

CHENNAI DIVISION II
OS Dept. III Floor, Anna Nagar Plaza,
C-47, II Avenue, Anna Nagar,
CHENNAI 600 040.
Phone No. 044-26221302

TENDER FOR HOUSEKEEPING SERVICES
for LIC Offices under Chennai Division II.

Issued to M/s. _____

LAST DATE & TIME OF RECEIPT OF TENDERS : 08/01/2026, 12.30 pm

DATE & TIME OF OPENING OF TECHNICAL BID : 08/01/2026, 3.30 pm

TENDER NOTICE

Sealed tenders are invited under Two Bid system (Technical Bid and Financial Bid) from reputed service providers satisfying eligibility conditions given in this tender, for providing housekeeping services **at LIC offices under Chennai Division II locations in Chennai and Mofussil areas.**

Tender Documents may be obtained from Manager (OS) LIC of India, DO II, at the above mentioned address or can be downloaded from our web site www.licindia.in by clicking "Tender for housekeeping services for LIC, Chennai DO II" under the link 'Tenders'.

Tender Forms will be issued from 19/12/2025 (10.00 AM) to 08/01/2026 (11.00 am) on payment of Rs.500/- + GST per set as Non-refundable Tender Fees from OS Dept, III Floor, Anna Nagar Plaza, C-47, II Avenue, Anna Nagar, Chennai 600040 on any working day between 10.00 am and 3.30 pm from Monday to Fridays. Please refer our website www.licindia.in for complete details.

Tender documents downloaded from www.licindia.in are free of cost. No fee is payable.

- ***The filled in applications are to be submitted within 08/01/2026 before 12.30 PM.***
- ***Technical bid will be opened on 08/01/2026 at 3.30 p.m.***

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

Place: CHENNAI
Date: 16/12/2025


SENIOR DIVISIONAL MANAGER

1 GW
M(EPoS)

TENDER FOR HOUSEKEEPING SERVICES FOR LIC OFFICES UNDER LIC CHENNAI DIVISION II.

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LETTER TO AGENCY

Date: 16/12/2025

Sir/Madam,

**Re: Housekeeping services for LIC offices under Chennai Division II
(Divisional Office, City Branches and Tiruvallur, Tiruttani, Ponneri, Gummidipoondi, Uthukottai,
Sriperumbudur, Pallipet and Minjur) .**

We wish to engage the services of an experienced and reputed agency to provide housekeeping services. We would request you to submit the tender forms in the enclosed format, if agreeable to the enclosed conditions (Please go through the conditions carefully), in two sealed envelopes separately superscribed as **“Technical Bid for housekeeping services”** & **“Financial Bid for housekeeping services”** both the covers kept inside a closed envelope and addressed to

**Smt. S. Shailaja,
Manager (E&OS) LIC of India,
Chennai Division II,
III Floor, Anna Nagar Plaza,
C-47, II Avenue, Anna Nagar, Chennai 600040**

so as to enable us to proceed further with the appointment of an agency on contract basis. An amount of **Rs.25,000/- (Rs Twenty Five Thousand only) (Interest Free) towards EMD** by Pay order / Demand Draft in favour of LIC of India, payable at Chennai should be enclosed along with the Technical Bid.

Tender documents may be obtained from the OS Department, LIC of India, Chennai Division II, on payment of **₹590 (₹500 + ₹90 GST)** per set by cash or Demand Draft drawn in favour of “LIC of India”, payable at Chennai. **However, tender documents downloaded directly from the official LIC of India website (www.licindia.in → Tenders section) shall be issued free of cost. No tender fee or demand draft is required to be enclosed with the bid in such cases.**

Bidders downloading the tender from the website must ensure that the document is complete and unaltered. **They shall submit the downloaded document duly signed on all pages as a token of acceptance of the tender terms and conditions.**

The tenders received shall be short listed based on satisfying eligibility conditions. LIC reserves its right to accept/reject any or all tenders without assigning any reasons thereof. Canvassing in any form will disqualify the applicant. Last date of submission of tender forms is 08/01/2026 before **12.30 hours** and tenders (Technical Bids) will be opened on 08/01/2026 at **15.30 hours** in the above said address. One authorized representative from your organization may be present during the tender opening session.

Yours faithfully,



SENIOR DIVISIONAL MANAGER

(Sue M. F. 2025)

TENDER SCHEDULE

Name of Service	Housekeeping for the premises occupied by our Offices at Chennai City and Mofussil areas of Tiruvallur, Tiruttani, Ponneri, Gummidipoondi, Uthukottai, Sriperumbudur, Pallipet and Minjur
Duty Hours	4 hours and 8 hours per day. Exact timing and place will be mentioned in work order.
Tender Documents	Tender Documents can be collected from OS Dept, III Floor, Anna Nagar Plaza, C-47, II Avenue, Anna Nagar, Chennai 600040 from 19/12/2025 To 08/01/2026 till 11 am on payment of Rs.590/- (500+90 GST) by cash or DD in favour of LIC of India. However, tender documents downloaded directly from the official LIC of India website (www.licindia.in → Tenders section) shall be issued free of cost. No tender fee or demand draft is required to be enclosed with the bid in such cases.
Pre bid meeting	A pre bid meeting of the tenderers will be held on 30.12.2025 at 11 a.m. at LIC, Divisional Office II, Annanagar at the above address. Bidders who prefer to attend the pre bid meeting should send e-mail to os.chennai-do2@licindia.com giving details of their agency and details of person (only one person) attending the meeting. The e-mail should reach us before 29.12.2025, 5.00 pm . Modification/amendment in the tender conditions if any consequent to the pre bid meeting shall be published by way of corrigendum in LIC website under the heading Tenders.
Earnest Money Deposit	An amount of Rs.25,000/- (Rupees Twenty Five Thousand only) (Interest Free) towards EMD by Pay order / Demand Draft in favour of LIC of India, payable at Chennai should be enclosed along with the Technical Bid. “In case of micro and small enterprises who have registered with the Director of Industries (DI)/District Industries Centre (DIC) as manufacturing/service enterprises by filling Entrepreneurs Memorandum (Part-II) will be exempted from payment of EMD and tender fees . Original/Certified copy of certificates to the effect should be enclosed.”
Security Deposit	5 % of the Annual Contract Value by the successful bidder.
Last Date of Submission of tender	08/01/2026 up to 12.30 hours. Both Technical Bid and Financial Bids must be put inside a sealed envelope superscribed with “TENDER FOR HOUSEKEEPING SERVICES FOR LIC OFFICES UNDER CHENNAI DIVISION II CHENNAI” . Before submitting the tender in the TENDER BOX kept in the OS Department, it is to be registered with the authorized Official of the OS Department. Technical Bid and Financial bids kept in single cover or kept in unsealed covers will not be considered.
Contract Period	One year, that can be renewed on the same terms and conditions for the second and third years, if the performance of the service provider is satisfactory to LIC.
Notice Period for termination of Contract in full or in part	Two month if LIC intends to terminate the services. Four months if the agency intends to terminate the contract.
Validity of Tender	180 Days from the date of opening.
Approx. No. of Housekeeping personnel required.	43 persons per day – (8 Hours -19 persons & 4 Hours -24 persons) The number of persons may increase or decrease according to LIC’s requirements.

ELIGIBILITY CONDITIONS

1. **Legal Status:**
The Bidder (Contractor) shall be a **registered legal entity** (Company / Partnership Firm / Proprietorship / Cooperative Society) authorized to provide manpower and housekeeping services, and shall possess all **statutory licences and registrations** required under applicable laws.
2. **Experience:**
The Bidder must have a **minimum of three (3) years' experience** in providing housekeeping services and must have been **in continuous existence for the last five (5) financial years** under the **same registered name and PAN**.
3. **Client Profile:**
The Bidder must have rendered housekeeping services to at least **one Financial Institution, Government / Public Sector Undertaking, or reputed Private Organization** under a valid work order covering a **minimum area of 5,000 sq.ft.** (office upkeep and cleaning).
4. **Financial Strength:**
The Bidder's **average annual turnover** from housekeeping or facility management business during the last **three financial years (2022–23, 2023–24, 2024–25)** shall be **not less than ₹50 lakhs per annum**.
5. **Profitability:**
The Bidder / Agency must have earned **net profit in at least two out of the last three financial years (2022–23, 2023–24, 2024–25)**.
6. **Client References:**
The Bidder shall submit **satisfactory service certificates** from at least **two existing major clients**, indicating contract details, performance, contact person, telephone number, and email ID.
7. **Statutory Compliance:**
The Bidder must possess and submit copies of valid registrations / licences and latest compliance proofs under all applicable laws, including but not limited to:
 - (i) Licence from Labour Commissioner under the **Contract Labour (Regulation & Abolition) Act, 1970** and Central Rules, 1971.
 - (ii) Registration under the **Employees' Provident Funds & Miscellaneous Provisions Act, 1952** along with latest payment challans.
 - (iii) Registration under the **Employees' State Insurance Act, 1948** with latest remittance proof.
 - (iv) **GST Registration Certificate**.
 - (v) **Shops and Establishment Licence** under the Tamil Nadu Shops and Establishments Act.
 - (vi) **Permanent Account Number (PAN)**.
 - (vii) **Audited Balance Sheets and Profit & Loss Accounts** for the last three financial years (2022–23, 2023–24, 2024–25).

