180.00 GST (Rupees One Thousand Only + One Hundred Eighty Only GST) non refundable in the form of Demand Draft / Pay Order drawn in favour of “ LIC OF INDIA” payable at Mumbai to be paid at the time of submitting the tender in a separate envelope super scribed “ <b>COST OF DOCUMENT FOR HOUSEKEEPING SERVICES TENDER</b> ”

Earnest Money Deposit	Bidder needs to provide a signed Bid Security Declaration in lieu of Earnest Money Deposit wherein accepting <b>the clause 38 of Part C</b> of Bid Document.
Time , Date and Place of Sale of Tender Document ( collection in person from the given address or downloading from officials site of the Corporation )	Time - <b>10.30 am to 12.00 noon</b> <b>Date - From 03/03/2025 To 13/03/2025</b> Place : LIC OF INDIA, Western Zonal Office, Office Services Dept , Ground Floor, Yogakshema , Nariman Point , Mumbai- 400 021  <b>*** Please see note below</b>
Time , Date and Place for receipt of Tender Documents( LAST DATE)	Time - <b>10.30 am to 1.30 pm</b> <b>Date -- 17/03/2025</b> Place - LIC OF INDIA, Western zonal office, Office Services Dept , Ground Floor, Yogakshema , Nariman Point , Mumbai- 400 021  <b>*** Please see note below</b>
Time , Date and Place of Opening Tender Document	Time - <b>11.00 AM</b> <b>Date -- 18/03/2025</b> Place - LIC OF INDIA, Western zonal office, Office Services Dept , Ground Floor, Yogakshema , Nariman Point , Mumbai- 400 021  <b>*** Please see note below</b>
Pre-Bid meeting with Tenderers for Inspections of housekeeping service site.	Time - <b>03.00 pm</b> <b>Date - 10/03/2025</b> Place - LIC OF INDIA, Western zonal office, Office Services Dept , Ground Floor, Yogakshema , Nariman Point , Mumbai- 400 021  <b>*** Please see note below</b>

\*\*\* Tender document may also be downloaded from Corporation's website from the link:-

[www.licindia.in](http://www.licindia.in)

The downloaded / purchased tender form must be complete in all respect and dropped in the tender box placed at the above mentioned address strictly within the dates and time mentioned as above along with the other tender document and a Demand Draft/Pay Order of ₹1000/-+ ₹180.00 GST



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drawn in favour of “LIC OF INDIA” payable at Mumbai towards the cost of Tender Document respectively.

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

All the Part /Annexure are part of this tender and shall be duly signed by authorized person of the tenderer.

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

All the Part /Annexure **(A TO G)** are part of this tender and shall be duly signed by authorized person of the tenderer.

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

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

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

**Zonal Manager**

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

Life Insurance Corporation Of India, Mumbai ( hereinafter referred to as “The Corporation”) invites tenders from reputed, licensed organizations / Agencies with their presence in Mumbai for providing House Keeping Services for Staff Quarters under jurisdiction of Western Zonal Office and located in Mumbai and Mumbai Metropolitan Area (Please refer to **Scope of Work** in instructions to Bidders herein below) for a period of 2 Year (Twenty Four Months) from the date of awarding contract extendable by one more year depending upon the experience and at the discretion of Competent Authority of the Corporation.

1. Tender should be dropped in Tender Box placed at Western Zonal Office on above address in a sealed envelope bearing address:-

**“The Regional Manager (OS) , Office Services Department, Western Zonal office, LIC OF INDIA, Yogakshema Building , West Wing , Ground Floor, Jeevan Bima Marg , Nariman Point, Mumbai- 400021”**

2. The last date and time for submission of tender is **17/03/2025 up to 1.30 PM**. The tenders (Technical Bids) will be opened on **18/03/2025 at 11:00 AM** onwards. The venue of opening of Technical tender will be same as given above. i.e. Office Services Department, Western Zonal Office, LIC OF INDIA, Yogakshema Building, West Wing, Ground Floor, Jeevan Bima Marg , Nariman Point, Mumbai- 400021”. The Technical Bids will be opened in presence of the Tenderer or their authorized representatives. The Tenders received after 1.30 p.m. on or after **17/03/2025** 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 after due date and time given here above.

