



Eastern Zonal Office, OS Deptt: 4th Floor, Hindustan Bldg., 4, C.R. Avenue,
Kolkata-700 072. Phone No. 2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

Ref: OS/Office Upkeep & House Keeping Services/2025

Date: 17.07.2025

TENDER DOCUMENT FOR
OFFICE UPKEEP & HOUSEKEEPING SERVICES
(Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)
for
LIC of India
(OS DEPARTMENT),
EASTERN ZONAL OFFICE, HINDUSTAN BUILDING, 4TH FLOOR,
4, C. R. AVENUE,
KOLKATA - 700072.

Date of Issue: 17.07.2025

Last Date of Submission: 05.08.2025 (Time - 05:00 PM)



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NOTICE INVITING TENDER -- (PART-A)
TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES
(Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)

NOTICE

Life Insurance Corporation of India, (hereinafter referred to as "The Corporation") Eastern Zonal Office, at Hindustan Building, 4.C.R.Avenue, Kolkata-700072 intends to invite BIDs through GeM portal from reputed, licensed organizations/Agencies/Firms having their office within Municipal jurisdiction of **Kolkata / Bidhan Nagar (Salt Lake) / Rajarhat / Newtown / Howrah** and who are providing office Upkeep & Housekeeping services in any organization/Government/Public Sector undertaking/Reputed Private organization etc. for providing office Upkeep & housekeeping Services for its Departments of aforesaid Eastern Zonal Office at aforesaid address. The total area for said services is measuring **8985 sq meter**.

BIDs through GeM portal are invited from reputed organizations/agencies/firms with their presence within Municipal jurisdiction of Kolkata / Bidhan Nagar (Salt Lake) / Rajarhat / Newtown / Howrah providing Office Upkeep & Housekeeping Services with at least Three Years experience of providing these services to any Government/Public Sector undertaking/Reputed Private organization etc. Schedule for the Tender process is as given below:

Earnest Money Deposit	Rs.69600/- (Rs. Sixty Nine Thousand Six Hundred only)
Date of Floating the Tender through GeM portal	Date: 17.07.2025
Last Date for submission of Tender	Date: 05.08.2025

The Bid must be complete in all respect and submitted strictly within the stipulated Date mentioned as above along with other Tender Documents.

The Corporation 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.

The Corporation does not bind itself to accept the lowest or any Tender and reserves the right to reject all or any BID or cancel the Tender without assigning any reason whatsoever.

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

Zonal Manager
LIC of India, EZO



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**TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES
(Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)**

The details of various Annexure are as under (Index):

S.No.	Description	Page from To	No of Pages	Remarks
1	Notice	2 to 2	1	Part-A
2	Index	3 to 3	1	
3	Salient features of the tender	4 to 4	1	Part-B
4	Instructions to Bidders	5 to 7	2	Part-C
5	Important points to be noted by the bidders	8 to 8	1	Part-D
6	Scope of Work	9 to 9	1	Part-E
7	Floor wise bifurcation of area	10 to 10	1	Part-F
8	Description/Brand of Materials	11 to 11	1	Part-G
9	General Terms and Conditions of Contract	12 to 19	8	Part-H
10	Technical Bid	20 to 20	1	Annexure-A
11	Financial Bid	21 to 21	1	Annexure-B
12	Pre-Contract Integrity Pact	22 to 28	7	Annexure-C
13	Affidavit	29 to 29	1	Annexure-D
14	NEFT Mandate	30 to 30	1	Annexure-E
15	Check list	31 to 31	1	Part-I



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TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES (Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)

Salient Features of the TENDER -- (PART-B)

Sl.No.	Title	Description
1	Tender	Tender for Office Upkeep & Housekeeping Services
2	Office where service to be provided	LIC OF INDIA Eastern Zonal Office, Hindustan Building, 4, C.R. Avenue, Kolkata-700072
3	Tender Fee	Rs 1180- (Rs 1000/- as tender fee + 18% GST) (non-refundable) by way of Demand Draft , in favor of "LIC of India" drawn on any Nationalized/ Scheduled Bank payable at Kolkata. OR can be deposited by cash at our cash counter on working days (Timings- 10:00 to 16:00 hours).
4	Date of uploading Tender in GeM Portal	17.07.2025
5	Date of Pre-Bid Meeting	22.07.2025; Time: 02:30 PM Venue: Conference Hall, LIC of India, East Zonal Office, Hindustan Building, Kolkata
6	Last Date of submission of tender	05.08.2025; Time - 05:00 PM
7	Date of opening of Tender	06.08.2025;
8	Financial Bids	Financial Bids will be Opened only for those Bidders who qualify in Technical Bid.
9	Notice for termination of contract	The contract is subject to termination at any time if not found satisfactory by LIC of India or for any other reason what so ever by serving 30 days' notice in writing by LIC and 90 days' notice by the Contractor.
10	Earnest Money Deposit	Rs.69600.00 (2% of total Estimated Bid value), by way of Demand Draft only in favor of "LIC of India" drawn on any Nationalized/Scheduled Bank payable at Kolkata or can be deposited by cash at our cash-counter on working days (Timing 10:00 to 16:00 Hrs).
11	Official Website	www.licindia.in
12	Security Deposit	The successful bidder has to remit 10% of the contract value through NEFT/RTGS as security deposit within 15 days from the date of award of the Work Order. They can also provide a bank guarantee for the amount for the contract period, from any nationalized bank. The LIC reserves the right to enforce the guarantee, in case the successful agency fails to comply any of its obligation as per the contract or Tender documents. No Interest will be paid on Security Deposit.