Note: Each bidder shall enclose self-attested copies of the above with the Technical Bid, (failure to submit will lead to disqualification).
8. **Blacklisting:**
The Bidder shall furnish a declaration confirming that it **has not been blacklisted, debarred, or terminated** by any office of LIC of India or any Government / PSU / reputed organization.
9. **Local Presence:**
The Bidder must have a **fully functional office in Chennai** and shall presently hold at least **one ongoing housekeeping or office upkeep contract** within Chennai city limits.
10. **Equipment & Infrastructure:**
The Bidder shall have adequate **tools, equipment, and trained manpower** necessary for effective execution of housekeeping operations as per the scope of work.

TERMS AND CONDITIONS

1. **Right to Seek Clarifications:**
LIC of India reserves the right to call for any additional documents, clarifications, or information from the bidder, at any stage of tender evaluation, to ensure completeness and conformity with tender requirements.
2. **Right to Accept or Reject Bids:**
LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject any or all bids or cancel the tender process, in whole or in part, without assigning any reason and without any liability to the bidders.
3. **Final Authority:**
The decision of LIC of India, Chennai Division II, in all matters relating to the interpretation of tender terms, evaluation of bids, and award of contract shall be final and binding on all bidders.
4. **Publication of Corrigendum:**
Any corrigendum, clarification, or modification to this tender shall be uploaded only on the official website of LIC of India (www.licindia.in → Tenders section). Bidders are advised to regularly check the website for updates; no separate communication will be issued.
5. **Compliance with Tender Instructions:**
Bidders are required to carefully examine all instructions, eligibility criteria, forms, and conditions of this tender document. Incomplete, conditional, or ambiguous tenders, or those lacking required enclosures or signatures of the authorized signatory on all pages, are liable to be rejected.
6. **Bid Validity:**
The bid shall remain valid for a period of **180 days** from the date of opening of the technical bid.
7. **Earnest Money Deposit (EMD):**
Each bid shall be accompanied by an **EMD of ₹25,000 (Rupees Twenty-Five Thousand only)** by Demand Draft / Pay Order drawn in favour of “LIC of India” payable at Chennai.
 - Micro and Small Enterprises (MSEs) registered with the Director of Industries (DI) / District Industries Centre (DIC) under the MSME Act, 2006 are **exempted from payment of EMD and tender fee**, subject to submission of valid supporting documents.
 - Failure to submit EMD or valid exemption proof will lead to rejection of the bid.
8. **Influence and Canvassing:**
Any attempt by the bidder to influence the evaluation process or the decision of LIC, directly or indirectly, will render the bid liable for immediate disqualification.
9. **Conditional / Incomplete Bids:**
Conditional, incomplete, illegible, or unsigned bids and bids not accompanied by required documents shall be summarily rejected without further correspondence.
10. **Right to Cancel Tender Prior to Award:**
LIC reserves the right to cancel or withdraw the tender at any time before award of contract, without assigning reasons and without incurring any obligation to inform the affected bidders.
11. **Site Inspection:**
The bidder may, at its own cost and risk, visit and inspect the locations where services are required to be provided, to assess the scope and nature of work before submission of the bid. No subsequent claim for increase in rates or manpower will be entertained on the ground of unawareness of actual site conditions.
12. **Clarifications and Queries:**
Any clarifications regarding the tender or eligibility criteria may be sought by email to **os.chennai-do2@licindia.com** before the last date of submission.

13. Ethics and Integrity:

LIC of India and the bidders shall observe the **highest standard of ethics** during procurement and execution. Bidders found indulging in corrupt, fraudulent, collusive, or coercive practices will be declared ineligible for present and future contracts in accordance with CVC guidelines.

14. Responsibility to Read Tender Thoroughly:

Bidders are advised to read the tender document carefully in its entirety before quoting. Failure to understand or comply with any clause shall not entitle the bidder to any claim or relief.

15. Submission of Single Tender:

Each bidder shall submit **only one tender**, whether individually or as a partner/member of a joint venture or consortium. Participation in multiple bids by the same bidder or its associates will result in **rejection of all related bids**.

16. Mandatory Document Submission:

Each bidder shall enclose self-attested copies of the following with the Technical Bid, (failure to submit will lead to disqualification):

- Labour Department Registration / Licence under Contract Labour Act
 - PAN Card
 - Income Tax Returns (last three financial years)
 - EPF & ESI Registration Certificates with latest challans
 - GST Registration certificate
 - Shops & Establishment Licence
 - Audited Balance Sheets and Profit & Loss Accounts for FY 2022-23, 2023-24 & 2024-25
 - Any other documents specifically required by this tender.
-

GENERAL TERMS AND CONDITIONS

I. CONTRACT ADMINISTRATION & GENERAL PROVISIONS

1. **Contract Period & Extension:**
The contract shall remain in force for **one (1) year** from the date of award. LIC of India, Chennai Division II, reserves the right to extend the contract for a further period of **up to two additional years** (one year at a time) on the same terms and conditions, subject to satisfactory performance and statutory compliance by the Contractor.
2. **Rate Validity:**
The service charges/rates quoted by the Contractor shall remain **firm and unchanged** during the entire contract period, including extensions. No request for revision or escalation will be entertained.
3. **Scope Variation:**
LIC may, at its discretion, assign additional housekeeping or allied tasks not explicitly mentioned in the scope of work. The Contractor shall comply promptly, and such work shall be paid at mutually agreed rates.
4. **Restriction on Subletting:**
The Contractor shall not assign, transfer, pledge, or subcontract the contract or any part thereof without the **prior written consent** of LIC. Unauthorized subletting will result in termination and forfeiture of Security Deposit.
5. **Status of Contractor:**
The Contractor shall act as an **independent entity** and not as an agent, partner, or representative of LIC. Nothing in this contract shall create a partnership, joint venture, or employer–employee relationship between LIC and the Contractor or its personnel. The Contractor is not authorized to incur any liability on behalf of LIC.
6. **Compliance with Tender Conditions:**
The Contractor shall at all times fulfill the eligibility and qualification requirements stipulated in this tender. Non-compliance at any stage will result in termination of the contract and forfeiture of Security Deposit.
7. **Right to Call Records:**
LIC reserves the right to call for any record, document, or information from the Contractor at any time in connection with audit, vigilance, or statutory queries. The Contractor shall furnish such information within the time specified.

II. COMPLIANCE WITH STATUTORY & LEGAL REQUIREMENTS

8. **Minimum Wages & Statutory Compliance:**
The Contractor shall pay wages not less than those prescribed under the **Central Minimum Wages Act**, applicable to “Sweeping & Cleaning” workers, and ensure full compliance with all relevant labour laws, including the prohibition of manual scavenging.
Wages shall be revised automatically as per Government notifications, if any. The Contractor shall ensure that minimum wages and all statutory benefits payable to deployed personnel are strictly in accordance with the provisions of the **Central Minimum Wages Act** and other applicable labour laws. Violation of statutory provisions / laws shall constitute **serious breach** leading to immediate termination and forfeiture of Performance Security Deposit.
9. **Timely Payment of Wages:**
The Contractor shall pay wages to all deployed personnel **on or before the 7th day of each month** without fail, through electronic transfer only. Monthly bills submitted to LIC shall include a certificate showing names of employees, wages paid, bank details, and proof of transfer.

10. EPF & ESI Compliance:

The Contractor shall remit EPF and ESI contributions every month and furnish proof of remittance with each bill. LIC may withhold payment or utilize the Security Deposit to clear such dues if non-compliance is detected.

11. Maintenance of Records:

The Contractor shall maintain all registers, records, and accounts prescribed under labour and allied laws and shall make them available to LIC or statutory authorities on demand.

12. IRDAI & Insurance Act Compliance:

The Contractor shall comply with the **IRDAI (Outsourcing of Activities by Insurers) Guidelines 2017** and related amendments.

Under **Sections 33(3) and 33(4) of the Insurance Act, 1938** (as amended by the Insurance Laws (Amendment) Act, 2015), the Contractor shall provide books, records, and data to LIC or IRDAI upon request for verification, inspection, or investigation.

13. Insurance for Workmen:

The Contractor shall maintain valid **Workmen's Compensation / Employee Liability Insurance** for all deployed staff to cover risks of death, injury, or disablement during employment. Premiums shall be paid on time and proof furnished to LIC.

14. Public Liability Insurance:

The Contractor shall obtain and maintain adequate coverage under the **Public Liability Insurance Act, 1991** for all materials and operations deemed hazardous under law. Valid policy copies shall be provided to LIC before commencement of work.

15. Indemnity:

The Contractor shall indemnify and keep LIC harmless from all actions, claims, losses, damages, or penalties arising out of:

- non-compliance with statutory obligations;
- negligence, misconduct, or default of Contractor's personnel; or
- breach of any contractual term.