3. The cost of tender form ₹1000/-+ Rs.180/- GST is non refundable. The tender form may be downloaded from website of the Corporation- [www.licindia.in](http://www.licindia.in) or can be obtained from the office at address as mentioned above. i.e Office Services Department, Western Zonal Office , LIC OF INDIA, Yogakshema Building, West Wing, Ground Floor, Jeevan Bima Marg, Nariman Point, Mumbai-400021”.

4. The bid shall be valid for the period of **180 days** from the last date of submission of the tender as per Notice issued in this respect.

5. The tender shall be submitted in two parts i.e. Part-I (Technical Bid) and Part- II (Financial Bid). Tenders must be submitted in **Cover-I**, which should be super scribed with the words **“Tender for Housekeeping Services - Technical Bid”** (Strictly as per **Annexure F**) containing all the certificates / information / documents and

**Cover-II**, which should be super scribed with the words **“Tender for Housekeeping Services - Financial Bid”** (strictly as per format given in **Annexure G**). Cover-II will be opened after short listing of tenderers based on the Technical Bid evaluation.

**Cover-III** : This is a Master cover containing the above two covers of Technical Bid and Financial Bid and this cover III should be super scribed with the words “ **Tender For Housekeeping Services**” **Cover-III** shall bear the address as given below :-

**The Regional Manager, (OS)**

Office Services Department,  
LIC of India, Western Zonal Office,  
Gr. floor, West Wing, Yogakshema Building,  
Jeevan Bima Marg,  
Mumbai - 400021.

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

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

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

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

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

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

12. The Contractor should be a registered body for providing housekeeping services having valid requisite license.

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

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

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

16. The firm / Contractor should be a profitable company. The firm should have made profits in at least 2 out of the last three financial years **(FY 2021-22, 2022-23 & 2023-24).**

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

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

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

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

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

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

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

**PART C – GENERAL CONDITIONS OF THE CONTRACT**

- 1) The site should be kept neat and tidy after cleaning / mopping, etc. work is completed. No cleaning material should be left in and around the cleaned area.
- 2) The material in any case should not lie on the floor / rooms / toilets or near electrical panel switchboards on any floor. The contractor shall ensure to take proper safety measures against hazardous material.
- 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 license for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
- 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 and general public in the complex. All safe practices shall be strictly adhered to by the Contractor such as providing gloves when handling sharp objects, acid, chemicals etc. The Contractor shall protect sides of opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices. The Contractor shall provide first aid boxes wherever required. Despite observing safe practices if any unfortunate incident occurs, the Contractor shall bear all expense or claims towards treatment or compensation.
- 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.
- 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 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. The Contractor



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shall ensure medical checkup of all the personnel deployed by him, periodically as well as whenever necessary, at his own cost.

9) The Contractor should have a current ongoing contract of Housekeeping in Mumbai.

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

11) 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.

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

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

13) 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.

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

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

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

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

18) Personnel required:

i) The workers deployed by contractor are expected to carry out Housekeeping work as deemed fit by the Corporation. This tender must not construed as a tender for supply of manpower or materials. It is also reiterated that this tender is inviting offers to provide Housekeeping services and not for supply or deployment of contract labour and / or materials.

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

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

iii) The Contractor is required to supervise the activity being carried out by the workmen deployed. Vendor should provide the facility /Helpdesk to receive and comply with instructions issued from time to time by the authorities of the Corporation.

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

The Vendor shall maintain a Complaint Register with a record of all complaints received from residents of staff quarters, LIC Buildings and / or forwarded by OS Deptt, WZO. 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 22 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 Housekeeping jobs should be of sound mind & major with age not more than 40 years.