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GENERAL RULES AND INSTRUCTIONS TO TENDERS -- (PART-C)

Instructions to Bidders

- 1) Life Insurance Corporation of India, (hereinafter referred to as "The Corporation") Eastern Zonal Office at Hindustan Building, 4.C.R.Avenue, Kolkata-700072 intends to invite BIDs through GeM portal from reputed, licensed organizations/Agencies/Firms having their office within Municipal jurisdiction of Kolkata / Bidhan Nagar (Salt Lake) / Rajarhat / Newtown / Howrah for providing office Upkeep & Housekeeping Services for Eastern Zonal Office at aforesaid address for 3 years (Thirty Six Months) w.e.f. **1st October 2025**. The total area for said services is measuring 8985 sq meter.
- 2) **Pre-Bid Meeting will be held on 22.07.2025 at 02:30 PM at Conference Hall, 2nd Floor, East Zonal Office, Hindustan Building, 4 C R Avenue, Kolkata-700072.**
- 3) Any Bidder submitting the tender shall be deemed to have read and understood the Terms & Conditions, Scope of the work etc. and quoted accordingly.
- 4) The minimum threshold limit for the service is Rs 10.76 per sq meter. Any rate below the threshold limit will be summarily rejected.
- 5) The Corporation 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.
- 6) Bidders should be registered body for providing Office Upkeep & Housekeeping services.
- 7) Bidders should have experience of at least 3(Three) years in providing Office Upkeep & Housekeeping services.
- 8) Bidders should have experience of same nature of providing office Upkeep & housekeeping Services in any of Govt./Public Sector undertaking/Reputed Private firms with at least one existing work order in the said organizations with housekeeping services area at least **30000 sq ft.**
- 9) Satisfactory service certificates should be enclosed from any one of the Bidder's major clients having atleast 30000 sqft area with details of contact person, mail ID & contact Number.
- 10) The average Annual Turnover from Housekeeping business during last 3 years should be at least **Rs.15 Lakh /annum.**
- 11) Bidder should be a profitable organization.
- 12) The Bidder should ensure and confirm that they have the entire mandatory compliance certificates/registrations/license under various applicable laws including labour laws applicable for the state of West Bengal along with their respective amendment such as:-
 - i) Contract Labour (Regulation and abolition) Act, 1970
 - ii) Minimum Wages Act, 1948
 - iii) Payment of Wages Act, 1936
 - iv) Equal Remuneration Act, 1976
 - v) Employees Compensation Act, 1923

- vi) Industrial Disputes Act, 1947
- vii) Minimum Wages Act, 1948
- viii) Employees Provident Fund and Miscellaneous Provisions Act, 1952
- ix) Employees State Insurance Act, 1948
- x) Payment of Bonus Act, 1963
- xi) Factories Act, 1948
- xii) Any other act as applicable from time to time.

The bidder should enclose the copies of the following:

- i) Valid License from Labour Commissioner to employ labour under the Contract Labour Act.
 - ii) Registration certificate under Employees Provident Fund Act
 - iii) Registration under Employees State Insurance Act.
 - iv) ITR of 03 Financial Years (2021-22,2022-23,2023-24 and PAN Card of the contractor.
 - v) GST registration certificate.
 - vi) Copies of Audited Balance Sheets for last 3 years.
 - vii) Valid Trade License issued by Municipal authority of Kolkata/Bidhan Nagar (Salt Lake)/Rajarhat/Newtown/Howrah only.
 - viii) NEFT details.
- 13) The bidder will discharge all legal obligations in respect of wages of his personnel 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 Contractor to comply with his obligations under the various laws towards the manpower deployed by him for any loss or damage to the Corporation due to the acts/omissions of Contractor.
 - 14) The Bidders 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.
 - 15) The Bidders should have proper tools & machineries for providing House Keeping services at Kolkata.
 - 16) The Bid shall be signed & sealed by a person or persons authorized by Bidder. In case, the Bidder is a company, the authorized person by the company shall sign the Bid and affix the company seal.
 - 17) While discharging the duties, the Bidders shall be responsible for any injuries to persons, damage to building, building structure, streets and footpaths and shall rectify the same at their own cost.
 - 18) The description/brand of materials to be used for various housekeeping activities shall be as specified in the tender document "Description/Brand of Materials" (PART-G).
 - 19) All cleaning materials such as phenyl, disinfectants, 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.
 - 20) The contractor shall arrange for all cleaning equipments such as hard brush, soft brush, Dusters, Mops, Multi Wash, Dry mops kit, Glass cleaner, WC cleaner, Vacuum cleaner, Jet-pump etc.
 - 21) The quality of cleaning materials/equipments may be inspected by officials of the Corporation periodically.

