



TENDER DOCUMENT FOR OFFICE UPKEEP & HOUSEKEEPING SERVICES for offices under Bhavnagar Division.

LIC OF INDIA,
Bhavnagar Divisional Office, Estate Department,
Second Floor, Jeevan Prakash Near Nilam Baug
Bhavnagar – 364 001

TENDER NOTICE FOR OFFICE UPKEEP& HOUSE KEEPING SERVICES ON GEM PORTAL

Tenders are invited under TWO BID SYSTEM (Technical Bid and Financial Bid) from House keeping Services of reputed, registered under the Companies Act and having their office in Bhavnagar for providing House keeping and Office up keep Services at Life Insurance Corporation of India, Divisional office/ Branch Offices under Divisional office- Bhavnagar.

- a) Technical Bid: The Service Providers fulfilling the Eligibility Conditions (Refer to page No. 3 and agreeable to the set Terms and Conditions have to submit Technical Bid as per application form Annexure-B.
- b) Financial Bid: Financial Bid as per Annexure-G duly filled in all respects to be uploaded.
- c) The existing service providers fulfilling eligibility criteria also need to apply afresh. The tenders (directly or indirectly) from existing / past Service Providers whose services have been found to be unsatisfactory are liable to be rejected at Technical Bid stage.
- d) Mere submission of Application does not confer the right for acceptance of Tenders. Life Insurance Corporation of India reserves its right to accept or reject any /all Tenders or cancel the Tendering process without assigning any reason thereof for which Life Insurance Corporation of India shall neither be liable nor under obligation to inform the applicant the grounds of any such action.
- e) Last date for receipt of Tender is 27.01.2026

Date: 12.01.2026

Place: Bhavnagar

SR. DIVISIONAL MANAGER

PART B – GENERAL RULES AND INSTRUCTIONS TO TENDERERS

Life Insurance Corporation Of India, Bhavnagar (hereinafter referred to as “The Corporation”) invites tenders from reputed, licensed organizations / Agencies with their GST registration in Gujarat with their presence in Bhavnagar for Office Upkeep and Housekeeping services for Bhavnagar Divisional Office at Jeevan Prakash, Near Nilambaug, Bhavnagar-364001 and **Branch offices / Satellite offices as per Annexure C** (Please refer to Annexure D for scope of work) in instructions to Bidders herein below) for a period of 2 years from the date of awarding contract extendable in one spell of one year depending upon the experience and at the discretion of Competent Authority of the Corporation.

1. The last date and time for submission of tender is as per Gem Specifications. Decision of the Corporation in this regard will be final, conclusive and binding on the bidders and the Corporation takes no responsibility for any delay whatsoever for submission of tender after due date and time given.
2. The bid shall be valid for the period of **180 days** from the last date of submission of the tender as per Notice issued in this respect.
3. The tender shall be submitted in **two parts i.e. Part-I (Technical Bid) and Part- II (Financial Bid)**.
4. **The Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for Office Upkeep and Housekeeping contract shall be short-listed and financial bids of only such short-listed bidders will be opened.**
5. Any Contractor submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work etc and quoted accordingly.
6. LIC of India reserves the right to call for missing / additional requirements or otherwise from the applicant at the time of analysis of the technical bids received in response to this notice.
7. Any conditional offer / tender shall not be considered.
8. Any modification in the tender after opening date shall not be considered.
9. The Bidders should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender along with Annexure(s) and the successful bidder shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in **Annexure –B (TECHNICAL BID)** of this Tender.

10. The Contractor should be a registered body for providing office upkeep & housekeeping services having valid requisite license.
11. The Bidders should have experience of at least **7 years** in providing office upkeep and Housekeeping Services.
12. The Bidder must have successfully executed/completed at least one single order of 80% of the Estimated Bid value or 2 order each of 50% of the Estimated Bid value or 3 orders each of 40% of the Estimated Bid Value for similar services(s) in last three years to any Central/State Govt Organisation/PSU/Public Listed Company in Gujarat.
13. The average Annual Turnover from Housekeeping business during last 3 years should be at least ₹ 10 crores per annum.
14. The firm / Contractor should be a profitable company. The firm should have made profits in at least 2 out of the last three financial years (FY 2022-23, 2023-24 & 2024-25).
15. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.
16. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates / registrations / license under various applicable laws including labour laws applicable for the state of GUJARAT. The Contractor shall ensure that none of his employees are paid salary / wages which are less than the prescribed amount under the Minimum Wages Act, 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, **whichever is higher**, for the category of workers employed by them from time to time. The Bidder should **comply with various provisions of Contract Labour (R & A) Act, 1970 and Central Rules, 1971** and should enclose the copies of the following:

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

The Bidder should not have defaulted in providing similar services and should not have been black-listed with any office of LIC of India or any other establishment. The

Bidders should have proper tools, expertise & tactics for providing House Keeping Services..

17. The Bid shall be signed by a person or persons, so authorized by the Bidder. In case, the Bidder is a Company, the officer, so authorized by the Company shall sign the Bid and affix the seal of the company.

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

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

PART C – GENERAL CONDITIONS OF CONTRACT

- 1) The site should be kept neat and tidy after cleaning / mopping, etc. work is completed. No cleaning material should be left in and around the cleaned area.
- 2) The material required for cleaning should be kept only in store room provided by the Corporation. The material, in any case, should not lie on the floor / rooms / toilets or near electrical panel switchboards, on any floor. The contractor shall ensure to take proper safety measures against hazardous material.
- 3) None of the personnel deployed by the Contractor shall indulge in any act other than that provided under this contract.
- 4) The Contractor shall follow all prevailing rules / regulations / laws and should possess valid license for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Contractor shall follow all the provisions of labour law and shall alone be responsible, for any lapse in this regard.
- 5) The Contractor shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's staff and officers in the complex. All safety practices shall be strictly adhered to by the Contractor such as providing gloves when handling sharp objects, acid, chemicals etc. The Contractor shall protect sides of opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade, warning signs / lights and educate all his workmen to follow safe working practices. The Contractor shall provide first-aid boxes, wherever required. Despite observance of safe practices, if any unfortunate incident occurs, the Contractor shall bear all expense or claims towards treatment or compensation.
- 6) The Corporation shall not be responsible, financially or otherwise for any injury or death caused to any of the personnel of the Contractor during the performance of

duties, in the premises of the Corporation. The Contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.

7) The Contractor shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.

8) Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Contractor for rendering housekeeping services are employees of the Corporation or deployed by the Corporation. The Contractor shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Contractor shall keep the Corporation indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to his workers mentioning that the workers are employees of the Contractor. The Contractor shall ensure medical checkup of all the personnel deployed by him, periodically as well as whenever necessary, at his own cost.

9) The Contractor should have a current ongoing contract of Housekeeping and office upkeep in Gujarat.

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

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

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

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

13) If the staff deployed by the Contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Contractor will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.

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

15) **Duration of Agreement:** LIC of India intends to enter in to an agreement with the successful bidder for an initial period of 2 years which will be extendable in 1 spell of one year at the same rates and the same terms and conditions, at the sole discretion of LIC of India.

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

17) All work must be carried out to the entire satisfaction of the Corporation. If the standard of housekeeping services is not maintained to the satisfaction of the Corporation, penalty of Rs.500/- per complaint will be imposed and the same will be deducted from the monthly bill and / or Security Deposit.

18) Personnel required:

i) Having regard to the branches mentioned in **ANNEXURE – “C”** of this tender, based on our experience we have arrived at number of manpower resources required to carry out housekeeping job to ensure the quality of housekeeping services and the workers so deployed by contractor are expected to carry out office upkeep, Housekeeping and other related Misc work, as deemed fit by the Corporation. Our assessment of manpower requirement is only to provide an equal footing to all the bidders so that they have equal weightage on this factor. Hence, this tender must not be construed as a tender for supply of manpower or materials. It is also reiterated that this tender is inviting offers to provide Housekeeping services and not for supply or deployment of contract labour and / or materials.

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

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

iii) The Contractor is required to deploy the **competent supervisors**. These supervisors will be responsible for the conduct of workmen deployed by contractor as well as quality of services provided. They shall receive and comply with instructions issued from time to time by the authorities of the Corporation. The supervisors shall be responsible for ensuring cleanliness of all lift lobbies, link portion & all areas / halls of various departments.

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

The Supervisors shall maintain a Complaint Register / Whatsapp with a record of all complaints received from different departments and / or forwarded by ESTATE Deptt, Bhavnagar Divisional Office. Suitable corrective action thereon must be taken within two hours. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned at point 22 below. The Register must be shown to the authorized officials of the Corporation as and when demanded by them.

iv) The workmen deployed by Contractor for Housekeeping jobs should be of sound mind & major with age not more than **55 years**.

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

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

Vii) That the employees/personnel of service provider rendering the services under this Agreement, shall never be deemed to be the employees of the LIC in any manner whatsoever and shall not be entitled for employment, salary/wages, damages, compensation or anything arising from their deployment by service provider for rendering the said services.

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

- i) To provide disciplined, courteous, trained and quality personnel ever ready to attend housekeeping work, politely.
- ii) The Contractor shall ensure excellent standard of house-keeping and maintenance and ensure that entire premises are kept hygienic and clean at all times.
- iii) The Contractor shall maintain daily attendance register in respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded. Further, the Supervisors of the Contractor, referred above shall produce the attendance register to the Official of ESTATE Dept, Bhavnagar Divisional Office for inspection before his workmen enter the Corporation's premises every day. Needless to add, all the workmen of the Contractor entering the Corporation's premises shall be required to display their photo identity card issued by the Contractor.
- iv) It shall be the responsibility of the Contractor to provide its workmen with all the Benefits, remuneration & amenities prescribed under respective applicable law.
- v) The Contractor shall maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions / obligations.
- vi) The Contractor should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan / khaini / tobacco etc. They will not play cards or indulge in gambling, in the complex.
- vii) The Contractor shall maintain a daily record of the cleaning done of the office premises and toilets and obtain signature from Nodal Officer of each department on each floor. The names and contact no. of the Nodal Officer will be provided to the Contractor by the Corporation. In respect of the daily record maintained, signature shall be obtained from Official of ESTATE Dept, Bhavnagar Divisional Office.
- viii) The Contractor shall comply with the written feed-backs, if any, given by the Nodal Officer(s), Official of ESTATE Dept, Bhavnagar Divisional Office, as the case may be.
- ix) All complaints received during normal working hours should be attended to within 2 hours. No complaints should be left unattended / postponed.

19 (B) The Contractor shall:

- i)** Display and maintain inside each toilet, a chart showing the time during which the toilet(s) were cleaned as per the terms of this Contract. The chart shall be initialed by the cleaner(s) along with the time of cleaning and shall also be signed by the supervisor(s) of the Contractor in token of satisfactory cleaning.
- ii)** Provide proper neat and clean uniform to all the workmen deployed by him for providing housekeeping services and ensure that the same is worn by his workmen during the course of their duties in the premises.
- iii)** Train personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behavior, safety etc.
- iv)** Ensure immediate corrective action on receipt of any complaint against the services provided or against any individual deployed by him in the premises of the Corporation.
- v)** Arrange and pay for the Policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above Act or any rule framed there under.
- vi)** Obtain Insurance Policy of minimum Rs.200000/- in respect of all his workmen deployed for providing housekeeping services, towards meeting the liability of compensation arising out of death, injury, disablement at work etc. and shall pay premiums regularly as when the same shall become due during the currency of the Contract.
- vii)** Be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as CORPORATION, is able to make any alternative arrangement or CORPORATION has agreed in writing to allow the Contractor to discontinue 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.

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

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

The employees/agents of the contractor shall never be considered to enjoy any right to enter the premises of this LIC by virtue of this agreement or otherwise at any time except with the prior permission of the LIC.

22) In case the Contractor fails to fulfill his obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the Contractor shall pay damages ranging from ₹100 (minimum) to ₹1,000/- (maximum) per day depending upon LIC's discretion for the entire number of such days and Corporation shall without prejudice to their rights and remedies including termination of Contract, be entitled to deduct such damages from any amount payable to the Contractor.

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

24) Mandatory Conditions:-

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

- a) Registration certificate with Labour Department
- b) Copy of PAN/GIR card
- c) Copy of Income Tax Returns filed for the last three financial years
- d) Copies of EPF and ESI certificate
- e) Copy of GST Registration (**Gujarat State ONLY**)
- f) Copy of Shop and Establishment License
- g) An affidavit stating that the applicant is not facing any blacklisting from any establishment of Central Government or State Government or any of the PSUs, for breach of agreement.

2) The Contractor should have necessary valid license under Gujarat Shop & Establishments (Regulation of Employment & conditions of Services), Act 2019. It shall also obtain the permission of the Municipality or any other authorities, if required under the existing rules.

3) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.300/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.

- a] Child Labour Abolition & Rehabilitation Act, 2006
- b] Workmen Compensation Act, 1923

- c] Labour & employment Act, 1972
- d] Industrial Employment (Standing Orders) Act, 1946
- e] Contract Labour (Regulation & Abolition) Act, 1970
- f] The Minimum Wages Act, 1948
- g] Employees' Provident Fund Act, 1952
- h] The Employees' State Insurance Act, 1948
- i] The Payment of Bonus Act, 1965
- j] Any other Act or Legislation which may govern the nature of Contract.
- k] Having operating office in **Bhavnagar City**.

- 25) The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EFP & MP Act, Industrial Dispute etc. The Contractor will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.
- 26) All the bidders shall execute and submit Integrity Pact on stamp paper of ₹ 300/- as per **Annexure “A”** in this tender document.
- 27) All the bidders shall submit an affidavit confirming that the contractor has not been blacklisted by any of the office of Corporation.
- 28) The bidder should neither be a sub-contractor to any other entity / person, nor should, at any time, sub-let to any other person, the contract awarded to him. He should not be a party to any cartel at any time for processing any contract including the present Tender.
- 29) The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected.
- 30) Only tenders submitted through GeM Portal will be considered. Tenders submitted through any mode other than GeM will be rejected.

31) PAYMENT TERMS:

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

The Contractor will be paid on monthly basis by NEFT only for the services rendered during the particular month for which he shall submit the bill for the agreed amount latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC+VDA+EPF+ESIC+STATUTORY BONUS), Bank name and bank account number.

The Contractor shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by NEFT mode only. The bill must consist GST Number of LIC OF INDIA.

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

32) TERMINATION:

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

In the event of earlier termination of the Contract by either parties or on expiry of the contract, the contractor shall be obliged to continue providing the services

on the same terms and conditions as provided in the Contract, till the Corporation is able to make alternate arrangements for housekeeping services, even if Corporation has agreed in writing to allow the Contractor to discontinue earlier.

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

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

33) DISPUTES & DIFFERENCES:

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

34) SECURITY DEPOSIT:

- Within 21 days of the receipt of notification of award from LIC, the successful Bidder shall furnish the Performance Security in accordance with the Conditions of Contract, in the Performance Security Form acceptable to LIC. Performance security to LIC for an amount equal to **10% of the Annual contract Value** valid for 60 days over and above the contract period.
- Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security, in which event LIC may make the award to the next lowest evaluated Bidder or call for new Bids.

- The proceeds of the performance security shall be payable to LIC as compensation for any loss resulting from the Vendor's failure to fulfill its obligations under the Contract.
- The performance security shall be denominated in Indian Rupees and shall be in the following form only:
- A Bank guarantee issued by a Nationalized / Scheduled bank located in India in format acceptable to LIC, has to be provided. Initially the bank guarantee can be valid for a period of 24 months subject to its renewal in the 23rd month for a further period of 12 months till the complete period.
- The performance security will be discharged by LIC and returned to the Supplier / Vendor not later than 60 days following the date of completion of the Supplier / Vendor's performance obligations including any warranty obligations under the contract.
- In the event of non-performance of obligation or failure to meet the terms / requirements of this RFP, LIC shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. LIC reserves its right to invoke the Performance Bank Guarantee besides cancellation of the entire Purchase Order in the event of breach and / or non-observance of any of the guaranteed performance.

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

36) 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.

37) The Certificate of (Annexure E) visit of 50% site is mandatory along with technical Bid. The visit to be carried out by the Bidder or any personnel deputed by him

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

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

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

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

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

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

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

ANNEXURE A

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2019. , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part.

And M/s

.....
.....represented by
Shri..... (Hereinafter called the "BIDDER /SELLER/CONTRACTOR" 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/Contractor is willing
to offer/has offered the stores/services and

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

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

1. Commitments of the BUYER

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

process, bid evaluation, contracting on implementation process related to the contract.

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

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

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

Commitments of BIDDERs

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

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person,

organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

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

3.3 Foreign BIDDERs shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERs shall disclose their foreign BUYERs or associates.

3.4 BIDDERs shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make

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

- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER/Contractor will not commit any offence under the relevant Bhartiya Nyay Samhita(BNS)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or

enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

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

4. Previous Transgression

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

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

Earnest Money Deposit/ Security Deposit:

- 5.1 Earnest Money Deposit will be paid along with the Tender. Bank Draft or Pay Order in favour of LIC of India payable at Bhavnagar for Rs 10000/- (Attach a copy of cancelled cheque for NEFT in case of refund of EMD)
- 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 the Security Deposit for the period of its currency.

6 Sanctions for Violations:

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

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

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

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

(iv) To recover all sums already paid by the BUYER, 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 the LIBOUR (London Inter Bank Offer 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/recession 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 this Pact.

7 Fall Clause:

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

8 Independent Monitors:

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

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

1. Jose T. Mathew, IFS (Retd.)

House No. 37/930, Ebrahim
Pillai Lane, Via Kakkanad,
Thrikkakara- 682 021 Dt.
Ernakulam, Kerala
Email itmat507@gmail.com

2. Shri Sanjay Kumar Srivastava, IAS (Retd.)
C- II 2475,
Vasant Kunj,
New Delhi – 110 070
Email:Srivastava.sk001@gmail.com

- a. The task of the Monitors shall be to review independently and objectively, whether and to what extend the parties comply with the obligations, under this Pact.
- b. The Monitors shall not be subject to instructions by the

representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder /Contractor as confidential.

- c. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- d. 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.
- e. 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.
- f. 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.
- g. The Monitor will submit a written report to the designated authority** of BUYER /Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of Investigation:

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

10. Law and Place of Jurisdiction:

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

11. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent 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 5 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 a Contract to their original intentions.

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

MANAGER (ESTATE/OS)
OF BIDDER

AUTHORISED SIGNATORY

NAME:
L I C OF INDIA
Bhavnagar DO

NAME:
SEAL

Witness

1.....

1.....

....

2.....

2.....

....

ANNEXURE B – TECHNICAL BID

To be filled and kept in Technical Bid

**Technical Bid for Office Upkeep and Housekeeping Services for offices of LIC
of India under Bhavnagar Division located at various locations**

BDO/ESTATE/HOUSEKEEPING/TENDER / XX / XX /

2025

- 1. Name of the Firm / Contractor / Company** :-
(Attach certificate of Registration)

- 2. Name of the Proprietor/ Director of the
Firm / Contractor / Company** :-

- 3. Full Address of Registered Office** :-
 - a. Telephone number/s :-
 - b. Fax Number :-
 - c. E-mail Address :-

- 4. Full Address of Operating Office /Branch:-**
 - a. Telephone number/s :-
 - b. Fax Number :-
 - c. E-mail Address :-

- 5. Banker of the Company Firm / Contractor/ Company** :-
(Attach certified copy of A/C statement of
Last 3 years)
Telephone Number of Banker :-
(Enclose certificate from Banker stating
Date of opening of account, Average balance, OD Limit etc)

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

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

- 8. Employees Provident Fund Registration** :-

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

GST (Vendor details)	
Name	
State(complete State Name)	

State Code	
Pan Number	
GSTIN Number	
Contact person	
Phone Number	
Mobile Number	
E mail ID	

10. PF / ESI CERITIFICATES

: -Certified copies required

11. Work Experience of Contractor in the field of Housekeeping Give details of the existing clients at Bhavnagar ::-

12. (Attach separate sheet in the following format for clients (for housekeeping

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

services)

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

13. Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year

2022-23, 2023-24 & 2024-25 (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.) :

Sr.No.	Financial	Turnover(from
1	2022-23	
2	2023-24	
3	2024-25	

DECLARATION

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

Date: -
Place: -

Signature of Authorized person
Full Name: -
Seal:-

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

1. Application of Technical Bid and Declaration
2. Attested copy of Firm/ Contractor /Company Registration
3. Certified copy of the statement of Bank Account of the Firm/ Contractor/ Company for the last 3 years (FY 2022-23, 2023-24 & 2024-25).
4. Attested copy of PAN/ GIR Number
5. Attested Copy of last 3 years IT Returns filed by Firm /Company (FY 2022-23, 2023-24 & 2024-25)
6. Attested copy GST registration of Gujarat State
7. Attested copy of PF Registration letter of Bhavnagar city/ Certificate
8. Attested copy of ESI Registration letter / Certificate Bhavnagar City only
9. Certified Document in support of entries in column of Technical Bid Application
10. Certified copy of Profit and Loss Accounts
11. Copy of the terms and conditions in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Contractor/ Company in token of their acceptance.
12. Separate sheet in reply to question no. 10 of Technical Bid in the given format with additional details about contact person/s.
13. Integrity Pact as per format provided in **Annexure A**
14. Affidavit on stamp paper of appropriate value confirming that the agency / contractor has not been blacklisted by any of the office of Corporation and no child labour has been engaged by the Agency/ Contractor.
15. Site Visit Certificate (Annexure F)

(To be submitted With Technical Bid)

DETAILS OF EXISTING CLIENTS

(Clients with Gujarat for housekeeping contract)

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

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

ANNEXURE 'C'

LIST OF OFFICES UNDER BHAVNAGAR

DIVISION

ZONE 1

S.No.	NAME OF BRANCH	LOCATION	TOTAL WORKING HOURS IN A DAY
1	Jeevan Prakash building Campus (1) Jeevan Prakash building Ground Floor (2) Jeevan Prakash building All Departments, Branches, Common area, lift, stairs and all toilets on all floors. (3) Jeevan Prakash building Compound including Garden and Parking area.	BHAVNAGAR	6 Worker for 4 hrs 1 Worker for 8 hrs
2	Edms RMF Godown	Bhavnagar	1 Worker 4 hrs
3	Bhavnagar BO 816	Bhavnagar	1-Worker 4.HRS.
4	Bhavnagar Bo 829	Bhavnagar	1 Worker 4.HRS
5	Guest House , Bhavnagar	Bhavnagar	1-Care Taker 8.HRS
6	Waghavadi road,S.O.Bhavnagar	Bhavnagar	1 Worker 8.HRS
7	VIP GUEST HOUSE, BHAVNAGAR	Bhavnagar	1 Worker 24 rs.

Zone-2

1	Amreli branch office 817	Amreli	1-Worker 4.HRS
2	Dhrangadhra branch office 81A	Dhrangadhra	1-Worker .4HRS
3	Mahuva branch office 81M	Mahuva	1 worker 4HRS 1 Worker 8 Hrs
4	Limbdi branch 8102	Limbdi	1 Worker 4 hrs
5	Surendranagar Branch 813	Surendranagar	1 worker 8 Hrs 1 Worker 4 Hrs
6	Savarkundala branch office	Savarkundla	1-Worker 4Hrs 1 Worker 8 Hrs
7	Satellite office	Rajula	1person 8 hour
8	Satellite office	Talaja	1 person 8 hour
9	Satellite office	Palitana	1 person 8 hour
10	Satellite Office	gariyadhar	1 person 8 hour
11	Satellite Office	Lathi	1 person 8 hour
12	Satellite Office	Bagasara	1 person 8 hour
13	Satellite Office	Gadhada	1 person 8 hours
14	Settelite Office	Vallabhipur	1 person 8 Hrs
15	Settelite Office	Wadhanvan	1person 8 Hrs
16	Settelite Office	Chotila	1Person -8 Hrs

SUMMARY :

WORKER FOR 8 HOURS AT BHAVNAGAR[ZONE 1]	02
SWEEPER CUM ATTENDANT 8 HOURS (ZONE 2)	13
SWEEPER CUM ATTENDANT 4 HOURS (ZONE 2)	06
SWEEPER FOR 4 HOURS AT BHAVNAGAR [ZONE 1]	09
GUEST HOUSE CARETAKER -BHAVNAGAR 8 HOURS	01
GUEST HOUSE CARE TAKER-BHAVNAGAR 24 HOURS knowing cooking of all type	01

NOTE: List mentioned in Annexure C is tentative and may change subsequently as per the requirement of the Office.

ANNEXURE – “D”

SCOPE OF WORK:

The successful Bidder will have to provide Housekeeping services to LIC of India for its Divisional Offices / Branch Offices / satellite offices by deploying their personnel to the satisfaction of LIC of India, in consistent with LIC of India standards and instructions issued by appropriate LIC of India officials from time to time.

The Contractor will have to engage Persons of age not less than 18 years and not more than 60 years, to carry out the Following Services mentioned below :

1.Daily Jobs	<p>Mopping / Brooming of the floor / staircases / of the office twice a day. (Between 8.00 AM to 9.30 AM & 1.30 PM to 2.30 PM)</p> <p>Cleaning of Toilets, Wash rooms twice a day.(Between 8.00 AM to 9.30 AM & 1.30 PM to 2.30 PM)</p> <p>Cleaning & Clearing of sanitary Jams.</p> <p>Cleaning, washing & replacing the dustbins after removing the waste material from the dustbin.</p> <p>Brooming open area of office premises.</p> <p>All waste/garbage is to be disposed at Contractor's cost on day To day basis.</p> <p>IN ABSENCE OF OUR REGULAR SWEEPER/S, CLEANING WORK OF THAT FLOOR WILL HAVE TO BE DONE WITHOUT ANY EXTRA PAYMENT</p> <p>Sweeper Cum Attendant will have to do the above Job and also to do the Job of Office Attendant during Office Hours.</p> <p>Cleaning should completed by 9.30 AM</p>
2- Weekly Jobs-	<p>Cleaning window panels, fans, tube lights, almirah tops , Wooden furniture, doors & Glass of doors.</p> <p>Roof tops.</p> <p>Dusting cleaning water coolers, fridge, furniture, display board</p> <p>Washing floors with cleaner, removing of webs/insects from walls ceiling under</p> <p>tables/ chairs/ cupboard.</p>
3. Monthly Jobs	<p>All Drainage line cleaning situated in all places as per Annexure C.</p> <p>Solar panel at Bhavnagar Division office & Gangajalia Building</p>
4. Quarterly Jobs	Cleaning of all water tanks

Guest House Maintenance

Daily Jobs, 3 shifts of 8+8+8 hrs Service.	Maintenance of guest house as per instruction Maintain Guest/visitors records daily basis. Having Knowledge for maintenance of Guest House. Having Knowledge of Good Cooking and Serving. Caretaker must provide prompt and courteous service to Guest/ visitor.
--	--

Maintenance of Garden.

Daily Jobs	<ol style="list-style-type: none">1. Having good knowledge and experience of gardening.2. Maintenance of garden and Plants.3. Sapling of Plant in office premises4. Trimming of hedge & plants.5. Trimming and watering of lawns.6. Removal of unwanted bushes/vegetation and its disposal at Contractor's cost7. Any other related works as per instruction issued by competent authority.8. Removal of unwanted bushes/vegetation from all staff quarters and its disposal at Contractor's cost.
------------	---

INSTRUCTIONS:

The Divisional Office is situated at Jeevan Prakash, Near Nilam Baug, Bhavnagar. The Branch offices and satellite offices are situated as per Annexure C. At any time during the contractual period it will be obligatory on the part of the Contractor to render the services at such new locations, if added/deleted subsequently.

- (a) The Contractor must report to the Estate Dept of LIC of India, Bhavnagar on Weekly basis for details of Complaints / Suggestions if any, with regard to services to be rendered in the Divisional Office.
- (b) The Contractor shall render comprehensive services of the Divisional Office. As per general guidelines and instructions from the authorities of LIC of India.
- (c) Personnel engaged in services shall not take any item of Divisional Office premises without the consent in writing by authorized official of the LIC of India.

(d) The contractor must submit the copy of the shop and establishment registration, copy of labour license, copy of the ESI registration, copy of the PF registration, copy of the GST registration and copy of the PAN of the firm.

(e) Cost of all cleaning material/equipments and consumables is to be borne by contractor

(f) In case the service charges quoted by the contractor in the breakup are found to be less than 3.85 % of the total cost i.e. including of minimum wages PF, ESI, EDLI and PF admn. charges the bidder will be liable to be rejected

WAGE RATES ARE AS PER LABOUR MINISTRY (CENTRAL)

FOR GARDENER: Rates of agriculture unskilled rates will be applicable.

FOR GUEST HOUSE CARE TAKER: Sweeping and cleaning rates are applicable.

(g) Declaration regarding non-blacklisting of firm to be submitted in the letter head of the firm duly sealed and signed by the authorized signatory of the firm.

(h) It will be responsibility of the Contractor to pay wages to its employees through

NEFT In the bank accounts of employees on or before 7 th of the following month without fail according to the prevailing rates of minimum wages as per Labour Ministry (Central) .

(i) **PENALTY CLAUSE:** In the event of failure of the contractor to provide the services or part thereof, as mentioned in this agreement for any reasons whatsoever, the LIC shall be entitled to procure services from other sources and the contractor shall be liable to pay forthwith to the LIC, the difference of payments made to such other sources, besides damages at Rs 500 /-per day per person for the period of failure in providing the services or part thereof.

(j) If , at any time, during the operation of this Agreement or thereafter the LIC is made liable in any manner whatsoever by any order, direction or otherwise of any Court, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the present or ex-personnel of the Contractor or to any third party, the contractor shall immediately pay to the LIC all such amounts and costs also and in all such cases/events the opinion of the LIC shall be final and binding upon the contractor. The LIC shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/or from any pending bills of the contractor and if such amount is not fully recovered, the LIC shall be entitled to recover the balance amount through legal recourse.

(k) The Contractor further agrees to absolve the LIC from all the liabilities in regard to any statutory enactments to the extent applicable to the service provided

by the contractor. It is clearly understood that should the LIC be called upon to make any payment to any authority, the contractor shall reimburse such amounts to the LIC whether such liability arises during the currency of this agreement or after expiry of the period of this agreement. If there would be any claim on the LIC for any default of the contractor or its employees committed during the operation of this Agreement, the contractor shall pay the LIC such amount on demand without protest.

(i) In case of more than one L1 bidders are shown in GeM portal after opening of financial bid, the LIC will have right to select the L1 bidder on the basis of following process of selection.

(a) The contract will be awarded to Govt. agency/Govt. Undertaking agency.

(b) In case no Govt/Govt. undertaking agency is found as L1, in such situation the contract will be awarded to one of the L1 bidders using the option of running the option of random selection of GeM portal.

Site Visit Certificate

Annexure E

Name of the Work :- Outsourcing Staff for House Keeping and Office Upkeep 2025-26

Name of AGENCY :-

Address of Agency :-

(Visit of 50% site is mandatory and confirmation of the same submitted in above Annexure alongwith technical bid)

Signature of the Bidder

Seal of the Bidder

ANNEXURE F –Recommended Description/brand of materials to be used

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

Annex-G**Financial Bid for Housekeeping Services****(A) Rates for Man power supply**

(Quote rate as per minimum wages rules)

Note: Bifurcation of rate mentioned in the column should be given in the under mentioned format taking in to A/C minimum wages approved by Central Government or State Government which is higher for basic rates and variable Dearness Allowance payable to employees in unskilled workers in Zone 1 & Zone 2.

Financial Bid for House Keeping Services**Zone-1**

SR No	Components	Charges for unskilled person per day (4 hours)	Charges for unskilled person per day (8 hours)
1	Minimum wages per day@		
2	Statutory liabilities EPF @ % of minimum wages		
3	Statutory liabilities ESI @ % of minimum wages		
4	Bonus if any		
	Total		
5	Administrative/Service charges		
	Grand Total		

Zone-2

SR No	Components	Charges for unskilled person per day (4 hours)	Charges for unskilled person per day (8 hours)
1	Minimum wages per day@		
2	Statutory liabilities EPF @ % of minimum wages		
3	Statutory liabilities ESI @ % of minimum wages		
4	Bonus if any		
	Total		
5	Administrative/Service charges		
	Grand Total		

Rates for 24 hours care taker with cooking at VIP Guest House-