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

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

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

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

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

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

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

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

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

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

vii) The Contractor shall maintain a daily record of the cleaning done of the premises and toilets

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

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

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 housekeeping services and 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, behavior, safety etc.

iv) Ensure immediate corrective action on receipt of any complaint against the services provided or against any individual deployed by him in the premises of the Corporation.

v) Be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as CORPORATION, is able to make any alternative arrangement or CORPORATION has agreed in writing to allow the Contractor to discontinue earlier.

vi) 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.

20) 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.

21) 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.

22) 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 ₹100 (minimum) to ₹1000/- (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation shall without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.

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

**24) Mandatory Conditions:-**

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

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- a) Registration certificate with Labour Department
  - b) Copy of PAN/GIR card
  - c) Copy of Income Tax Returns filed for the last three financial years 2021-22, 2022-23 and 2023-24.
  - d) Copies of EPF and ESI certificate
  - e) Copy of GST Registration
  - f) Copy of Shop and Establishment License
- 2) The Contractor should have the necessary valid license under **Bombay Shops and Establishment Act, 1948**. It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.
- 3) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.500/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.
- a] Child Labour Abolition & Rehabilitation Act, 2006
  - b] Workmen Compensation Act 1923
  - c] Labour & employment Act 1972
  - d] Industrial Employment (Standing Orders) Act 1946
  - e] Contract Labour (Regulation & Abolition) Act 1970
  - f] The Minimum Wages Act 1948
  - g] Employees' Provident Fund Act 1952
  - h] The Employees' State Insurance Act 1948
  - i] The Payment of Bonus Act, 1965
  - j] Any other Act or Legislation which may govern the nature of Contract.
- 25) The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EFP & MP Act, Industrial Dispute etc. The Contractor will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.

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26) All the bidders shall execute and submit Integrity Pact on stamp paper of ₹ 500/- as per **Annexure A** in this tender document.

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

28) 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.

29) 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.

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

- TDS at the prevailing rates will be deducted.
- 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.

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### 31) TERMINATION:

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

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

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

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

### 32) DISPUTES & DIFFERENCES:

In all cases of dispute, the matter will be referred to the Zonal Manager, Western Zonal Office and his /her decision shall be final and legally binding on the contractor.

### 33) SECURITY DEPOSIT:

- Within 21 days of the receipt of notification of award from LIC, the successful Bidder shall furnish the Performance Security in accordance with the Conditions of Contract, in the Performance Security Form provided in the bidding documents or in another form acceptable to LIC. Performance security to LIC for an amount equal to **3% of the contracted amount** valid for 60 days over and above the contract period.



- Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security, in which event LIC may make the award to the next lowest evaluated Bidder or call for new Bids.
- The proceeds of the performance security shall be payable to LIC as compensation for any loss resulting from the Vendor's failure to fulfill its obligations under the Contract.
- The performance security shall be denominated in Indian Rupees and shall be in the following forms only:
- Performance security can be paid either by Demand Draft in favour of LIC of India ,payable at Mumbai payable or a Bank guarantee issued by a Nationalized / Scheduled bank located in India acceptable to LIC, in the form provided in the bidding document. Initially the bank guarantee can be valid for a period of 12 months subject to its renewal in the 11th month for a further period of 12 months till the complete period.
- The performance security will be discharged by LIC and returned to the Supplier / Vendor not later than 60 days following the date of completion of the Supplier / Vendor's performance obligations including any warranty obligations under the contract.
- In the event of non-performance of obligation or failure to meet the terms / requirements of this RFP, LIC shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. LIC reserves its right to invoke the Performance Bank Guarantee besides cancellation of the entire Contract in the event of breach and / or non-observance of any of the guaranteed performance.

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

35) 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.

**36) 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.**



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**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.**

37) 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.

38) In case if a situation arises where L1 are more than one then in such a case L1 will be decided on the basis of higher ITR Returns and experience.