This indemnity shall survive termination or expiry of the contract.

16. Statutory Compliance Affidavit

The **bidder** shall submit an **Affidavit on Non-Judicial Stamp Paper of ₹ 100/-**, duly **notarized**, affirming that the Contractor is complying and shall continue to comply with all provisions of the labour and social-security enactments applicable to the personnel deployed for the services under this contract.

It shall be the **sole responsibility of the Contractor** to ensure full compliance with and observance of the following Acts, Rules and any amendments thereto or re-enactments thereof, as well as any other law that may govern the nature of the contract:

1. The *Child Labour (Prohibition & Regulation) Act, 1986*, as amended by the *Child and Adolescent Labour (Prohibition and Regulation) Amendment Act, 2016*;
2. The *Employees' Compensation Act, 1923* (formerly the *Workmen's Compensation Act*);
3. The *Industrial Disputes Act, 1947*;
4. The *Industrial Employment (Standing Orders) Act, 1946*;
5. The *Contract Labour (Regulation and Abolition) Act, 1970* and Central Rules 1971;
6. The *Minimum Wages Act, 1948*;
7. The *Employees' Provident Funds and Miscellaneous Provisions Act, 1952*;
8. The *Employees' State Insurance Act, 1948*;
9. The *Payment of Bonus Act, 1965*; and

10. Any other Act, Rule or Regulation that may be applicable to the employment, welfare, or service conditions of the Contractor's workmen engaged for execution of this contract. Failure to furnish or maintain such affidavit, or any non-compliance with the above laws during the contract period, shall constitute a material breach of contract and render the agreement liable to **termination and forfeiture of Performance Security Deposit**, without prejudice to any other action permissible under law.
- Note:** The Contractor shall at all times be solely responsible for compliance with all labour and social-security laws in force, including but not limited to the Acts listed above, and shall indemnify and keep LIC indemnified against any loss, claim, or damage arising from the Contractor's failure to meet such statutory obligations.
17. **Integrity Pact:**
The bidder shall execute the **Integrity Pact** on ₹500 non-judicial stamp paper, in the format at Annexure VII, before commencement of work. Execution of the Pact is mandatory.
18. **Independent Employment Relationship:**
The personnel deployed by the Contractor are under its sole employment and control. They shall have no claim of employment or absorption with LIC.
The Contractor shall ensure that each worker's appointment letter expressly states this condition.
19. **Verification of Personnel:**
Before deployment, the Contractor shall conduct **police verification** and background checks of all personnel. Certificates of verification, along with appointment letters, ID and address proofs, shall be submitted to LIC prior to commencement of duty.

III. OPERATIONAL & SERVICE OBLIGATIONS

20. **Uniform & Identification:**
Personnel shall be in neat, clean uniform and carry **photo identity cards** issued by the Contractor at its own cost.
21. **Minimum Age /Health & Fitness:**
No person below **18 years** of age and upper age as per Labour laws shall be employed or deployed under this contract. All deployed personnel must be medically fit, hygienic, and maintain a clean appearance.
22. **Tools, Equipment & Welfare Provisions:**
The Contractor shall provide all cleaning tools, consumables and equipment required for efficient service, maintained in proper working order at its own cost. Also The Contractor shall be solely responsible for compliance with all statutory obligations under applicable laws and for providing transportation, food, medical assistance, uniforms, and other amenities to its personnel at its own cost.
23. **Training:**
The Contractor shall provide regular **training** to its personnel in cleaning techniques, hygiene, equipment handling, safety, and customer etiquette.
24. **Non-Interference with LIC Staff:**
Contractor's personnel shall not interfere with LIC employees' work or disrupt office operations.
25. **Personnel Conduct & Discipline:**
Contractor's personnel shall be courteous, efficient, and disciplined while performing their duties. Consumption of alcohol, smoking, chewing pan or tobacco, gambling, or loitering is strictly prohibited within LIC premises.
The Officer-in-Charge's decision regarding any act of misconduct shall be final and binding.
26. **Prohibition of Smoking & Intoxicants:**
The Contractor shall strictly enforce a **no-smoking and no-intoxicants policy** within LIC premises.

27. Misconduct or Undesirable Activities:

If any employee of the Contractor is found indulging in undesirable, illegal, or objectionable activities within LIC premises, the Contractor shall be **solely responsible for all consequences**.

LIC shall have the right to lodge complaints with the appropriate authorities and to demand immediate removal of such erring employee of the contractor.

28. Corrective Action:

The Contractor shall take **immediate corrective measures** upon receipt of any complaint about service quality or staff behaviour and report compliance to LIC within 24 hours.

29. Replacement & Removal:

LIC reserves the right to require the Contractor to remove any worker found incompetent, negligent, or guilty of misconduct.

The Contractor shall replace such personnel **within 24 hours**, and removed persons shall not be redeployed.

30. Liability for Property Damage / Loss / Theft:

The Contractor shall be liable for any **loss, theft, or damage** caused by its personnel to LIC's property, equipment, fittings, furniture, or other assets during duty.

The value of such loss or damage, as assessed by LIC, shall be recoverable from the Contractor's monthly bills or the Performance Security Deposit.

31. Responsibility for Accidents / Injury / Death:

The Contractor shall be solely liable for any accident, injury, or death of its personnel during duty. LIC bears no liability in such cases.

IV. PAYMENT, SECURITY DEPOSIT & FINANCIAL PROVISIONS

32. Performance Security / Security Deposit:

a) The successful bidder shall deposit **5% of the Annual Contract Value** as Performance Security before commencing work, by **Demand Draft** or **unconditional on-demand Bank Guarantee** from a Scheduled Commercial Bank in the format prescribed by LIC.

b) The Bank Guarantee shall be invocable on demand and renewed/extended **30 days before expiry** when required.

c) The Security shall remain valid for the contract period and **60 days beyond final settlement**.

d) LIC may forfeit or invoke the Security in case of service deficiency or default.

e) The original Bank Guarantee must be submitted before commencement of services; scanned copies at bid stage will not suffice.

33. Payment Process:

The Contractor shall submit the monthly bill for services rendered in the previous month **by the 7th day of the following month**, accompanied by:

a) Attendance sheets duly certified by the Officer-in-Charge;

b) GST-compliant tax invoice showing wage and statutory break-up (Basic, VDA, EPF, ESI etc.);

c) Scanned copies of PF and ESI remittance challans for the period billed;

d) Proof of wage transfer (bank statement/pay-roll extract/pay slips) with employee-wise details; and

e) List of personnel deployed with PF/ESI numbers and bank account details.

34. Wage/Bonus Disbursement:

The Contractor shall disburse the wages/Bonus to its workmen by electronic mode only. The Contractor shall pay wages/Bonus first and then claim reimbursement from LIC. Non-payment or delay will invite penalties and possible termination.

35. No Payment for Absence:

No wages or remuneration shall be payable for any day on which an employee of the Contractor is absent from duty. Payment to the Contractor will be limited strictly to the number of personnel actually present and performing duties as per the daily attendance verified by LIC.

36. No Overtime Duty

The Contractor shall ensure that no staff member deployed under this contract is engaged on overtime duty. In the event any deployed staff is unable to report for duty or requires relief for any reason, the Contractor shall immediately provide a suitable substitute of equivalent qualification and capability, without any interruption to the services. Under no circumstances shall the Corporation be liable to pay any overtime charges, additional wages, or compensation due to non-deployment or shortage of staff. The responsibility for maintaining adequate manpower at all times shall rest solely with the Contractor.

37. Taxes & Deductions:

The Contractor shall bear all taxes and levies except GST.

LIC will pay GST only upon production of valid invoices and proof of payment.

LIC will deduct TDS under Income Tax Act and **Section 51 of the CGST Act** wherever applicable.

Any change in GST law/notifications during the contract shall apply and payments shall be adjusted on production of documentary proof.

38. Reverse Charge Mechanism:

If any component of service attracts RCM, the Contractor shall inform LIC in writing **7 days before** invoicing and furnish the legal basis for such liability.

39. Recovery of Statutory Dues:

In the event of the Contractor's failure to pay statutory dues (PF, ESI, etc.), LIC may deduct the amount from pending bills or invoke the Security Deposit to settle the same.

V. TERMINATION, PENALTIES & DISPUTE RESOLUTION**40. Termination of Contract:**

- a) LIC may terminate the contract by giving **two months' written notice** without assigning reasons.
- b) The Contractor may terminate by giving **four months' written notice** to LIC.

41. Obligation upon Termination:

On termination or expiry, the Contractor shall continue providing services on the existing terms until alternate arrangements are made, if so directed by LIC, and shall hand over peaceful possession of all sites and records.

LIC may terminate the contract with immediate effect in cases of:

- Abandonment, assignment or sub-letting of work;
- Persistent default or non-performance even after written notice;
- Insolvency or winding-up of the Contractor;
- Submission of false information or forged documents;
- Violation of labour or statutory obligations; or
- Failure to maintain required records or comply with contractual terms.

On termination for default, LIC may forfeit the Performance Security Deposit, recover damages and exercise all other rights available under law.