- 22) Dustbins, mugs, small buckets in all toilets (common and attached) shall be provided by the Contractor and replaced as and when required or whenever informed by the Corporation to the Contractor.
- 23) Dustbins shall be provided with disposable garbage bags (to be arranged by the Contractor) and the same shall be replaced daily.
- 24) The Bidders shall be responsible for storing and safeguarding their own materials at their own cost. Any damage/spoiling of lift/floor/any places caused during such act will have to be made good by the Bidders at their own expenses.
- 25) The technical Bid will be evaluated by a committee constituted by the Corporation. The committee will examine the documents enlisted in the Technical Bid of the Tender. The committee will visit the office of the Bidder to verify the records uploaded in Technical Bid.
- 26) The bidder shall be abided by General Terms & Conditions of the Tender and Service Level Agreement (SLA) of GeM condition.

Zonal Manager
LICI, EZO



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IMPORTANT POINTS TO BE NOTED BY THE BIDDERS – (PART-D)

ESTIMATED BID VALUE:-

The tender is for 03 (Three) years i.e. 36 months.

Total Estimated Bid Value for this contract for entire period of 36 months is

Rs. 34,80,000/- (exclusive of GST).

[8985 sqft X Rs 10.76 X 36 months = 3480429 (Round off-3480000/-)]

Tender Fee :-

Rs 1180- (Rs 1000/- tender fee + 18% GST) (non- refundable) by way of Demand Draft, in favor of “LIC of India” drawn on any Nationalized/ Scheduled Bank payable at Kolkata or can be deposited by cash at our cash counter on working days (Timings- 10:00 to 16:00 hours).

Earnest Money Deposit (EMD):-

The tender should be accompanied by a refundable EMD of Rs.69600/- (Rs Sixty Nine Thousand Six Hundred Only). The EMD will be deposited at our cash counter in the form of Demand Draft only favoring ‘LIC of India’ drawn on any Nationalized/Scheduled Bank payable at Kolkata or can be deposited by cash at our counter. The EMD will be refunded to the unsuccessful bidders after finalization of the tender. The Earnest Money Deposit will not carry any interest.

Note: Applicants registered as MSME/NSIC are exempted from depositing Tender fee and EMD. Exemption of Tender fee & EMD will only be given to the holder of valid certificate of Registration under MSME Development Act 2006. Also bidders claiming exemption need to mention Entrepreneur Memorandum number & produce copy of Acknowledgement of Entrepreneur memorandum or single point registration certificate. In case MSME is owned by SC/ST Entrepreneur, attested true copy of SC/ST certificate issued by District Authority needs to be submitted.

SECURITY DEPOSIT:-

The successful bidder has to remit 10% of the contracted value through NEFT/RTGS as security deposit within 15 days from the date of award of the Work Order which should be deposited in our Bank A/c ‘LIC EZO CURRENT ACCOUNT-1’, Bank – IDBI Bank, Esplanade Branch, A/c No.1270102000014580, IFSC – IBKL0001270. They can also provide a bank guarantee for the amount for the contract period, from any nationalized bank with a format provided by us. The Corporation reserves the right to enforce the guarantee, in case the successful agency fails to comply with any of its obligation as per the contract or Tender documents. It should remain valid for a period of 60 days beyond the date of completion of the contract. No Interest will be paid on Security Deposit.

**Zonal Manager,
EZO, LIC of India**



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SCOPE OF SERVICES – (PART-E)

The Scope of work of Sweeping, Cleaning, Sanitation and Disinfection services comprise of a series of activities, including, but not restricted to sweeping, wet cleaning and such other activities as may be necessary to maintain acceptable standards of cleanliness within a defined set of premises.

The scope of the service requires the Service Provider to provide sufficient manpower and resources for the premises as specified by the Buyer for the purposes of Sweeping, Cleaning, Sanitation and Disinfection. It would be obligation of the Vendor to provide services according to the following:

Nature of Service required	Frequency of services
<ol style="list-style-type: none"> 1. Sweeping & Cleaning of entire floor, 12 Common Toilets & 09 attached toilets. (Ground Floor, 3rd Floor, 4th Floor & 5th Floor). 2. Sweeping & Cleaning of Library room including toilet (1st Floor). 3. Sweeping & Cleaning of Conference Hall, Dining Halls, toilets & passage area (2nd Floor). 4. Sweeping & Cleaning of all five lift lobbies (including inside the lifts). 5. Sweeping & Cleaning of all five Entry Gates. 6. Sweeping & Cleaning of all five staircases including railing walls. 7. Sweeping & Cleaning of entire courtyard areas. 8. Dusting of all tables, chairs, cupboards, computer peripherals, work-stations, partitions. 9. Disposal of all garbage from entire Floors, common toilets & attached toilets. 10. Daily Disposal of accumulated garbage/waste materials from Garbage Vat available in Courtyard area to the KMC/Municipality/Civic Body earmarked vat/disposal area. This job of disposal of accumulated waste material is the sole responsibility of the Service Provider. 	On all working days using water & disinfectant (Before 09:30 AM)
<ol style="list-style-type: none"> 11. Sweeping & Cleaning of common passage, common toilets, attached toilets (3rd Floor, 4th Floor & 5th Floor). 12. Sweeping & Cleaning of Main Entrance (Ground Floor). 13. Sweeping & Cleaning of toilets in Customer Zone (Ground Floor). 14. Disposal of Garbage from all toilets. 	On all working days using water & disinfectant (Between 02:30 to 03:30 PM)
<ol style="list-style-type: none"> 15. Cleaning of Ceiling & walls including cobwebs with broom (Ground Floor, Library Room, Conference Hall including Dinner rooms & passage, 3rd Floor, 4th Floor, 5th Floor, all staircase area, all toilets). 16. Cleaning of wooden walls, Glass walls, panel, curtains & blinds (Library Room, Conference Hall including Dinner rooms & passage, 3rd Floor, 4th Floor, 5th Floor). 17. Cleaning of entire outer periphery of Hindustan Building with brooms & bleaching powder). 	Once in a Fortnight. (On non working day)
<ol style="list-style-type: none"> 18. Special Cleaning of Courtyard area, staircases & outer periphery of the building 	Once in a month (On non working day)



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FLOOR WISE BIFURCATION OF AREA FOR CLEANING – (PART-F)

Ground Floor – 247 Sq meter (Entry Gate, lift lobbies, lift, Customer Zone, passage, 02 Toilets)

1st Floor – 364 Sq meter (lift lobbies, lift, Library including toilet)

2nd Floor – 379 Sq meter (lift lobbies, lift, Conference Hall including Dining Hall & toilets, Passage)

3rd Floor – 1995 Sq meter (Total area)

4th Floor – 1995 Sq meter (Total area)

5th Floor – 1926 Sq meter (Total area excluding Co-operative office)

Courtyard – 822 Sq meter (including parking area & toilet)

Staircases – 527 Sq meter (all staircases)

TOTAL AREA – 8255 Sq meter

Cleaning area for Second time

Ground Floor – 85 Sq meter (Entry Gate, lift lobbies, toilet in Customer Zone)

3rd Floor – 220 Sq meter (Common Passage, Common Toilets & attached toilets)

4th Floor – 217 Sq meter (Common Passage, Common Toilets & attached toilets)

5th Floor – 208 Sq meter (Common Passage & Common Toilets)

TOTAL AREA – 730 Sq meter

TOTAL AREA FOR SWEEPING & CLEANING SERVICES – 8985 Sq meter



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• **Description / Brand of Materials to be used (PART-G) :-**

FUNCTION	CHEMICAL DESCRIPTION / BRAND / EQUIPMENT
Cleaning & sanitizing of surfaces of toilets/wash rooms	Harpic
Cleaning of Floors & Walls	Any ISI marked surface cleaner
Cleaning of toilet windows, mirrors	Colin
Cleaning of WCs, Urinals	Harpic
Cleaning glass doors, glass shelf, windows of cabins	Colin liquid and glass cleaner / wiper / yellow cloth
Cleaning glass table tops, coffee tables	Colin liquid and yellow cloth
Cleaning of tables, cubicle partitions, cupboards	Cloth duster
Sweeping lift lobbies, entrance lobbies, floor and stairs and staircases	Dry Mop / Wet Mop
Mopping floors, lift lobbies, entrance lobbies, stairs and staircases, toilets, bottom wall connected to staircases.	Wet clip mop
Toilet freshener	Odonil / Garden fresh
Plastic dustbins, mugs and small buckets for use (Dustbins with plastic garbage bags)	Any ISI brand
Cleaning lift lobbies, entrance lobbies, floor and stairs and staircases	Any ISI branded surface cleaner
Cleaning WCs, toilets	Branded toilet brush
Sweeping parking area, garage area, courtyard	Hard Broom
Special cleaning of courtyard area, staircases, outer periphery of the building	Jet pump



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GENERAL TERMS & CONDITIONS OF CONTRACT -- (PART-H)

1. The contract shall be for a period of three years. However, the same has to be renewed after every 12 months. Such renewal will be a maximum of two times during the contract period. Renewal will be on the same terms & conditions and subject to satisfactory performance and approval of Competent Authority. The competent authority reserves the right to terminate the contract if Vendor fails to deliver services to the satisfaction of the competent authority.
2. The site should be kept NEAT and TIDY after cleaning/moping etc. work is completed. No housekeeping materials should be left in and around the cleaned area.
3. The material required for cleaning should be kept properly. The material in any case should not lie in the floor/ rooms/ wash rooms or near electrical panel switchboards on any floor. The Bidder/contractor shall ensure to take proper safety measures against hazardous material.
4. None of the personnel deployed by the Bidder/contractor shall indulge in any act other than that provided under this contract.
5. The Bidder/contractor shall follow all prevailing rules/ regulations/ laws and should valid license for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Bidder/contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
6. The Bidder/contractor shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's employees. All safe practices shall be strictly adhered to by the Bidder/ contractor such as providing gloves when handling sharp objects, acid, chemicals etc. The Bidder/contractor shall protect sides of opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade. Warning signs/ lights and educates all his workmen to follow safe working practices. The Bidder/contractor shall provide first aid boxes whenever required. Despite observing safe practices if any unfortunate incident occurs, the Bidder/ Contractor shall bear all cost or claims towards treatment or compensation.
7. The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Bidder/ contractor during the performance of duties in the premises of the Corporation. The Bidder/ contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.
8. The Bidder/contractor shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation, owners/tenants/ occupants of nearby properties or to the general public.
9. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the person deployed by Bidder/contractor for rendering housekeeping services are employees of the Corporation or deployed by the Corporation. The Bidder/Contractor shall

deploy workers who shall be in his employment and he shall be solely & 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 payments or claims or compensation (including compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Bidder/contractor shall keep the Corporation indemnified against the same. The Bidder/Contractor shall get medical check-up of the personnel deployed by him, periodically as well as whenever necessary, at his own cost.

10. The Bidder/contractor will be responsible for all members of the staff deployed by him and shall submit police verification of their antecedents. A certificate to this effect along with police verification reports shall be furnished by the Bidder/contractor to the Corporation before deployment of the staff. Further, in respect of workers deployed at the Corporation's premises, the Bidder/contractor shall submit details such as Names, appointment letters issued by the Bidder/contractor, age proof, address proof & police verification reports. The Bidder/Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.
11. The Bidder/contractor shall be responsible for any loss due to theft/pilferage/ damage caused in the course of performance of duties to the Corporation's property including fittings, furniture, fixtures or any other equipment(s). The Corporation shall assess the amount payable by the contractor towards damages/ loss/ theft/ pilferage and the same shall be recovered by the Corporation from the monthly payment to be made to the contractor.
12. The personnel deployed by the Bidder/ contractor should be healthy, neat and clean. They should maintain good conduct & courteous behavior. They should be in proper uniform and should be provided identity cards by the contractor at their own cost.
13. In case of any complaint against any of personnel deployed by the Bidder/contractor, they shall remove such person immediately and arrange for replacement of removed person within 24 hour. The person(s) removed should not be deployed again or allowed to work in this premises.
14. If the staff deployed by the contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Bidder/contractor will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authority.
15. No residential accommodation shall be provided by the Corporation to Bidder/contractor and / or to the personnel deployed by them.
16. The Bidder/contractor shall make payment to their personnel as per Minimum Wages Act only by electronic mode. Monthly payments to the Bidder/contractor will be made only after submission of certificate mentioning names of workmen, amount paid, name of bank and bank A/C number. The names mentioned should be of those personnel who were actually deployed for providing housekeeping service to the Corporation by the Bidder/contractor. Any violation of the Minimum Wages Act will entail forthwith termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation.
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 as deemed fit by the Competent Authority and the same will be deducted from the monthly bill and / or Security Deposit.

18. Personnel Required:

- i) It is also reiterated that this tender is inviting offers to provide Housekeeping services and not for supply or deployment of contract labour and/ or materials.
- ii) The personnel deployed by the contractor are expected to provide services as per terms of the contract and their services may also be utilized for any other miscellaneous work such as meetings, conferences or any other day to day work in different departments.
- iii) In addition to the schedule of various housekeeping activities that they are carried out as mentioned in "Scope of Work", it should be ensured that all the workmen are available for carrying out any housekeeping activities that may arise intermittently.
- iv) The Bidder/contractor is required to deploy competent and dedicated supervisor, who will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. The supervisor will visit & check the quality of services on daily basis. Photos of sweeping, cleaning, dusting areas (before & after) will be shared by the supervisor to our authorized officials on daily basis. He will receive and comply with instructions issued from time to time by the authorities of the Corporation. The supervisor shall be responsible for ensuring cleanliness of all lift lobbies, parking areas, link portion & all areas / halls of various departments as mentioned in "Scope of Work".
- v) 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 housekeeping activities performed by the personnel at different locations of the Corporation. The chart should contain the nature of house-keeping activities carried out, the names of workmen and time of completing the activities and should be initiated by the supervisor in token of having verified & ensured satisfactory performance. Such chart shall be maintained in respect of weekly housekeeping activities required to be carried out under this contract.
- vi) The supervisor shall maintain a complaint register with record of all complaints received from different Departments and/or forwarded by OS Dept. Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be affected by the corporation. The register must be shown to authorize officials of the Corporation as and when demanded by them.
- vii) The workmen deployed by the Bidder/contractor for housekeeping jobs should be of sound mind & major.
- viii) If necessary, workmen deployed by the Bidder/contractor may also be called upon to, perform any housekeeping duties in addition to those explicitly stated in this tender. The Bidder/contractor shall ensure due compliance of such instruction issued from time to time by the authorities of the corporation.
- ix) Complete details of the workmen deployed daily by the contractor shall be maintained by Bidder/Contractor and made available for verification as and when demanded by the Corporation.
- x) The Bidder/Contractor shall not deploy for housekeeping and/ or supervision any relative(s) of any serving/retired/resigned/deceased employee(s) of the Corporation.

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

- i) To provide disciplined, courteous, trained and quality personnel ever ready to attend housekeeping work politely.
- ii) The Bidder/Contractor shall ensure excellent standard of housekeeping and maintenance and ensure that entire premises are kept hygienic and clean at all times.
- iii) The Bidder/Contractor shall maintain daily attendance register in respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded. Further, the supervisor of the contractor, referred above shall produce the attendance register to the Security Officer/ Official of OS Dept. Zonal Office for inspection every day. Needless to add, all workmen of the contractor entering the Corporation's premises shall be required to display their photo identity card issued by the contractor.
- iv) Except for the cleaning materials, personal belongings of the workmen shall not be allowed to be carried inside the premises
- v) It shall be the responsibility of the contractor to provide its workmen with all the benefits, remuneration & amenities prescribed under any applicable law.
- vi) The Bidder/Contractor shall be responsible to maintain all registers, records and accounts required for the compliance of any and all statutory provisions/ obligations.
- vii) The Bidder/Contractor should ensure that its workmen 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 daily record of the cleaning done of the office premises and wash rooms, departments and obtain signature from nodal officer of each dept. on each floor. The names and contact no of nodal officer will be provided to the contractor by the Corporation.
- ix) The daily record of cleaning of premises (washrooms, parking area, pump rooms, Dept. etc) maintained by the contractor as required herein above shall be submitted to OS Dept., Zonal Office for verification when required.
- x) The contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Security Officer / Official of OS Dept. Zonal Office, as the case may be.
- xi) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended / postponed.

19) (B) The Bidder / Contractor shall :-

- i. Display and maintain inside each washroom, a chart showing the time during which the washroom(s) were cleaned as per the terms of this contract. The chart shall be initiated by the cleaner(s) along with the time of cleaning and shall also be signed by the supervisor of the contractor in token of satisfactory cleaning.
- ii. Provide proper neat and clean uniform to all the workmen deployed by them for providing housekeeping services and ensure that the same is worn by their workmen during the course of their duties in the premises.
- iii. Train the personnel regularly so as to keep them abreast with the use of modern techniques of cleaning/ sweeping, 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 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 adequate value of insurance policy in respect of all their workmen deployed for providing housekeeping services, towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as when the same shall become due during the currency of the contract.
- vii. Be obliged to continue providing the services on the same terms and conditions as provided in the contract, till such time as CORPORATION, is able to make any alternative arrangement or CORPORATION has agreed in writing to allow the contract to discontinue earlier.
- viii. Comply with the instructions issued by the authorities of the Corporation from time to time relating to the performance of the services, duties and obligations. The services rendered by the contractor shall be subject to regular review by the Corporation and its decision as to the quality thereof shall be final and absolute.
- ix. Nothing in this Tender shall be deemed to create any partnership, joint venture, agency between CORPORATION and the Bidder/Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation of any liability on behalf of the other party. The Bidder/contractor as an independent entity and not an employee, agent, associate reauthorized representative of Corporation. The Bidder/ Contractor are not authorized to undertake any obligation or liability in the name of or on behalf of Corporation whatsoever.
- x. The Bidder/ contractor & the workers deployed by them at the Corporation premises shall maintain confidentiality of the information in their possession during their deployment in the premises of the Corporation & thereafter.
- xi. In case the Bidder/contractor fails to fulfill their obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the Contractor shall pay damages ranging from Rs.3000.00 to Rs.5000.00 (maximum) per day depending upon Corporation'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.
- xii. 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.
- xiii. Mandatory Condition :-
 - 1)-The tendering firm / contractor / company are required to enclose photocopies of the following documents duly self attested along with the Technical Bids failing which their bids shall be summarily rejected.
 - a) Copy of Valid Registration certificate with Labour Department
 - b) Copy of PAN/GIR card
 - c) Copy of Income Tax returns filed for the last three financial years
 - d) Copies of EPF and ESI certificate
 - e) Copy of GST Registration

- f) Copy of Shop and Establishment License
- g) Copy of Valid Trade License Certificate issued by municipal authority of Kolkata/Bidhan Nagar (Salt Lake)/Rajarhat/Newtown/Howrah only

2)-The successful bidder shall give an affidavit on Notarized Stamp paper of Rs. 100/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the following Acts as to the workers deployed by them 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 Order) 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.

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

4) The Bidder should neither be 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 on more than one Bid, their Bids liable to be rejected.

PAYMENT TERMS:

- The contractor will be paid on monthly basis by NEFT only for the services rendered during the particular month for which they submit the bill for the agreed amount latest by 10th of the following month along with proof of remittance of wages/remuneration and other dues(if any) to their workmen (copy of challan of EPF, ESIC of the previous calendar month). The Contractor shall make payment to Attendants as per Minimum Wages Act only by electronic mode. He will provide Wage Slip to every worker every month. Monthly payments to the Contractor will be made only after submission of certificate mentioning names of Attendants, amount paid, name of the bank and bank account number. The names mentioned should only be of those who were actually deployed as Attendants 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.
- The Corporation reserves the right to withhold bills if the contractor fails to produce the proof for having remitted the wages/ESI/PF Statutory dues. ESI/PF should be deposited in stipulated time to the Statutory Authority. 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 Govt. 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 the Corporation along with the other agreed charges for 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 contractor shall have no claim / objection in respect of any or all such payments.

PENALTY:

- 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 as deemed fit by the Competent Authority / SLA of GeM condition and the same will be deducted from the monthly bill and / or Security Deposit.

TERMINATION:

- Corporation reserves the right to cancel or terminate the contract / agreement by giving one month 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 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.

DISPUTES AND DIFFERENCES:-

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

SECURITY DEPOSIT:-

The selected contractor will have to remit 10% of the Contracted Value through NEFT/RTGS as Security Deposit within 15 days from the date of award of the Work Order. They can also provide a bank guarantee for the amount for the contract period, from any nationalized bank. The Corporation reserves the right to enforce the guarantee, in case the successful agency fails to comply any of its obligation as per the contract or Tender documents. The amount will be kept interest free for the entire period of the contract. The Security Deposit shall be refunded within a period of two months from the date of expiry or termination of the 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.

- xiv. 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.
- xv. PROVISIONS OF SECTION 33(3) AND 33(4) OF THE INSURANCE ACT, 1938 AS AMMENDED 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 Sec. 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.

- xvi. The Corporation reserves the right to call for requirements from the contractor at any time in response to any query from the Appropriate Authorizes.

We accept all the above terms and conditions.

AUTHORISED SIGNATORY

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



Eastern Zonal Office, OS Deptt: 4th Floor, Hindustan Bldg., 4, C.R. Avenue, Kolkata-700 072. Phone No. 2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

**TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES
(Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)**

Annexure-A

TECHNICAL BID

S.NO	TITLE	DESCRIPTION
1	Tender	Tender for Office Upkeep & Housekeeping Services at LIC OF INDIA Eastern Zonal Office, Hindustan Building, 4, C.R. Avenue, Kolkata-700072
2	Date of Establishment/Incorporation of the Agency/Firm	
3	Correspondence address, Telephone No. & mobile no. , E-mail id	
4	Status of the Company/Firm : Proprietary / Partnership/limited company/Public Limited Company	
5	Valid License from labour commissioner to employ labour under the Contract Labour Act	
6	PAN/GIR & NEFT of the contractor	
7	Document of last 3 years Turn Over approved by Chartered Accountant (Annual Average Turn over should not be less than Rs.15 Lakhs)	
8	Whether Black listed by any Govt. dept. / Public sector company/any office of the Corporation / any organization	
9	Whether having Goods and Service Tax Registration no. (attach self-attested copy)	
10	Websites details of the Contractor / Firm	
11	Shop & establishment Certificate	
12	Experience certificate for 03 years housekeeping service for at least 30000 sqft area	
13	Income Tax Returns of 03 fin. years (2021-22,2022-23,2023-24)	
14	Satisfactory Service certificate from any major organization having atleast 30000 sqft area (with details of Contact Person, Mail Id & contact number).	
15	Registration Certificate under EPFO	
16	Registration Certificate under ESIC	
17	Valid Trade License Certificate issued by municipal authority of Kolkata/Bidhan Nagar (Salt Lake)/Rajarhat/Newtown/Howrah only	

Signature(S) of the Owner/Owners/Partners

Name:

Address:

Mobile:

E-mail:



Eastern Zonal Office, OS Deptt: 4th Floor, Hindustan Bldg., 4, C.R. Avenue,
Kolkata-700 072. Phone No. 2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

**TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES
(Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)**

ANNEXURE-B

FINANCIAL BID

<u>S.No</u>	<u>Nature of Work</u>	<u>Quotation for Services to be provided (Total for 03 Years)</u>
1	As mentioned in the Scope of Work & Description/Brand of materials to be used.	$8985 \times (\text{rate per sq meter}) \times 36$ = Rs..... (inclusive of all costs except GST)

Note:

- Bidder will put 'rate per sq meter' only in above mentioned formula to calculate quotation value for Financial Bid.
- The minimum threshold limit for the service is Rs.10.76 per sq meter.
- Any rate below the threshold limit will be summarily rejected.

[Example: Area is 8985 sq meter, then minimum amount of quotation for the services should be $8985 \times 10.76 \times 36 = 34,80,429.60$ (for 03 years excluding GST)].
- Rate for Service should be quoted inclusive of all costs except GST.
- If there is more than one bidder, with same rate, then selection of L1 will be done as per GeM procedure.
- Contract will be for the period of 3 years (36 months) w.e.f. 01.10.2025 subject to yearly review of satisfactory services.

**Signature and Stamp
of the Firm (Address,
Phone No, Mobile No
& Email-ID)**



Eastern Zonal Office, OS Deptt: 4th Floor, Hindusthan Bldg., 4, C.R. Avenue,
Kolkata-700 072. Phone No. 2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES (Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)

PRE CONTRACT INTEGRITY PACT

(Annexure-C)

General:

(to be submitted with technical bid on plain paper duly signed & witnessed)

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on.....day

of the month of..... 2025., 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 (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/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 in to 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.

3. Commitments of BIDDERS

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

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 cartelisation 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 Indian 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

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 to any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

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

5. Sanctions for Violations:

- A. 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 may 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.

- B. The BUYER will be entitled to take all or any of the actions mentioned at para 5.A(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.
- C. 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)
C-1204, C Tower, Amrapali. Platinum Complex,
Mobile-8130386387 Sector-119, Noida (UP)
E-mail id: acverma@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 Chairman, 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 **Chairman, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. Other Legal Actions:

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

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

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

10. Validity:

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

11. 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.

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

BUYER

BIDDER

Name of the Officer:

Authorized signature of bidder & seal

Designation LICI , Eastern Zonal Office

Witness

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

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

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

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



Eastern Zonal Office, OS Deptt: 4th Floor, Hindusthan Bldg., 4,C.R.Avenue,
Kolkata-700 072.Phone No.2212-7618 ; Fax No. 22124971 ; E-mail ID : ez_os@licindia.com

**TENDER FOR OFFICE UPKEEP AND HOUSE KEEPING SERVICES
(Sweeping, Cleaning, Dusting, Sanitation and Disinfection Services)**

ANNEXURE-‘D’

AFFIDAVIT

(TO BE SUBMITTED BY BIDDER ON NON-JUDICIAL STAMP PAPER OF Rs.100/- DULY NOTORIZED)

I/We _____, being
India _____ Citizens _____ residing _____ at _____
_____ do hereby
_____ solemnly affirm and state as under:-

Whereas Life Insurance Corporation of India has floated tender for Office upkeep and Housekeeping services for Life Insurance Corporation of India Eastern Zonal Office and in respect of the same, I/we being one of the Bidders, confirm that I/ We strictly follow various laws as mentioned in the Terms & Conditions of the Tender.

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

I/We state that Life Insurance Corporation of India has considered my/our bid on the basis of the statement made by me / us in this affidavit. I / We further state that non compliance of any provisions shall be sufficient reason for Life Insurance Corporation of India to terminate the contract. Besides taking recourse to other legal remedies available in the Contract.

Solemnly affirmed at _____ this _____ Day of _____ 2025 before me.



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ANNEXURE-‘E’

APPLICATION FOR PAYMENT THROUGH NEFT FROM AGENCY

Name of the Agency :
(As per Bank A/c)

PAN NO. :(Compulsory)

Address of Agency :
.....

Phone / Mobile no. : (FOR SMS Alert)

Email ID :

Agency's Bank name :

Bank Branch Name :

Address of the bank :

Agency Bank Account No.: (Full Digit 11-16)

Type of A/C : Saving A/c Current A/c OD A/c CC A/c

Bank IFSC Code No. :
(11 DIGIT IFSC CODE)

I have checked the above details with my banker and confirm that they are correct. Please transfer the amount payable to me as per details stated above.

Authorized Signatory
(Name / Designation and Seal of the Firm / Company)
Mobile/Email Id:
Date:

Kindly enclose cancelled cheque leaf for verification of details.



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CHECK LIST OF DOCUMENTS TO BE SUBMITTED ALONGWITH TECHNICAL BID – (PART-I)

Sl No.	Name of Document	Submitted Yes/no
01	Receipt of deposited Demand Draft or cash receipt for Tender Fee submitted.	
02	Receipt of deposited Demand Draft or cash receipt for EMD submitted.	
03	Technical Bid (Annexure A) submitted.	
04	Financial Bid (Annexure B) submitted.	
05	Pre-Contract Integrity Pact (Annexure C) duly signed submitted	
06	Duly Notarized Affidavit (Annexure D) submitted.	
07	NEFT Mandate Form (Annexure E) along with cancelled cheque submitted	
08	Self-Attested copy of PAN Card submitted	
09	Self-attested copy of EPF certificate submitted	
10	Self-attested copy of ESI certificate submitted	
11	Self-attested copy of GST certificate submitted	
12	Self-attested copy of certificate of Shop & Establishment Act submitted.	
13	Self-attested copy of Valid Labour License Certificate submitted	
14	Self-attested copy of Balance sheet with minimum Turn over of Rs 16 Lakhs approved by CA for last three years submitted.	
15	Self-attested copy of ITR for three financial years (2021-22,2022-23,2023-24) submitted.	
16	An affidavit in a non judicial stamp paper worth Rs.100/- duly notarized undertaking that they have not been blacklisted/debarred by any Govt office/PSU as on date of participation of the bid.	
17	Self-attested copy of MSME/NSIC Certificate (if applicable) submitted.	
18	Experience certificate for 03 years housekeeping service submitted	
19	Satisfactory Service certificate from any major organization having atleast 30000 sqft area submitted.	
20	Self-attested copy of Valid Trade License Certificate issued by municipal authority of Kolkata/Bidhan Nagar (Salt Lake)/Rajarhat/Newtown/Howrah only	
21	All Tender documents duly signed & stamped submitted	

Bidders are requested to ensure that the self-attested documents, as required under Tender conditions are uploaded while submitting the Tender on GeM Portal.