**39) The Bidder needs to submit a signed Bid Security Declaration stating that if the bidder withdraw or modify their bid during the period of validity etc., the bid submitted by him/her will be declared void and will be cancelled. Further the bidder will be suspended for the period of Six Months or as deemed fit by the competent authority for participating in any of the tendering /Bidding /Empanelment process initiated by the Western Zonal Office .**

We accept all the above terms and conditions as set forth in all the Annexure Forms from A to G.

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

<b>ANNEXURE D – DETAILS OF THE AREA FOR HOUSEKEEPING WORK</b>
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The successful Contractor will be required to provide housekeeping services on working days i.e. from: Monday to Saturday at all the following premises /Staff Quarters of the Corporation. The sweeping and mopping should be completed by 10 am on all working days.

### Sweepable Area in SQ. Ft.

SR NO.	NAME OF BLDG	Staircase	Lift/Lobby common Passage	Peripheral Area of Compound	Car Parking / Garage	Terrace	Total Sweepable Area
1	BELVADER COURT BUILDING	638.88	573.39	5597.26	1599.37	4065.11	12474.01
2	OVAL VIEW BUILDING	861.25	944.92	5845.91	1854.67	4779.04	14285.79
3	QUEEN'S COURT BLDG	747.69	945.20	5158.31	525.67	3831.14	11208.01
4	JEEVAN ANAND BUILDING	652.57	388.84	3306.20	574.06	2405.45	7327.12
5	JBNT COLONY BORIVALI Bldg Staff Quarters A6-9, A6-10 & S1 to S11 including WZ /Engineering Office	22312.95	0.00	28688.40	19963.80	34051.50	105016.65
6	STAFF QUARTERS KANDARPADA	3276.55	1560.85	11153.70	2469.60	7526.70	25987.40
7	ASIAN BLDG BUILDING MATUNGA	368.33	0	3128.30	1638.53	0	5135.16
8	INDUSTRIAL ASSURANCE GUEST HOUSE 1ST FLOOR ( NARIMAN POINT)	NA	NA	NA	NA	NA	1800
9	INDUSTRIAL ASSURANCE GUEST HOUSE 3RD FLOOR ( NARIMAN POINT)	NA	NA	NA	NA	NA	2200

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

**ANNEXURE E – DETAILS OF THE SCOPE OF WORK AND MATERIAL**

The Contractor will be required to discharge the following functions and the material to be used will be as detailed herein below:-

<b>1</b>	Internal cleaning of <b>All areas/ Premises/Buildings mentioned in <u>Annexure D</u></b>	<b>Sweeping and Mopping ---At least twice daily.</b>
<b>2</b>	Glass doors if any at <b>All areas/ Premises/Buildings mentioned in <u>Annexure D</u></b>	<b>Cleaning &amp; wiping--At least twice a day</b>
<b>3</b>	Lift lobby if any at <b>All areas/ Premises/Buildings mentioned in <u>Annexure D</u></b>	<b>Sweeping and Mopping---At least twice daily</b>
<b>4</b>	Staircases , Terrace at <b>All areas/ Premises/Buildings mentioned in <u>Annexure D</u></b>	<b>Sweeping and Mopping---At least twice daily.</b> In addition to daily sweeping and mopping twice a day; weekly washing to be done
<b>5</b>	Common toilets/urinals/wash-basins at <b>All areas/ Premises/Buildings mentioned in <u>Annexure D</u></b>	<b>Cleaning—Twice daily.</b>
	Cleaning of all gents & ladies toilets (including attached toilets), urinals, wash-basins, wall tiles, pots, partitions, windows, glasses of toilets, taps/fixtures, etc with good quality of chemicals/detergents and disinfectants on all the concerned floors. The surfaces shall be free of grime, soap mud and smudges.	
	There shall not be any litter etc. on the floor at any time of the day. Debris, if any, should be disposed off suitably by the Contractor. It should be ensured that the area is free from stench of any kind.	
<b>6</b>	Removal of cobwebs, Removing stains from floor, walls, staircases, at <b>All areas/ Premises/Buildings mentioned in <u>Annexure D</u></b>	<b>Once every week</b>
<b>7</b>	Segregating (dry and wet) and disposing of waste/garbage in garbage bins, Replacing garbage bags in all the dustbins in the all areas, common toilets, attached toilets	<b>Daily</b>
<b>8</b>	Ensure that windows of toilets are securely closed.	<b>Daily</b>