42. Penalties for Non-Performance:

If the Contractor fails to fulfill obligations to LIC's satisfaction, penalties shall apply as follows after written notice and **48 hours to remedy** (except for gross negligence):

Penalty Matrix:

- Absence of required staff >5% of daily roster – ₹3,000 per day
- Non-cleaning of toilets twice in a week / sanitation lapse – ₹5,000 per day
- Three or more customer complaints in a month – ₹10,000 per day
- Major negligence causing property damage – recovery from Security Deposit

Repeated defaults (three or more in a month) may result in enhanced penalties or termination.

Aggregate penalties in a month shall not exceed **20% of the monthly invoice value**.

43. Dispute Resolution & Jurisdiction:

Any dispute or difference arising under or in connection with this contract shall first be resolved through mutual discussion. Failing such resolution, it shall be referred to the **Senior Divisional Manager, LIC of India, Chennai Division II**, whose decision shall be binding until final adjudication. All legal proceedings shall be subject to the **exclusive jurisdiction of courts at Chennai**.

Technical Bid Evaluation:

1. Evaluation Parameters:

The evaluation of Technical Bids will be carried out objectively based on the documentary evidence submitted by the bidders. A maximum of **50 marks** will be awarded as per the following criteria:

Sl. No.	Criteria	Basis of Evaluation	Maximum Marks
(i)	Average Annual Turnover (from Housekeeping business only) for FY 2022-23, 2023-24 & 2024-25	Highest turnover among all bidders – 25 marks. Others – proportionately reduced. (Documentary proof: audited Balance Sheets / Profit & Loss Accounts)	25
(ii)	Experience in Housekeeping Services	Most experienced bidder (in years) – 10 marks. Others proportionately reduced. (Proof: Work Orders / Agreements)	10
(iii)	Number of Clients employing 25 or more Housekeeping personnel (as on 30.11.2025) in Government / PSU / reputed Private organisations	Highest number – 10 marks. Others proportionately reduced. (Proof: Valid Labour Licence / Employer Certificates – originals to be produced for verification)	10
(iv)	Financial Stability (Profitability)	Profit in all last 3 FYs – 5 marks; profit in any 2 FYs – 3.5 marks. (Proof: audited Profit & Loss Accounts)	5
(v)	Statutory & Local Presence Compliance	Valid statutory registrations (EPF, ESI, GST, Labour Licence) + operational office in Chennai – 5 marks. (Proof: copies of registrations and address certificate)	5

Total ||| 50 |

2. Minimum Qualifying Marks:

Bidders securing a minimum of **20 marks (40%)** from the above parameters and fulfilling all eligibility and statutory requirements of the tender shall be considered **technically qualified** for opening of the Financial Bid.

3. Financial Bid Evaluation:

- The **Financial Bids of only technically qualified bidders** will be opened to determine the lowest financial offer (L1).
- In case of more than one bidder quoting the same L1 rate, the bidder having the **highest average annual turnover** in the last three financial years shall be declared L1.
- If a tie still persists, the bidder having the **highest turnover in FY 2024-25** shall be selected as L1.

4. Quotation Format:

Bidders shall quote the **Service Charge per person per shift per day**, exclusive of GST, in the format prescribed in **Annexure II (Financial Bid)**.

SCOPE OF WORK

1. General Conditions

1. The housekeeping personnel deployed by the Contractor shall attend work **on all working days of LIC of India, i.e., Monday to Friday**, and on such additional days as may be required for special occasions, with prior intimation.
2. **Working Hours**
 - a. The standard duty schedule for personnel deployed under this contract shall be as follows:
 - **For 8-hour duty:** 08:00 hrs to 17:00 hrs (inclusive of one ½ hour breakfast break and one ½ hour lunch break).
 - **For 4-hour duty:** 08:00 hrs to 12:30 hrs (inclusive of one ½ hour breakfast break).
 - b. For personnel on **8-hour duty**, the following breaks shall apply:
 - **Breakfast break:** 09:30 hrs to 10:00 hrs
 - **Lunch break:** 13:30 hrs to 14:00 hrs
 - c. For personnel on **4-hour duty**, a **breakfast break** of ½ hour shall be permitted between **09:30 hrs and 10:00 hrs**.
 - d. The above timings may be varied by the **Head of the Branch Office** to suit local operational needs.
 - e. **Clarification:**
 - The total duty span mentioned above (08:00 hrs to 17:00 hrs / 08:00 hrs to 12:30 hrs) **includes the rest breaks**; however, such breaks **shall not be treated as part of actual working time** for statutory compliance purposes.
 - The effective working time shall be **8 hours** for full-time staff and **4 hours** for part-time staff, exclusive of breaks.
 - Breaks shall not be accumulated, combined, or adjusted for late arrival or early departure.
 - Personnel must remain within the office premises during duty hours and shall resume work promptly after each break.
 - f. The Contractor shall ensure **punctual attendance** of all deployed personnel and maintain a daily attendance register signed by each worker at commencement and close of duty.
3. **Cleaning Materials:**

All cleaning materials, consumables, and equipment shall be **supplied by LIC of India** unless otherwise specified. The Contractor shall ensure that these are used efficiently and maintained properly.
4. **Deployment Plan:**

The number of personnel, duty hours, and approximate area for each office are indicated in the table below. LIC reserves the right to vary this requirement based on operational needs.
5. **Personnel Standards:**

The personnel deployed shall be:

 - Well-trained and experienced in housekeeping services.
 - Physically fit, disciplined, well-groomed, and courteous.
 - Provided with proper **uniforms, identity cards**, and safety gear by the Contractor at their own cost.
6. **Substitution:**

In case of absence of any worker, the Contractor shall immediately provide a suitable **substitute** so that work does not suffer. Non-deployment will attract proportionate wage deduction and penalty.
7. **Supervision & Monitoring:**
 - The Contractor shall ensure that the work is carried out to the satisfaction of the Officer-in-Charge.

- The Contractor shall depute a **supervisory staff** to inspect each office at least **once in two weeks** and record remarks in the inspection register maintained at site.
 - LIC may conduct independent inspections at any time.
8. **Attendance:**
Deployed staff must sign the attendance register both in the morning and evening, noting in/out timings.
-

2. Daily Services

The following daily cleaning and housekeeping operations shall be performed in all areas under the scope:

- a) **Sweeping and Wet Mopping** of the entire floor area, including lobbies, corridors, staircases, parking areas, and all common spaces attached to the offices.
 - b) **Dusting and Wiping** of all office furniture (tables, chairs, sofas, almirahs, computer tables, racks, etc.) and all electronic equipment such as computers, telephones, printers, photocopiers, etc. Cleaning of all doors, windows, glass partitions, aluminum frames, and wall panels.
 - c) **Cleaning of Toilets and Wash Areas** twice daily using disinfectants, including WCs, urinals, wash basins, tiles, mirrors, and attached tanks.
 - d) **Vacuum Cleaning** of sofa sets and cushioned chairs once a week (vacuum cleaner to be provided by the Contractor).
 - e) **Unblocking of Drains and Wash Basins**, and reporting of major plumbing or sanitary issues to LIC's Officer-in-Charge.
 - f) **Collection and Disposal of Garbage** and waste materials to designated disposal points.
 - g) **Upkeep of Entire Premises**, including corridors, parking area, terrace, and basement.
 - h) **Shifting of Furniture, Files, or Equipment** within the office whenever required.
 - i) **Care of Office Equipment:** Cleaning should be done carefully without disturbing or tampering with electrical or computer devices.
 - j) **Cleaning of Canteen Premises** in the Divisional Office as part of daily housekeeping.
 - k) **Mopping of Steps and Foyers** on all floors daily.
 - l) **Common Areas:** Sweeping and cleaning of the terrace, car park, and periphery of the building, including green areas.
 - m) **Toilet Waste Bins:** Emptying and cleaning of all toilet waste bins daily.
-

3. Weekly Services

- a) Cleaning of urinals and toilets with **acid/bleaching powder** once a week.
 - b) Thorough **acid cleaning of toilets** once a week.
 - c) **Removal of cobwebs, accumulated dust, and polishing** of name boards, wall panels, glass surfaces, and brass signages.
 - d) **Washing and scrubbing of corridors and staircases** thoroughly once every week.
-