<b>9</b>	Special cleaning drive as per Govt. directives, or any other occasion(s) as may be decided by the Corporation	<b>As per directions of OS Dept, Zonal Office</b>
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**ANNEXURE C –Recommended Description/brand of materials to be used**

Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/wash rooms	R1-Diversey/Taski
Cleaning of floors and walls	R2- Diversey/Taski
Cleaning of toilet windows, mirrors	R3- Diversey/Taski
Cleaning of WCs, Urinals	R6- Diversey/Taski or Harpic
Removal of oil/grease stains	R7- Diversey/Taski
Removal of hard stains from walls of wash rooms and fittings	R9- Diversey/Taski
Hand-wash in all toilets	Dettol / Lifebuoy
Cleaning wash basins	Vim liquid and Scotch-brite
Cleaning glass doors, glass shelf, windows if any	Colin liquid and glass cleaner/wiper/yellow cloth
Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases	Lobby/Dry Mop
Mopping floors, lift lobbies, entrance lobbies, toilets, stairs and staircases	Wet Clip Mop
Toilet freshener	Odonil/Garden Fresh
Plastic dustbins, mugs and small buckets for use ( Dustbins with plastic garbage bags )	ISI brand
Sani cubes	Homacol/Odonil/Any other ISI marked brand
Cleaning WCs, Urinals	Toilet brush
Sweeping parking area, garage area, pump room area, ledges	Hard broom
Wet cleaning of staircase	Jet pump/ Special Cleaning once in a month using airfield maintenance

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

### **General points about materials for Housekeeping:**

- i. The description/brand of materials to be used for various house-keeping activities shall be as specified above or equivalent.
- ii. All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand-wash, liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc. shall be provided and arranged by the Contractor at its own cost. All the material used should be of good quality and eco-friendly.
- iii. The Contractor shall arrange for all cleaning equipments such as – Hard brush / soft brush, Soft / Hard duster, Mops, Multi Wash, Dry mops kit, Glass cleaner, WC cleaner, Vacuum cleaner, Jet-pump , Dry & Wet garbage Bins etc.
- iv. The quality of cleaning material/ equipments may be inspected by us periodically.
- v. Dustbins, mugs, small buckets in all office areas toilets (common and attached) shall be provided by the Contractor and replaced as and when informed by LIC to the Contractor.
- vi. Dustbins with disposable garbage bags shall be brought by the vendor.

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

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of .....2019. , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at “Yogakshema” Jeevan Bima Marg Mumbai 400021. (here in after called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s .....represented by Shri..... (Hereinafter called the “BIDDER /SELLER/SERVICE PROVIDER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

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

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

NOW, THEREFORE,

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

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

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

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

### **1. Commitments of the BUYER**

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

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

### **Commitments of BIDDERS**

**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 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 manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 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 agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.



- 3.7** The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 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) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10** 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 of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13** 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.
- 4.2** The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER

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

## **5. Sanctions for Violations:**

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

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

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

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

## **6. Independent Monitors:**

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

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

1. Shri Arun Chandra Verma, IPS (Retd.)  
Flat No. C -1204,  
C Tower, Amrapali, Platinum Complex,  
Sector -111-, Noida (U.P.)  
Email- [acverma1@gmail.com](mailto:acverma1@gmail.com)  
Mobile: +918130386387
  
2. Shri Jose T Mattew, IFS (Retd)  
House No 37/930, Ebrahim Pillai Lane,  
Via Kakkanad, Thrikkakara- 682021,  
Dt Ernakulam, Kerala.  
Email- [itmat507@gmail.com](mailto:itmat507@gmail.com)

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

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

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

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

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

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

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

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

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

## **7. Facilitation of Investigation:**

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

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



## ANNEXURE F – TECHNICAL BID

( To be submitted in a sealed cover super scribed as “ **Technical Bid for Housekeeping Services for Staff Quarters and Guest Houses under Western Zonal office located in Mumbai and Mumbai Metropolitan Area**”

**WZ/OS/HOUSEKEEPING/TENDER / XX / XX / 2025**

1. **Name of the Firm / Contractor / Company** :-  
( attach certificate of Registration)
  
2. **Name of the Proprietor/ Director of the Firm / Contractor / Company** ;:-
  
3. **Full Address of Registered Office** :-
  - a. Telephone number/s :-
  - b. Fax Number :-
  - c. E-mail Address :-
  
4. **Full Address of Operating Office /Branch:-**
  - a. Telephone number/s :-
  - b. Fax Number :-
  - c. E-mail Address :-
  
5. **Banker of the Company Firm / Contractor/ Company** :-  
(Attach certified copy of A/C statement of Last 3 years)  
**Telephone Number of Banker** :-  
(Enclose certificate from Banker stating Date of opening of account, Average balance, OD Limit etc)

6. **Registration certificate with Labour Department** :-

7. **PAN NUMBER ( Attach certified copy )** :-

8. **Employees Provident Fund Registration.** :-

9. **GST REGISTRATION NUMBER ( Attach certified copy ) :-**

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

10. **ESI CERITIFICATES** : -Certified copies required

11. **Details of Application fee**

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

**12. Work Experience of Contractor in the field of Housekeeping Give details of the existing clients at Mumbai :- ( Attach separate sheet in the following format for**

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

clients (for housekeeping services with area more than 10000 sq ft )

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

**13. Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year 2021-22 , 2022-23 & 2023-24 (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.) :**

Sr.No.	Financial Year	Turnover( from Housekeeping
1	2021-22	
2	2022-23	
3	2023-24	



**DECLARATION**

1. I, Son / Daughter / WifeOf  
Shri. Proprietor / Director /Authorized Signatory  
of the Firm/ Contractor/ Company mentioned above is competent to sign the declaration and  
Execute this Tender Document:
2. I have carefully read and understood all the terms and conditions of the Tender and undertake  
to abide by these terms and conditions.
3. The information / Documents furnished along with the application are true and authentic to the  
best of my knowledge and belief. I / We am / are well aware of the fact that furnishing of any  
false information / fabricated document would lead to rejection of my tender at any stage  
besides liabilities towards prosecution under appropriate Law.
- 4.

Date: -  
Place: -

Signature of Authorized person  
Full Name: -  
Seal:-

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

1. Application of Technical Bid and Declaration
2. Attested copy of Firm/ Contractor /Company Registration
3. Certified copy of the statement of Bank Account of the Firm/ Contractor/ Company for the last 3 years (FY **2021-22 , 2022-23 & 2023-24**)
4. Attested copy of PAN/ GIR Number
5. Attested Copy of last 3 years IT Returns filed by Firm /Company ( FY **2021-22 , 2022-23 & 2023-24**)
6. Attested copy GST registration
7. Attested copy of PF Registration letter / Certificate
8. Attested copy of ESI Registration letter / Certificate
9. Certified Document in support of entries in column of Technical Bid Application
10. Certified copy of Profit and Loss Accounts
11. Copy of the terms and conditions in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Contractor/ Company in token of their acceptance.
  
12. Separate sheet in reply to question no. 10 of Technical Bid in the given format with additional details about contact person/s.
  