4. Location-Wise Manpower Requirement

S. No.	Name & Address of LIC Office	Approx. Area (Sq. Ft.)	Zone	No. of Persons	Duty Hours per Day
1	Divisional Office II, 2nd & 3rd Floor, Anna Nagar Plaza, C-47, II Avenue, Anna Nagar, Chennai – 600 040	27,000	A	3	8 hrs
2	City Branch 1, Prithvi Insurance Building, No.1, Kondi Chetty Street, Chennai – 600 001	4,800	A	1	4 hrs
3	City Branch 3, Bombay Mutual Building, 2nd Floor, NSC Bose Road, Chennai – 600 001	8,000	A	1	8 hrs
4	City Branch 4, United India Building, 2nd Floor, Esplanade, Chennai – 600 108 (including CLIA SO, 3rd Floor)	8,450	A	1	8 hrs
5	City Branch 7, Bombay Mutual Building, 3rd Floor, NSC Bose Road, Chennai – 600 001	8,000	A	1	8 hrs
6	City Branch 11, United India Building, 1st Floor, Esplanade, Chennai – 600 108	6,000	A	1	8 hrs
7	City Branch 12, Oriental Building, 1st Floor, 47 Armenian Street, Chennai – 600 001 (incl. Customer Zone, GF)	3,000	A	1	4 hrs
8	City Branch 13, Bombay Mutual Building, 5th Floor, NSC Bose Road, Chennai – 600 001	6,000	A	1	8 hrs
9	City Branch 17, 2nd Floor, Anna Nagar Plaza, Chennai – 600 040	9,000	A	1	8 hrs
10	City Branch 18, 333/1, Paper Mills Road, Perambur, Chennai – 600 011	7,553	A	1	8 hrs
11	City Branch 20, United India Building, Ground Floor, Esplanade, Chennai – 600 108	6,000	A	1	8 hrs
12	City Branch 22, 2nd Floor, Telephone Exchange Building, 22 Kellys Road, Chennai – 600 010	6,000	A	1	8 hrs
13	City Branch 24, Yaafa Complex, No.9, Purasawalkam High Road, Chennai – 600 007	4,900	A	1	4 hrs
14	City Branch 27, 142/4, T.H. Road, Ground Floor, Tondiarpet, Chennai – 600 081	6,000	A	1	8 hrs
15	City Branch 31, 2, 3rd Cross St., United India Nagar, Ayanavaram, Chennai – 600 023	6,000	A	1	8 hrs
16	Ambattur Branch, 87, North Park St., Venkatapuram, Ambattur, Chennai – 600 053	9,600	A	1	8 hrs
17	Thiruvottiyur Branch, 1st Floor, 142/4, T.H. Road, Tondiarpet, Chennai – 600 081	6,500	A	1	8 hrs
18	Poonamallee Branch, 11, Sannithi Street, Poonamallee, Chennai – 600 056	5,565	A	1	8 hrs
19	Tiruvallur Branch, 45, Jawaharlal Nehru Road, Opp. Govt Hospital, Tiruvallur – 602 001	8,000	C	1	8 hrs
20	Tiruttani Branch, 23, Akkaiah Street, Tiruttani – 631 209	4,483	C	1	4 hrs
21	Gummidipoondi Branch, Santhi Nilayam, 1st Floor, 98 GNT	3,000	C	1	4 hrs

S. No.	Name & Address of LIC Office	Approx. Area (Sq. Ft.)	Zone	No. of Persons	Duty Hours per Day
	Road, Gummidipoondi – 601 201				
22	Ponneri Branch, 6 Taluk Office Road, Ponneri – 601 204	6,000	C	1	8 hrs
23	Avadi SO, 1st Floor, Plot No.1116, MIG, Fire Station Road, TNHB, Avadi, Chennai – 600 054	1,220	A	1	4 hrs
24	Villivakkam SO, 38/6, Perumal Koil North Mada St., Villivakkam, Chennai – 600 049	1,155	A	1	4 hrs
25	Mogappair SO, 106, Block 8, Kavimani Salai, Mugappair West, Chennai – 600 037	962	A	1	4 hrs
26	Kolathur SO, 1, Parvathi Aman Avenue, Red Hills Road, Kolathur, Chennai – 600 099	1,260	A	1	4 hrs
27	Sriperumbudur SO, 9 & 10 GRK Plaza, 2nd Floor, Gandhi Road, Sriperumbudur – 602 105	1,275	C	1	4 hrs
28	Kilpauk SO, 108, 2nd Floor, New Avadi Road, Kilpauk, Chennai – 600 010	1,150	A	1	4 hrs
29	Manali SO, 6, School Street, Manali, Chennai – 600 068	1,020	A	1	4 hrs
30	Ambattur Industrial Estate SO, 2B/3, New No.38, KSR Nagar, Ambattur, Chennai – 600 053	850	A	1	4 hrs
31	Uthukottai SO, 119, 1st Floor, Nehru Bazaar, Opp. Bus Stand, Uthukottai	1,100	C	1	4 hrs
32	Red Hills SO, 1/172-A, GNT Road, Red Hills, Chennai – 600 052	1,472	A	1	4 hrs
33	Tondiarpet SO, 52, 1st Floor, Meenambal Salai, M.K.B. Nagar, Chennai – 600 118	1,750	A	1	4 hrs
34	Thiruverkadu SO, 85/17 & 85/14, 1st Floor, Poonamallee High Road, Velappanchavadi, Chennai – 600 077	1,550	A	1	4 hrs
35	Pallipet SO, 133/1, Sholingar Road, Opp. Fire Station, Pallipet – 631 207	1,500	C	1	4 hrs
36	Aminjikarai SO, 522, Poonamallee High Road, Chennai – 600 029	1,110	A	1	4 hrs
37	Vallalar Nagar SO, 10, Basin Bridge Road, Near Mint Clock Tower, Chennai – 600 021	1,155	A	1	4 hrs
38	Moolakadai SO, 461, 1st Floor, M.R.H. Road, Moolakadai Junction, Chennai – 600 118	1,700	A	1	4 hrs
39	Madhavaram SO, 199, Bazaar Street, Madhavaram, Chennai – 600 060	1,100	A	1	4 hrs
40	Minjur SO, 263, T.H. Road, Janaki Ratana Nagar, Minjur, Chennai – 600 120	1,327	C	1	4 hrs
41	EDMS Dept., CLIA SO, United India Building, 1st & 2nd Floors, Esplanade, Chennai	3,500	A	1	4 hrs

5. Summary of Manpower Requirement

Hours of Duty	Zone A (City)	Zone C (Mofussil)	Total Personnel
8 Hours Duty	17	2	19
4 Hours Duty	18	6	24
Grand Total	35	8	43 Personnel

6. Additional Clauses on Manpower Review, Payment Adjustment and Substitution

A. Manpower Review and Adjustment

1. The manpower indicated in the *Location-wise Manpower Requirement* table represents the **initial deployment estimate** assessed from the present office area and workload.
2. LIC of India reserves the right to **review and revise** the deployment of housekeeping personnel **after commencement of the contract** (normally within 30 days and thereafter whenever necessary) based on actual site conditions, service levels observed, or operational changes such as addition or reduction of office area.
3. Any increase or decrease in manpower so approved shall be communicated in writing by LIC to the Contractor, and the Contractor shall implement such change within the period specified in the intimation.

B. Payment and Price Adjustment

1. Payments to the Contractor shall be made on a **pro-rata basis** corresponding to the **actual number of personnel deployed** and verified by LIC.
2. If LIC requires additional personnel owing to operational needs, payment shall be enhanced **pro-rata at the same wage and service-charge rate** quoted in the Financial Bid, with effect from the date of deployment.
3. If manpower is reduced, the monthly payment shall be reduced **pro-rata** from the effective date of reduction.
4. No separate escalation or revision in service charges shall be admissible for such manpower variation.
5. All adjustments shall be supported by the attendance register duly certified by the Officer-in-Charge of each office.

C. Substitution and Relief Arrangement

1. The Contractor shall maintain a **relief pool equivalent to at least 10 percent** of the total staff deployed under this contract to meet absences due to leave, sickness or any other reason.
2. The Contractor shall ensure that **no position remains vacant** at any time during working hours; substitutes must report before or at the start of the duty shift.
3. Repeated failure to provide substitutes or maintain full strength will attract **penalty as per the Penalty Matrix** under Clause 42 of the General Terms and Conditions and may lead to further action including termination.
4. Substitute personnel shall possess the same qualification and training standards as the regular deployed staff.

Note on Manpower Deployment and Wage Uniformity

The number of housekeeping personnel indicated for each office has been determined after careful consideration of the **area of the premises, nature of work, number of floors, footfall, and functional requirements** of that office. Larger offices with wider floor areas and higher public interface have been provided with proportionately higher manpower, while smaller or satellite offices require fewer personnel.

All housekeeping staff performing the same category of work shall, however, receive **uniform wages** in accordance with the **Central Minimum Wages Act, 1948** as notified by the **Chief Labour Commissioner (Central), Ministry of Labour & Employment, Government of India**, for employment under “*Sweeping and Cleaning*”.

This ensures compliance with the principle of “**Equal Pay for Equal Work**” and maintains **equitable treatment** among all workers performing identical duties across different locations, irrespective of variations in office size.

The deployment pattern thus ensures **justice, uniformity, and statutory compliance**, balancing variations in workload through proportional manpower allocation rather than wage differentiation.

ANNEXURE I

(To be submitted with the Technical Bid)

A. GENERAL DECLARATION

(To be submitted on the bidder's official letterhead, duly signed and sealed)

To

The Senior Divisional Manager,
LIC of India, Chennai Division II,
Anna Nagar Plaza, C-47, II Avenue,
Anna Nagar, Chennai – 600 040.

Sir / Madam,

1. I/We, the undersigned, having examined and fully understood the Tender Document for “Housekeeping Services for LIC of India, Chennai Division II”, hereby submit our tender and agree to abide by all terms, conditions, and specifications contained therein.
2. I/We declare that the information and documents submitted are true and complete to the best of my/our knowledge and belief. If any information is found false or misleading, LIC of India shall have the right to reject our bid and forfeit the EMD/Performance Security.
3. I/We declare that our firm/agency/company has **not been blacklisted or debarred** by any Government Department, PSU, Bank or Insurance Company, and that **no legal or disciplinary case** relating to our business conduct, labour compliance, or tax matters is pending against us.
4. I/We confirm that we have **not employed any person below the age of 18 years** in violation of the *Child and Adolescent Labour (Prohibition and Regulation) Act, 1986 as amended in 2016*.
5. I/We understand that this declaration is supported by **sworn affidavits enclosed below (Part B)**, executed on ₹100 Non-Judicial Stamp Paper each, confirming (i) *Non-Blacklisting*, (ii) *Non-Employment of Child Labour* and (iii) *Statutory Compliance*.
6. I/We agree to honour this bid for a period of **180 days** from the date of opening of the Technical Bid and undertake not to withdraw or modify the offer during that period.
7. I/We undertake to execute the contract agreement and furnish the required Performance Security if our bid is accepted.

Place: _____ **Date:** _____

Signature of Authorised Signatory

Name : _____

Designation : _____

Seal / Stamp of the Firm : _____

B. CONSOLIDATED AFFIDAVIT

(To be executed on ₹100 Non-Judicial Stamp Paper and Notarized)

AFFIDAVIT ON NON-BLACKLISTING, NON-EMPLOYMENT OF CHILD LABOUR & STATUTORY COMPLIANCE

I/We, _____ (Name of bidder / firm), having registered office at _____, do hereby solemnly affirm and declare as follows:

1. **Non-Blacklisting:**

Our firm/agency/company has **not been blacklisted, debarred, or suspended** by LIC of India or by any Government Department, Public Sector Undertaking, Bank, or Financial Institution. No criminal, civil, or labour-related litigation is pending against us that may affect our ability to perform the contract.

2. **Non-Employment of Child Labour:**

We have **not employed and shall not employ any person below the age of 18 years** for any activity connected with the execution of this contract, in full compliance with the *Child and Adolescent Labour (Prohibition and Regulation) Act, 1986* as amended in 2016.

3. **Statutory Compliance:**

We are in full compliance with, and undertake to continue to comply with, all statutory provisions under the following Acts and Rules and any amendments thereto:

- *Contract Labour (Regulation & Abolition) Act, 1970* and Rules, 1971
- *Minimum Wages Act, 1948*
- *Employees' Provident Funds and Miscellaneous Provisions Act, 1952*
- *Employees' State Insurance Act, 1948*
- *Payment of Bonus Act, 1965*
- *Employees' Compensation Act, 1923*
- *Industrial Disputes Act, 1947*
- *Shops and Establishments Act, Tamil Nadu*
- *Child and Adolescent Labour (Prohibition and Regulation) Act, 1986 (as amended 2016)*
- Any other law governing employment, welfare, or service conditions of workers.

4. **Commitment to Compliance:**

We undertake to pay all statutory wages, EPF, ESI, Bonus, Leave Wages, and other dues to employees on time and furnish proof thereof to LIC of India whenever required.

5. **Consequences of False Declaration:**

We understand that if any statement in this affidavit is found false or misleading, LIC of India may reject our bid, terminate the contract if awarded, forfeit the Performance Security, and initiate legal action under applicable laws.

Date: _____ Place: _____

Deponent Signature: _____

(Name & Designation of Authorised Signatory)

Seal / Stamp of Firm: _____

Notary Attestation: _____

**ANNEXURE II
TECHNICAL BID**

(For Evaluation of 50 Marks)

(On the bidder's official letterhead)

(To be submitted in a separate sealed envelope marked "TECHNICAL BID")

1. General Information

Sl. No.	Particulars	Details to be filled by the Bidder
1	Name of the Firm / Contractor / Company	
2	Constitution (Proprietorship / Partnership / Company)	
3	Name(s) of Proprietor / Partners / Directors	
4	Registered Office Address with Telephone / Mobile / Email	
5	Branch / Operating Office Address at Chennai with Contact Details	
6	Year of Establishment of Firm	
7	Nature of Business Activities	
8	Bank Name, Branch, Account No. & IFSC	
9	GST Registration No. (Attach copy)	
10	PAN (Attach copy)	
11	EPF Registration No. & ESI Registration No. (Attach copies of latest challans)	
12	Labour Department / Contract Labour Licence No. (Attach copy)	
13	Shops & Establishments Registration No. (Attach copy)	

2. Experience and Client Profile

Sl. No.	Name of Organisation / Client	Type (Govt / PSU / Private)	Area under Housekeeping (sq ft)	No. of Staff Deployed	Contract Value (₹ lakh p.a.)	Period of Service (From-To)	Contact Person & Phone / Email
1							
2							
3							

(Attach additional sheets if required.)

Enclose at least **two satisfactory service certificates** from major clients.

3. Financial Capacity

Financial Year	Turnover (₹ Lakhs)	Profit / Loss (₹ Lakhs)
2024-25		
2023-24		
2022-23		

Attach copies of **audited Balance Sheets & Profit & Loss Accounts** for all three years.

4. Statutory and Compliance Declarations

Requirement	Status (Yes/No)	Supporting Document Attached (Yes/No)
Registration under EPF Act		
Registration under ESI Act		
Registration under GST Act		
Registration under Contract Labour (R&A) Act 1970		
Registration under Shops & Establishments Act		
Valid Insurance Policies (Workmen & Public Liability)		
Police Verification of Staff (Undertaking to submit before deployment)		
Office in Chennai (Proof of Address attached)		

5. Evaluation Parameters (Scoring Data)

Criterion	Supporting Document Required	To be filled by Bidder
(i) Average Annual Turnover (FY 22-23 to 24-25)	Audited Financials	₹ _____ lakhs
(ii) Experience in Housekeeping (No. of Years)	Work Orders / Registration Proof	_____ Years
(iii) No. of Clients (Govt / PSU / Private ≥ 25 Housekeeping staff each)	Labour Licence / Employer Certificates	_____ Clients
(iv) Profitability – Profit earned in	Indicate years () 2022-23 () 2023-24 () 2024-25	Select
(v) Statutory & Local Presence (EPF/ESI/GST/Office at Chennai)	Proofs attached	Yes / No

Evaluation will be out of 50 marks as per tender criteria. Bidders must provide authentic documentary proof for each parameter; failure to do so will result in zero marks for that item.

6. Undertakings

1. I/We confirm that all information furnished is true and complete.
2. I/We agree to abide by the terms and conditions of the tender and to produce original documents for verification when required.
3. I/We enclose all required supporting documents as per tender checklist.

Place: _____ Date: _____

Signature of Authorised Signatory

Name: _____ Designation: _____

Seal / Stamp of Firm : _____

ANNEXURE – III
(To be submitted with the Technical Bid)

DETAILS OF EXISTING HOUSEKEEPING / FACILITY MANAGEMENT CONTRACTS

(Bidders must provide details of all ongoing housekeeping or related facility management contracts currently handled by the firm/company as on the date of submission of this tender.)

Sl. No.	Name & Full Address of Organisation	Name, Designation & Contact Details (Phone / Email)	Type of Client (Govt / PSU / Pvt)	Contract Area (Sq. Ft.)	No. of Housekeeping Staff Deployed	Annual Contract Value (₹ Lakhs)	Contract Duration (From – To)	Remarks (e.g. Satisfactory / Ongoing / Near Completion)
1								
2								
3								
4								
5								

Instructions to the Bidder

- Information furnished should relate to **current and ongoing contracts** as on the date of submission.
- For each contract listed, attach copies of at least one of the following supporting documents:
 - Work Order / Agreement Copy, or
 - Client Certificate / Satisfactory Performance Report, or
 - Valid Labour Licence showing number of workmen deployed.
- Original certificates shall be produced for verification when required by LIC.
- The details provided here will be used for **technical evaluation** (experience and manpower criteria) and may be verified with the clients mentioned.
- Non-disclosure or misrepresentation of existing contracts will lead to **rejection of bid and forfeiture of EMD/Performance Security**.

Place: _____ Date: _____

Signature of Authorised Signatory

Name : _____

Designation : _____

Seal / Stamp of the Firm : _____

Annexure IV

CHECKLIST / ORDER OF ARRANGEMENT OF DOCUMENTS WITH TECHNICAL BID

(To be enclosed with the Technical Bid — All documents to be self-attested)

Sl. No.	Document Description	Enclosed (Yes / No)	Page No. (as per bidder's submission)	Remarks / Verified by LIC
1	Application of Technical Bid and General Declaration (Annexure I) duly filled, signed & sealed on official letterhead			
2	Attested copy of Registration Certificate of the Firm / Contractor / Company (Certificate of Incorporation / Partnership Deed / MSME Certificate etc.)			
3	Certified copy of Bank Account Statement of the Firm / Contractor / Company for the last 3 Financial Years (FY 2024–25, 2023–24 & 2022–23)			
4	Attested copy of PAN Card			
5	Attested copies of Income Tax Returns filed for the last 3 Financial Years (FY 2024–25, 2023–24 & 2022–23)			
6	Attested copy of GST Registration Certificate (with active GSTIN)			
7	Attested copy of EPF Registration Certificate / Letter			
8	Attested copy of ESI Registration Certificate / Letter			
9	Certified documents supporting entries in Technical Bid Form (Annexure II) such as experience, manpower, and turnover details			
10	Certified copies of Profit & Loss Accounts for FY 2024–25, 2023–24 & 2022–23			
11	Copies of Audited Balance Sheets for FY 2024–25, 2023–24 & 2022–23			
12	Copy of complete Tender Document (Terms & Conditions) with each page duly signed and sealed by the authorised signatory as token of acceptance			
13	Separate Sheet in reply to Annexure II, Serial no 2. Experience and Client Profile of Technical Bid — showing details of clients (as per prescribed format)			
14	Integrity Pact (Annexure VII) duly signed on ₹500 non-judicial stamp paper			
15	Affidavit on ₹100 Non-Judicial Stamp Paper (Notarised) confirming: (a) that the Agency / Contractor has not been blacklisted by any office of LIC or Government/PSU; (b) that no child labour is engaged by the Agency / Contractor; and (c) Statutory Compliance			
16	Certified copy of Registration Certificate under Shops			



CHENNAI DIVISION II, O.S. Dept., 3rd Floor, Anna Nagar Plaza,
C-47 II Avenue Anna Nagar, Chennai 40. Ph. 26221302,
Email id: os.chennai-do2@licindia.com

Sl. No.	Document Description	Enclosed (Yes / No)	Page No. (as per bidder's submission)	Remarks / Verified by LIC
	and Establishments Act, Tamil Nadu			
17	Copy of valid Labour Licence under Contract Labour (R&A) Act, 1970 (for any ongoing contract)			
18	Work Experience Certificates / Client Satisfactory Letters from at least two major clients (covering area \geq 5000 sq. ft.)			
19	Annexure III – Details of Existing Contracts duly filled and signed			
20	Any other relevant document or information supporting eligibility / technical evaluation criteria			

Note:

1. All copies shall be **self-attested by the authorised signatory** with seal of the firm.
2. Bidders must **maintain the same order** as given above in the Technical Bid file.
3. Failure to submit any mandatory document may lead to **disqualification** or rejection of bid.
4. Original documents must be produced for verification when called for by LIC.

Place: _____ **Date:** _____

Signature of Authorised Signatory

Name : _____ Designation : _____

Seal / Stamp of Firm : _____

Annexure V

FINANCIAL BID DECLARATION (To be submitted with Financial Bid) (On the bidder's official letterhead)

DECLARATION BY THE BIDDER (FINANCIAL COMMITMENT)

To

The Senior Divisional Manager,
LIC of India, Chennai Division II,
Anna Nagar Plaza, C-47, II Avenue,
Anna Nagar, Chennai – 600 040.
Sir/Madam,

1. Having examined the Tender Document for **Housekeeping Services for LIC of India, Chennai Division II**, I/We hereby submit our **Financial Bid** and declare that —
 - (a) The **Service Charge quoted** is exclusive of GST and inclusive of all overheads, administrative costs, and profit margins.
 - (b) I/We undertake to pay wages, EPF, ESI, Bonus, and all statutory benefits to personnel deployed by us in accordance with the **Central Minimum Wages Act** and other applicable labour laws.
 - (c) I/We shall not quote “zero” or negative service charges; we understand such bids are liable for rejection under **DoE OM F.6/1/2023-PPD dated 06.01.2023**.
 - (d) The quoted rates shall remain **firm and valid for 180 days** from the date of opening of the Technical Bid and shall not be altered during the contract period or its extensions.
 - (e) All taxes, levies, and duties except GST are included in the quoted rates. GST will be paid extra at applicable rates on submission of valid tax invoice and proof of payment.
2. I/We further undertake that —
 - (a) The rates quoted are workable and sufficient to meet all statutory and contractual obligations of our firm; and
 - (b) Any failure to comply with statutory wage or tax obligations shall render the contract liable to termination and forfeiture of Performance Security.
3. I/We agree that in case of tie in Financial Bids, the procedure prescribed under **Technical Bid Evaluation Clause 2** of the tender shall apply to determine L1.

Place: _____ **Date:** _____

Signature of Authorised Signatory

Name : _____ Designation : _____

Seal / Stamp of Firm : _____

ANNEXURE VI

FINANCIAL BID FOR HOUSEKEEPING SERVICES

(To be submitted in a separate sealed envelope superscribed “Financial Bid – Housekeeping Services”)

Table – I : Wage Structure per Shift

S. No.	Particulars	‘A’ Zone Per Shift of 8 Hours (₹)	‘A’ Zone Per Shift of 4 Hours (₹)	‘C’ Zone Per Shift of 8 Hours (₹)	‘C’ Zone Per Shift of 4 Hours (₹)
1	Basic Wages				
2	Variable Dearness Allowance (VDA)				
3	Employer’s Contribution to EPF (As per Rules)				
4	Employer’s Contribution to ESI (As per Rules)				
5	TOTAL (S. No. 1 to 4)	₹	₹	₹	₹
6	Service Charges, Administration, Uniforms, ID Cards, Leave Relief, etc. (Inclusive of all overheads other than Bonus)				
7	GRAND TOTAL PER SHIFT (S. No. 5 + 6)	₹	₹	₹	₹
8	Total in Words:				

Important Instructions

- S. No. 1 to 4 (Basic, VDA, EPF, ESI) shall be strictly as per Government of India, Ministry of Labour & Employment Notification effective 01.10.2025 for “Employment of Sweeping and Cleaning” under the Central Sphere.
- Quoting less than the notified rate shall render the bid invalid.
- Service Charges (S. No. 6) shall be quoted in whole numbers only (per day per shift).

Table – II : Break-up of Service Charges

(To be read with S. No. 6 above)

S. No.	Details of Expenses / Components included in Service Charges	‘A’ Zone (8 Hrs)	‘A’ Zone (4 Hrs)	‘C’ Zone (8 Hrs)	‘C’ Zone (4 Hrs)
1	Administrative overheads / Contractor’s Margin				
2	Supervisory visits, monitoring & coordination				
3	Staff uniforms, shoes, gloves & safety gear				
4	Photo ID cards & attendance management				
5	Leave wages, national holiday allowance, weekly off adjustment				
6	Miscellaneous (training, insurance, consumables not supplied by LIC, etc.)				
7	Any other expenditure				
8	TOTAL (Rounded off) – must tally with S. No. 6 in Table-I	₹	₹	₹	₹

NOTES

1. **Wage Basis:**
Wages (Basic + VDA) shall be based on the Central Minimum Wage notification effective **01.10.2025** applicable to *Unskilled category under "Sweeping and Cleaning"*.
Wages shall be **revised automatically** whenever the Ministry of Labour revises them during the contract period.
2. **EPF & ESI:**
Employer's contribution towards EPF and ESI shall be calculated strictly **as per statutory provisions** and within the prescribed wage ceilings.
For comparison purposes, monthly working days shall be taken as **26**.
3. **Bonus:**
Minimum bonus as per the **Payment of Bonus Act, 1965** shall be **reimbursed separately by LIC** upon submission of proof of payment.
Any amount paid **over and above the minimum bonus** shall be included in Service Charges (S. No. 6).
4. **Service Charges:**
 - Shall be **inclusive** of all costs such as supervision, uniforms, leave relief, replacement, insurance, ID cards, consumables (if any), training, and any other expenditure required for efficient performance.
 - No additional claim shall be entertained during the currency or extension of the contract.
 - The **minimum permissible service charge shall not be zero or less than 3.85%** of S. No. 5, as per **DoE OM No.F.6/1/2023-PPD dated 06.01.2023**.
5. **Evaluation of Financial Bids:**
The **lowest bidder (L1)** shall be determined based on **Service Charges (S. No. 6)** quoted per shift per person, multiplied by the total number of personnel per category as specified in the tender.
6. **Payment Terms:**
Payments will be made monthly on a **pro-rata basis** for actual deployment and on production of documentary proof of payment of wages, EPF, and ESI contributions.
7. **Format Strictness:**
 - The bidder shall **quote only per shift rates** in the above format.
 - **Monthly or lump-sum rates shall not be accepted.**
 - Deviations from the prescribed format will lead to rejection of the bid.
8. **Discrepancies in Figures and Words:**
In case of any discrepancy between figures and words, the amount quoted **in words shall prevail**.
9. **Compliance Responsibility:**
Adherence to all statutory obligations rests solely with the Contractor.
LIC shall not be responsible for any default in statutory payments by the Contractor.
10. **Price Firmness:**
The **Service Charges** quoted shall remain firm and unchanged for the entire contract period, including any extension thereof.

Declaration by the Bidder

I/We hereby certify that before signing this bid, I/We have fully read and understood all the terms, conditions, and statutory requirements stipulated in the tender document and agree to abide by them throughout the contract period.

Date: _____

Name: _____

Designation: _____

Address: _____

Signature of Tenderer with Seal: _____

ANNEXURE VII
PRE-CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of20__ , 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 office at **C47, Annanagar Plaza, II Avenue Road, Annanagar, Chennai - 600040.** (hereinafter called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First part. And M/s represented by Shri..... (hereinafter called the “BIDDER / SELLER” which expression shall mean and hereinafter 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) and the BIDDER/Seller is willing to offer/has offered the stores and WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW,

THEREFORE,

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

- Enabling the BUYER to obtain the desired said stores/equipment/item at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

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 or implementation process related to the contract.

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

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

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

Commitments of BIDDERS

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 or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or 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 recommend to the BUYER or any of its functionaries, whether officially or unofficially, the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

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

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

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

3.9 The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC) / Prevention of Corruption Act, 1988. Further, improperly, for purposes of competition or personal gain, pass on to others any information provided by the BUYER as part of the business

relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

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

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

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

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 the BIDDER's exclusion from the tender process.

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

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount of NIL (to be specified in RFP/Tender) as Earnest Money as applicable/Security Deposit, with the BUYER through any of the following instruments:

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

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

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

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

6. Sanctions for Violations

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

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

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

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

(iv) To recover all sums already paid by the BUYER, and in the case of an Indian BIDDER with interest thereon at 2% above the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% above an internationally accepted benchmark rate. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

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

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

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

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

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

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

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

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

7. Fall Clause

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

8. Independent External Monitors

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

1. Shri Kata Chandrahas, IRS (Retd.), G-1, Reliance Homes, 8-2-547/R, Road No. 7, Banjara Hills, Hyderabad - 500034. E-mail: kchandrahas@yahoo.com Phone no : (040) 23354178, Mobile No: 8008449678.
2. Shri G V Krishna Rau, Ex-Addl. Chief Secy. & Development Commissioner to Govt. of Karnataka – Villa 116, The Retreat, Tharabanahalli, Chikkajala Post, Bangalore - 562157. Email: gvkrishnarau@gmail.com. Cell:9880240080

8.2 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.

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

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

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Authority designated** by the BUYER.

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

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

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

9. Facilitation of Investigation

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

10. Law and Place of Jurisdiction

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

11. Other Legal Actions

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

12. Validity

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

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

13. SIGNATURES

The Parties hereby sign this Integrity Pact on the dates and at the places indicated below:

FOR AND ON BEHALF OF BUYER (LIC)

FOR AND ON BEHALF OF BIDDER

Signature of the In-Charge

Name: Kumar

Designation: Senior Divisional Manager

Office: Chennai Division -II

Date: _____

Place: _____

Signature of the CEO

Name: _____

Designation: _____

Company / Firm: _____

Date: _____

Place: _____

WITNESSES

1. Name: _____

Signature: _____

Address: _____

2. Name: _____

Signature: _____

Address: _____

WITNESSES

1. Name: _____

Signature: _____

Address: _____

2. Name: _____

Signature: _____

Address: _____

Annexure VIII

Standard Format of Bank Guarantee for Performance Security

(To be executed on non-judicial stamp paper of appropriate value as per Stamp Act)

Instruction to bankers: This bank guarantee to be executed on appropriate value stamp paper and directly sent to LIC by Speed A.D Post

Bank Guarantee No.: _____ **Date:** _____ **Valid up to:** _____

To

The Senior Divisional Manager
Life Insurance Corporation of India
CHENNAI DIVISION II
O.S. Dept., 3rd Floor, Anna Nagar Plaza
C-47, II Avenue, Anna Nagar
Chennai – 600 040

1. Parties and Background

M/s. _____ (Name and address of the Bidder)
(hereinafter called as “Bidder”) have been entrusted the contract for housekeeping services by Life Insurance Corporation of India (constituted under Insurance Act, 1938 and 1956) having its Chennai Division II office at Anna Nagar Plaza, C-47 II Avenue, Anna Nagar, Chennai – 600040, as per Order dated _____ for providing services to its offices located in Chennai.

As per the tender conditions for execution, the Bidder is required to deposit Bank Guarantee of a Nationalized Bank / Reputed Scheduled Bank, to the extent of 5% of the annual value of the contract.

2. Bank’s Execution of Guarantee

_____ Bank is executing this Guarantee on behalf of the Bidder and undertakes full responsibility to indemnify Life Insurance Corporation of India for Rs. _____ (Rupees _____ Only), in case of default in performing any of the terms and conditions of the tender and the order dated _____.

The Bidder has approached us and at their request and in consideration of the promise, we, _____ Bank, a body corporate constituted under _____ Act, 19____, having its Head Office at _____ and a branch at _____, (hereinafter called the “Bank”) have agreed to give such guarantee as hereinafter mentioned in your favour.

3. Indemnity and Extent of Liability

WE, _____ Bank, do hereby undertake to indemnify Life Insurance Corporation of India to the extent of Rs. _____ (Rupees _____ Only) against any loss caused to or suffered by Life Insurance Corporation of India:

1. for reasons of non-performance,
2. poor performance, etc.,
3. in terms and conditions of the tender or contract, and
4. against any loss caused to or suffered by LIC towards poor quality.

We undertake and agree with you that in the event of Life Insurance Corporation of India being satisfied that the default has been made by the Bidder in performing any of the terms and conditions of the tender and/or in payment of any money payable to Life Insurance Corporation of India,

4. Unconditional Payment on Demand

_____ Bank shall on demand pay to you without any demur in such manner as you may direct the said amount of Rs. _____ (Rupees _____ Only) or such portion thereof not exceeding the said sum as you may require or is payable to you by the Bidder for all or any such default, and you can look to us as the Principal Debtor.

5. Continuity of Guarantee (Insolvency / Reconstitution)

The guarantee herein contained shall not be determined or affected by any:

- dissolution,
- change of constitution,
- or insolvency of the Bidder _____ (Name).

This guarantee shall remain binding and operative until full payment of all monies due to you is received to secure your ultimate dues in the promises.

6. Forbearance or Indulgence Not a Discharge

We further agree that we shall not be discharged or relieved from this Guarantee by any arrangement made between the Bidder and Life Insurance Corporation of India:

- with or without our consent, or
- by any forbearance / indulgence, or
- any act or omission / commission on your part,

and such actions shall not vitiate our liability under this guarantee.

7. Irrevocability and Validity

WE, _____ Bank, lastly undertake not to revoke the guarantee during its currency except with the previous consent of Life Insurance Corporation of India in writing.

Notwithstanding anything contained hereinabove:

1. Our liability is restricted to Rs. _____ (Rupees _____ Only).
2. This guarantee will remain in force till _____.
3. Unless a demand or claim is made on us in writing on or before _____, all your rights under this guarantee shall be forfeited, and we shall be relieved and discharged from all our liability thereafter.

8. Execution Clause

Dated at _____ this _____ day of _____ 20 ____.

SEAL: _____ (Official seal of the Bank to be affixed)

Authorised Signatories:

1. _____
2. _____

Note: Original Bank Guarantee must be delivered to LIC **before issuance of Work Order / start of services**. Scanned copy only at bid stage will not be accepted as final BG.

Annexure IX
Monthly Invoice Submission Checklist
(To accompany each monthly bill for Housekeeping Services)

The Contractor shall enclose the following documents with every invoice submitted to LIC for payment:

1. ✓ **Tax Invoice** in the Contractor's name, quoting valid GSTIN, invoice number/date, HSN code, service description, value, and GST break-up (CGST/SGST or IGST).
2. ✓ **Proof of GST filing/payment** for the previous month (GSTR-3B summary or portal screenshot) showing remittance of GST corresponding to invoices raised on LIC.
3. ✓ **PF & ESI remittance challans** for the month of service, along with employee-wise summary showing contribution amounts.
4. ✓ **Bank statement extract / pay-roll summary** evidencing salary/wage transfer to deployed employees.
5. ✓ **Attendance sheet / muster roll** for all personnel deployed at LIC sites duly certified by branch in-charge/supervisor.
6. ✓ **Updated list of personnel** deployed (with ESI / PF numbers, designation, duty hours).
7. ✓ **Proof of renewal/validity of Performance Security (BG or DD)** when applicable.
8. ✓ **Copy of complaint/feedback log** and summary of corrective actions taken (for quality review).

Verification & timelines

- LIC will release payments only after receipt and scrutiny of the above documents.
- On written request by LIC, the Contractor shall produce original PF/ESI challans or wage records **within 7 working days** for verification.
- Non-submission or discrepancies may result in withholding of payment or adjustment against Performance Security.

Contractor Certification:

"We certify that the wages and statutory contributions for the above month have been paid in full in compliance with all applicable Acts and that all supporting documents enclosed are genuine."

(Authorized Signatory with Seal) Date : _____ Month of Service : _____