13. Integrity Pact as per format provided in **Annexure A**
  
14. Affidavit on stamp paper of appropriate value confirming that the agency / contractor has not been blacklisted by any of the office of Corporation and no child labour has been engaged by the Agency/ Contractor.

**ANNEXURE B (With Technical Bid)****DETAILS OF EXISTING CLIENTS****( Clients with area for housekeeping contract above 10000 sq. Ft )**

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

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

## ANNEXURE G – FINANCIAL BID

(To be submitted in a sealed cover super-scribed as “Financial Bid for House Keeping Services).

**WZO /OS/HOUSEKEEPING/TENDER / XX / XX / 2025**

We have gone through the details of terms/conditions and nature of services to be provided. Accordingly, we submit herein below the financial bid having regard to the area mentioned at point no. 1 of the General Terms and Conditions, number of workmen, supervisors to be deployed and the description/brand of materials to be used.

### FINANCAL BID FOR HOUSE KEEPING SERVICES

<u>Sr.No.</u>	<u>Description</u>	<u>Frequency</u>	<u>Cost Per Month</u>
-	<u>1</u>	<u>2</u>	<u>3</u>
<b>A*</b>	Minimum Wage <b>assumed</b> for < > workmen = ( <b>No. of workmen</b> ) x( Rate as on 01.10.2024 as per File No. t I 16(r) 12O22-LS-II circular Dated 28.09.2024 issued by Government of India , Ministry of Labour & Employment Office of the Chief Labour Commissioner(C) New Delhi	Per Month	
<b>B</b>	Minimum Wage <b>assumed</b> for 1 supervisor x( Rate as on 01.10.2024 as per File No. t I 16(r) 12O22-LS-II circular Dated 28.09.2024 issued by Government of India , Ministry of Labour & Employment Office of the Chief Labour Commissioner(C) New Delhi	Per Month	
<b>C</b>	Agency Service Charges	Per Month	
<b>D</b>	Employee Provident Fund Contribution for workmen & Supervisor deployed	Per Month	
<b>E</b>	Employee ESIC Contribution for workmen & Supervisor deployed	Per Month	
<b>F</b>	Employee Bonus Contribution for workmen & Supervisor deployed	Per Month	
<b>G</b>	Cost of Material /Equipments /Tools	Per Month	

H	Any other Cost (Please specify)	Per Month	
I	Total estimated cost of Housekeeping etc per month column No.3 of Sr.No. (A+B+C+D+E+F+G+H)	Per Month	
J	Total Contract Value per year = Value of Column I-3 *12	Per Year	

**Total Contract Value per year = I-3 x 12      Rs.\_\_\_\_\_**

(Rs. In Words-----)

Date: \_\_\_\_\_

Signature of the Bidder

Place: \_\_\_\_\_

Seal of the Bidder

**\*NOTES:**

1. This format combines: **basic quotes by bidders** and **calculations for comparison of bids based on certain assumptions. The minimum wages indicated above are as per notification no : File No. 1/16(1)/2022-LS dated 28.09.2024**
2. Service charges should include all other expenses likely to be incurred by him for PROVIDING Housekeeping Services including Costs to be incurred for any equipments , Uniforms , Identity cards and cost of cleaning material including Plumbing work/minor electrical work and any other item/s required for rendering the Housekeeping services as per terms and conditions of contract but excluding the Minimum wages payable for the actual number of workmen & Supervisors deployed by the contractor for Housekeeping job as per terms and conditions of the contract.
3. Contractor's service charges for rendering house-keeping services cannot be zero. It should quote e statutory contributions i.e. ESIC, EPF, STATUTORY BONUS, COST OF MATERIAL & AGENCY'S SERVICE CHARGE **separately**.
4. 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/ skilled or highly skilled etc. The monthly wages are arrived in financial bid mentioned above by multiplying the per day wages of respective category by 26.

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.

AUTHORISED SIGNATORY

NAME/DESIGNATION

AND

SEAL OF THE FIRM/COMPANY

DATE: