

LIFE INSURANCE CORPORATION OF INDIA
MUMBAI DIVISIONAL OFFICE IV, MUMBAI
OFFICE SERVICES DEPARTMENT

Submitted for Approval



P.S.
to los

Manager (OS)

Sr. Div. Manager

**TENDER DOCUMENT FOR OFFICE UPKEEP &
HOUSEKEEPING SERVICES FOR DIVISIONAL OFFICE
DEPARTMENTS, BRANCH OFFICES AND SATELLITE
OFFICES UNDER MUMBAI D.O.IV ON GEM**

LAST DATE OF SUBMISSION OF TENDER:-

AS PER GEM SPECIFICATION

**Manager(E&OS), O. S. Department, Mumbai Divisional Office-IV,
"Yogakshema", East wing, 3rd Floor, Jeevan Bima Marg, Mumbai - 400 021
Tel: - 022 - 66599239/9241, Email: - os.mumbai-do4@licindia.com**

P.S.
to los

Sr.

**LIC****LIFE INSURANCE CORPORATION OF INDIA****Mumbai Divisional Office IV**भारतीय आयुर्विमा महामंडळ
भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA**INDEX****Name of Work :- AMC Contract for Housekeeping Services at Divisional Office
Departments, Branch Offices and Satellite Offices under Mumbai
D.O.IV**

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Ref. : MDO IV/OS/GeM/Housekeeping/2025-26

Date : 20.03.2026

NOTICE OF TENDER**AMC Contract for Housekeeping Services at Divisional Office Departments, Branch Offices and Satellite Offices under Mumbai D.O.IV**

Office Services Department, Mumbai Divisional Office IV, L.I.C. of India invites through GeM under Single Packet Bid system from reputed, licensed organizations/agencies having their Registered Office/s in Mumbai and who are providing office upkeep & Housekeeping services in any Government/Public Sector undertaking/Private organizations of repute etc. with atleast three years experience in providing such services,for providing housekeeping services for LIC OF INDIA. The details of office-wise total area for office upkeep & Housekeeping services is shown in Annexure B.

Schedule for the tender process is as given below:-

Tender Reference Number and Date	MDO IV/OS/GeM/Housekeeping/2025-26 dated 20.03.2026
Earnest Money Deposit	Bidder needs to provide a 3% as EMD of Total Value of Contract. Value of EMD = Rs.822000/-
Time,Date and place of opening Tender Document	Time - As per Gem Specification Date - As per Gem Specification Place - LIC OF INDIA, Mumbai Divisional Office IV, Training Hall , Yogakshema, East wing, Third Floor, Jeevan Bima Marg, Nariman Point, Mumbai- 400 021 (Tender document may also be downloaded from Corporation's website from the link:- www.licindia.in)
Pre-Bid Meeting	Time - 3 pm Date - 27.03.2026 Venue - LIC OF INDIA, Mumbai Divisional Office IV, Training Hall ,(DTC) Yogakshema, East wing, Third Floor, Jeevan Bima Marg, Nariman Point, Mumbai- 400 021
Last date & Time for submission of Tender Documents	Time - As per Gem Specification Date - As per Gem Specification
Address for all transactions of Tender	LIC OF INDIA, Mumbai Divisional Office IV, Office Services Dept , Yogakshema, East wing, Third Floor, Jeevan Bima Marg, Nariman Point, Mumbai- 400 021

The GeM Tender form must be complete in all respect.

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

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

LIC of India reserves the right to call for missing /additional requirements/information from the applicant at the time of scrutiny of the tenders received in response to this notice. Our committee members will visit the office/work place of the bidder to ascertain the facts mentioned in the Tender Document.

The last date and time for submission of Tender is as per GeM specification.LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tendering process without assigning any reason whatsoever.



SENIOR DIVISIONAL MANAGER

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**LIC****LIFE INSURANCE CORPORATION OF INDIA****Mumbai Divisional Office IV**

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GENERAL RULES AND INSTRUCTIONS TO TENDERERS

Life Insurance Corporation Of India, Mumbai Divisional Office IV, Mumbai (hereinafter referred to as "The Corporation") invites tenders from reputed, licensed organizations / Agencies with their Registered Office in Mumbai for Office Upkeep & Housekeeping Services for its offices located in Mumbai City and Suburban area (Please refer to scope of work in instructions to Bidders given in Annexure B) for a period of 2 Year (Twenty four Months) from the date of awarding contract extendable by one more year depending upon the experience and at the discretion of Competent Authority of the Corporation.

1. 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 tenderers and 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 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. Those Technical bids which are found to be in order after scrutiny i.e. satisfying all the stipulated conditions for Office Upkeep & Housekeeping Services contract and with satisfactory report of committee visit 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.
6. The Corporation reserves the right to call for missing / additional requirements/ information from the applicant at the time of analysis of the technical bids received in response to this tender
7. Any conditional offer / tender shall not be considered.
8. Any modification in the tender after opening date shall not be considered.
9. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender along with all Annexure(s). Tenderer should sign the acceptance of all the terms & conditions mentioned in Annexure A without which the tender will not be considered. The successful tenderer shall sign and execute a Contract on non-judicial stamp paper worth Rs. 500/- duly notarized which shall be inclusive of the terms and conditions of this Tender.
10. The Contractor should be a registered body for providing Office Upkeep & Housekeeping Services having valid requisite license.

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Mumbai Divisional Office IV

11. The Bidder should have experience of Office Upkeep & Housekeeping Services for minimum Three Years in any Private or Private Limited organization, Government /Public Sector undertaking / Private organizations of repute with at least one existing work order in the said organization/s with Total Office Upkeep & Housekeeping Services area of at least 50000 sq.ft.
12. The average Annual Turnover from Office Upkeep & Housekeeping Services business during last 3 years should be at least ₹ 100 Lakhs per annum.
13. The firm / Contractor should be a profitable company. The firm should have made profits in at least two out of the last three financial years (FY 2022-23, 2023-24, 2024-25).
14. Satisfactory service certificates should be enclosed from any one of the bidder's existing major clients with details of contact person, Telephone No. email etc.
15. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates / registrations / license under various applicable laws including labour laws applicable for the state of Maharashtra. The Contractor shall ensure that none of his employees are paid salary / wages which are less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, whichever is higher, for the category of workers employed by them from time to time. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
 1. License from Labour Commissioner to employ contract labour under the Contract Labour Act.
 2. Registration certificate under Employees Provident Fund Act.
 3. Registration under Employees State Insurance Act.
 4. Latest Income tax clearance certificate, if any and PAN Card of the Contractor.
 5. GST registration Certificate.
 6. Copies of Audited Balance Sheets & Profit and Loss accounts for the past 3 years.
16. The Bidder should not have defaulted in providing similar services and should not have been blacklisted with any office of Life Insurance Corporation of India or any other establishment. The Bidders should have proper tools & infra-structure for providing office upkeep & House Keeping Services at Mumbai.
17. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company 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 Corporation's office equipments, furniture & fixtures, building, building structure, streets and footpaths and shall rectify it at his own cost.

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ANNEXURE A- GENERAL TERMS AND CONDITIONS OF THE CONTRACT

- 1) The site should be kept neat and tidy after Office Upkeep & Housekeeping services work is completed. No housekeeping material should be left in and around the office 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 Office Upkeep & Housekeeping services and shall take all safety measures for the personnel deployed by him. The Contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
- 5) The Contractor shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's staff and officers in the complex. All safe practices shall be strictly adhered to by the Contractor such as providing gloves when handling sharp objects, disinfectants, chemicals, etc. The Contractor shall take care of sides of all office equipments, furniture & fixtures, opening in floor slabs, edges of slabs, stair, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices.
- 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 by whatsoever reason. 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 employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.
- 8) Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Contractor for rendering Office Upkeep & Housekeeping services are employees of the Corporation or deployed by the Corporation. The Contractor shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Contractor shall keep the Corporation indemnified against the same. The Contractor shall ensure medical check-up 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 Office Upkeep & Housekeeping services in Mumbai.

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- 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. If the staff deployed by the Contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Contractor will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.
- 13) No residential accommodation shall be provided by the Corporation to Contractor and / or to the personnel deployed by him.
- 14) The contract shall be for a period of Two(2) Years initially. However, the same may be extended by one more year subject to satisfied services & approval of Competent Authority.
- 15) All work must be carried out to the entire satisfaction of the Corporation. If the standard of Office Upkeep & Housekeeping services is not maintained to the satisfaction of the Corporation, appropriate penalty will be imposed and the same will be deducted from the monthly bill and / or Security Deposit.
- 16) Personnel required:
 - i) Having regard to the area mentioned in Annexure B 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. The number of workers can be increased or decreased as per requirements of the Corporation. Such changes in the number of workers will be informed to the contractor accordingly. This tender should 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.

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- 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 B - scope of work, it should also be ensured that all the workmen are available for carrying out any house-keeping activity/ies not mentioned explicitly in Annexure B.

- iii) The Contractor is required to deploy the competent supervisor. The supervisor 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 supervisor shall be responsible for ensuring cleanliness of all floors, lift lobbies, link portion, passages & all areas /rooms/ halls of various departments of the offices.

The Supervisor shall maintain registers showing deployment of workmen for providing services at different locations. In addition, the Supervisor shall also maintain a daily chart about various 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 initialled by the Supervisor 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 Supervisor shall maintain a Complaint Register with a record of all complaints received from different departments and / or forwarded by OS Department, Mumbai D.O. IV. Suitable corrective action thereon must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned at point 21 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 45 years. They should possess good character & conduct and should not have any criminal record.
- v) Complete details of the workmen deployed daily by the Contractor shall be maintained by Contractor and made available for verification as and when demanded by the Corporation.

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

17) 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.

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- 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 Security Officer / Official of OS Dept, Offices of Mumbai Divisional Office IV 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 any applicable law.
- v) The Contractor shall be responsible to maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions / obligations.
- vi) The Contractor should ensure that its employees do not smoke while working in the premises of the Corporation. They should also not indulge in drinking alcohol or any other intoxicants. They should not consume drugs and eat pan / khaini / tobacco etc. They should 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 Security Officer / Official of OS Dept, Offices under Mumbai D.O.IV.
- i) The Contractor shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Security Officer / Official of OS Dept, under Mumbai D.O.IV, as the case may be.
- ii) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended / postponed.
- 18) 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 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. The workman shall also be provided with identity card by the Service Provider. Corporation will not issue Identity Cards to the housekeeping personnel deployed by the agency and any type of communication from such deployed personnel would not be entertained.
- iii) Train personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behavior, safety etc.

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- 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 adequate value in respect of all his workmen deployed for providing housekeeping services, towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as and 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.
- 19) Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between CORPORATION and the Contractor or their representatives /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 the Corporation whatsoever.
- 20) 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 ₹500 (minimum) to ₹5,000/- (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.
- 21) **Mandatory Conditions:-**
- a. The tendering Firm / Contractor / Company are required to enclose photocopies of the following documents duly self attested along with the Technical Bids failing which their bids shall be summarily rejected.
- Registration certificate with Labour Department
 - Copy of PAN/GIR card
 - Copy of Income Tax Returns filed for the last three financial years
 - Copies of EPF and ESI certificate
 - Copy of GST Registration
 - Copy of Shop and Establishment License

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- b. The Contractor should have the necessary valid license under Bombay Shops and Establishment Act, 1948. It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.
- c. The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.500/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.
- i) Child Labour Abolition & Rehabilitation Act, 2006
 - ii) Workmen Compensation Act 1923
 - iii) Labour & Employment Act 1972
 - iv) Industrial Employment (Standing Orders) Act 1946
 - v) Contract Labour (Regulation & Abolition) Act 1970
 - vi) The Minimum Wages Act 1948
 - vii) Employee's Provident Fund Act 1952
 - viii) The Employee's State Insurance Act 1948
 - ix) The Payment of Bonus Act, 1965
 - x) Any other Act or Legislation which may govern the nature of Contract.
- 22) The successful bidder shall execute and submit Integrity Pact on non-judicial stamp paper of Rs.500/- as per Annexure C in this tender document.
- 23) 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.
- 24) **Payment Terms :**
The Contractor shall make payment to his personnel as per Minimum Wages Act only (for the period applicable as per Govt. Rules) by electronic mode. The Contractor will be paid on monthly basis by NEFT / RTGS only for the services rendered during the particular month for which he shall submit the bill for the agreed amount latest by 7th of the following month. The Contractor should submit the monthly bills along with copy of attendance register of workmen duly signed by supervisor & officials of the Corporation. The list shall mention all the particulars like name of workmen, amount credited Bank name and bank account number. The names mentioned in the list should only be of those personnel who were actually deployed for providing housekeeping services to the Corporation by the contractor. Further, the contractor should attach copy of their bank statements showing monthly payment of Wages to their workmen (With bifurcation like BASIC+VDA+EPF+ESIC+STATUTORY BONUS) of the Billing month and also Proof of remittance of

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EPF, ESIC of the earlier month. 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. Any violation of the Minimum Wages Act will entail termination of the contract forthwith, in addition to such penal consequences as may be deemed fit by the Corporation.

- TDS at the prevailing rates will be deducted from the bills as per rules.
- 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.

25) **TERMINATION:**

Corporation reserves the right to cancel or terminate this contract / agreement by giving three month's notice in writing without giving or assigning any reasons whatsoever for doing so. In the event of the Contractor wishing to terminate this Contract, the Contractor shall give at least three months notice to Corporation in writing. In the event of earlier termination of the Contract by either parties or on expiry of the contract, the contractor shall 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 Office Upkeep & 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.

- 26) **DISPUTES & DIFFERENCES:** In all cases of dispute, the matter will be referred to the Sr. Divisional Manager, Mumbai Divisional Office-IV and his /her decision shall be final and legally binding on the contractor.

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LIFE INSURANCE CORPORATION OF INDIA**27) ARBITRATION PROCEEDINGS:**

The Jurisdiction for Arbitration proceedings as the case may be will be Mumbai only.

28) SECURITY DEPOSIT:

- Within 21 days of the receipt of notification of award from LIC, the successful Bidder shall furnish the Performance Security in accordance with the Conditions of Contract, in the Performance Security Form provided in the bidding documents as per Annexure F for an amount equal to 5% of the contract value valid for 60 days over and above the contract period should be furnished.
- Failure of the successful Bidder to comply with the requirement of Security Deposit shall constitute sufficient grounds for the annulment of the award, in which event LIC may call for new Bids.
- The performance security shall be denominated in Indian Rupees and shall be in the following forms only:
 - A Bank guarantee (as per annexure F) issued by a Nationalized / Scheduled bank located in India acceptable to LIC, in the form provided in the bidding document. Initially the bank guarantee can be valid for a period of 12 months subject to its renewal in the 11th month for a further period of 12 months till the complete period of the contract.
 - The performance security will be discharged by LIC and returned to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations under the contract.
 - In the event of non-performance of obligation or failure to meet the terms / requirements of this tender, LIC shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. LIC reserves its right to invoke the Performance Bank Guarantee besides cancellation of the entire contract in the event of breach and/or non-observance of any of the guaranteed performance.

29) 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.

30) 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,

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Managing Director or Other Officer of the Contractor or agency where the services are outsourced by LIC of India.

- 31) 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.
- 32) The Bidder needs to submit a signed Bid Security Declaration(as per Annexure D) 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 Mumbai Divisional Office IV .

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

AUTHORISED SIGNATORY

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

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Annexure B**DETAILS OF THE AREA & SCOPE FOR OFFICE UPKEEP AND HOUSEKEEPING WORK**

Sr. No.	Br./Dept.	Address	Area (Sq.Ft.)	Sweepers	Supervisor
1	DO	Yogakshema, 3rd Floor, East Wing, J. B. Marg, Nariman Point, Mumbai 400021	18000	10	1
2	912	Asian Building, 1st & 2nd Floor, Ramjibhai Kamani Marg, Ballard Estate, Mumbai.	6440	1	
3	90C	Indian Globe Chambers, 2nd floor, D.N.Road, Fort Mumbai.	3127	1	
4	90H	Bombay Life Building, 45/47, 4th floor, Flora Fountain, Fort, Mumbai.	3500	1	
5	884	Bombay Mutual Building, 4th Floor, D.N Road, Fort, Mumbai.	9000	1	
6	908	Bombay Mutual Building, 4th Floor, D.N Road, Fort, Mumbai.	4164	2	
7	902	Western India Building, 4th Floor, Sir P M Road, Fort, Mumbai.	3280	2	
8	880	Laxmi Insurance Building, 5th Floor, Sir P M Road, Fort, Mumbai.	4198	1	
9	MASH	Laxmi Insurance Building, 5th Floor, Sir P M Road, Fort, Mumbai.	2000	1	
10	881	Laxmi Insurance Building, 2nd Floor, Sir P M Road, Fort, Mumbai.	6800	1	
11	915	Jeevan Prakash Building, 2nd Floor, Sir P M Road, Fort Mumbai.	7674	1	
12	919	Jeevan Prakash Building, 3rd Floor, Sir P M Road, Fort Mumbai.	7674	2	
13	923	Jeevan Prakash Building, 5th Floor, Sir P M Road, Fort Mumbai.	7674	1	
14	925	Jeevan Prakash Building, 1st Floor, Sir P M Road, Fort Mumbai.	7674	1	
15	895	United India Building, 1st Floor, Sir P M Road, Fort Mumbai.	3833	2	
16	90A	United India Building, 3rd Floor, Sir P M Road, Fort Mumbai.	3000	1	
17	906	United India Building, 4th Floor, Sir P M Road, Fort Mumbai.	4545	1	
18	EDMS	United India Building, 5th Floor, Sir P M Road, Fort, Mumbai.	3000	1	
19	896	Gresham House, 1st Floor, Sir P M Road, Fort, Mumbai.	6000	1	
20	898	Jeevan Vihar Building, 5th & 6th Floor, 75, Mumbai Samachar Marg, Fort Mumbai.	4696	1	
21	899	Jeevan Vihar Building, 3rd & 4th Floor, 75, Mumbai Samachar Marg, Fort Mumbai.	4696	1	
22	DTC	Jeevan Vihar Building, 7th Floor, 75, Mumbai Samachar Marg, Fort Mumbai.	2348	1	
23	902 SO	Bhoomi Saraswati, 5th Floor, Near Chamunda Circle, Borivli Borivali (w) Mumbai-400 092.	1130	1	
24	915 SO	Plot No.4, Rajkamal Building, A wing, Shop No 1, Subhash Vile Parle Road, Vile Parle (E) Mumbai - 400 057	1182	1	
25	923 SO	Madhuban Hall, 1st Floor, Near Dahisar Railway Station,	1703	1 shared	

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	Dahisar	Dahisar (E) Mumbai -400 068.		with CZ	
26	CZ Dahisar	Madhuban Hall,1st Floor,Near Dahisar Railway Station, Dahisar (E) Mumbai -400 068.			
27	925 SO- Powai	Hiranandani Garden,Gatewqy Plaza, 502/503, Near Pizza Hut, Powai, Mumbai - 400 076.	636	1	
28	925 SO- Parel	Apna Bazar Building, 2nd Floor, Naigaon, Dadar (E) Mumbai - 400 014.	1200	1	
29	880 SO BKC	MTNL Building, Telephone Bhavan, Bandra Kurla Complex, G North Block, Bandra(East), Mumbai 400098	1327	1	
30	908 SO Colaba	MTNL Building, Telephone Exchange,Lala Nigam Road, Nr. Strand Cinems, Mumbai 400005	1152	1	
31	919 SO Borivali	101, 1st Floor, Shree Radhe Empire, Chandavarkar Road, Borivali(W.), Mumbai 400092	1225	1	
32	90A SO	Rajan House,G002,Gr.Floor,Appasaheb Marathe Marg,Prabhadevi,Mumbai-400025	1490	1	
33	RMF Center Bhivandi	Arihant Maintenance Services, Arihant Commercial Complex, Op. Kopar bus stop, Purna Village, Thane-Bhivandi Road, Bhivandi, Dist. Thane 421302	1800	1	
		Total Area of all offices/Departments	134368	45	1

As stated above total requirement is equal to 46(45 worker + 1 Supervisor). We may place requirement of 46(10% Addition/Deletion)as per demand in future Before submitting the tender, the bidder may visit the site where intended services are to be provided and satisfy him as to the area requiring housekeeping services at the site. No claim on this account shall be entertained by the Corporation under any circumstances subsequently.

The successful Contractor will be required to provide housekeeping services on all working days i.e. from: Monday to Friday at all the following office premises of the Corporation. The timings are : 8 am to 5 pm(Lunch Break 12 noon to 1pm). Cleaning and dusting of tables, chairs, partitions, window glass, ledges, sofas, wooden racks, steel cabinets, etc. on all the concerned floors and cabins on Saturday. The housekeeping services shall also provided on holidays as per the need of the respective office.

The sweeping and mopping of all the cabins and area in and around the workstations of the officials and cleaning of Toilets in all offices/departments should be completed by 9.30 am on all working days.

1	Internal cleaning of All areas on entire floor of each office/Department mentioned above (Including working areas, passages, cabins, pantry, record rooms, store rooms sinks, common toilets & attached toilets)	Sweeping and Mopping ---At least twice daily
	Cleaning of all gents & ladies toilets (including attached toilets), urinals, wash-basins, wall tiles, pots, partitions, windows, glasses of toilets, taps/fixtures, etc with good quality of chemicals/detergents and disinfectants on all the concerned floors. The surfaces shall be free of grime, soap mud and smudges. Filling and refilling of (i) Hand wash liquid Soap, (ii) Air Fresheners (stick / round / etc...), (iii) Naphthalene Balls / Sani Cubes to deal with bad odour and germs. Hourly inspection of the toilets by Supervisor(s) and undertaking necessary cleaning and mopping of the same.	
2	Glass doors of the offices/cabins of each offices	Cleaning & wiping--At least twice a day
3	Lift lobbies on all floors	Sweeping and Mopping---At least once daily

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[Signature]

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		weekly washing to be done
4	Staircases of all floors	Sweeping and Mopping---At least once daily weekly washing to be done
5	Walls of the lift lobbies on all floors	Cleaning & wiping—Weekly
7	Cleaning and dusting of tables, chairs, partitions, window glass, ledges, sofas, wooden racks, steel cabinets, etc. on all the concerned floors and cabins	Cleaning and dusting—Weekly
11	Removal of cobwebs, Cleaning of overhead AC vents in the offices	Once every week
12	Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside and outside	Once every week
13	Segregating (dry and wet) and disposing of waste and garbage in garbage bins	Daily
14	Ensure that windows of toilets are securely closed	Daily
15	Replacing garbage bags in all the dustbins in the office areas, common toilets, attached toilets & disposing of garbage.	Daily
16	Special cleaning drive as per Govt. directives, or any other occasion(s) as may be decided by the Corporation	As per directions of OS Dept, Mumbai D.O.IV

Recommended Description/brand of materials to be used:-

Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/wash rooms	Harpic/ Domex
Cleaning of floors and walls	Harpic/ Domex
Cleaning of toilet windows, mirrors	Harpic/ Domex
Cleaning of WCs, Urinals	Harpic/ Domex
Removal of oil/grease stains	Harpic/ Domex
Removal of hard stains from walls of wash rooms and fittings	Harpic/ Domex
Hand-wash in all toilets	Detto / Lifebuoy
Cleaning wash basins	Vim liquid and Scotchbrite
Cleaning glass doors, glass shelf, windows of cabins	Colin liquid and glass Cleaner/ wiper/yellow cloth
Cleaning glass table tops, coffee tables	Colin liquid and yellow cloth
Cleaning tables, partitions, cupboards	Dusters(checks)
Sweeping lift lobbies, entrance lobbies, floors and stairs	Lobby/Dry Mop

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and staircases	
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)
Vacuum Cleaner shall be provided wherever necessary for deep cleaning.	

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

General points about materials for housekeeping:

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

Date:

(Signature of Vendor with seal)

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LIFE INSURANCE CORPORATION OF INDIA**ANNEXURE C****PRE CONTRACT INTEGRITY PACT****General:**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2025. , 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/srepresented by Shri.....(Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure Office Upkeep & Housekeeping Services and the BIDDER/Seller/Service Provider is willing to offer/has offered the services and

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

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

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

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

1.Commitments of the BUYER

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

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- 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the "Chief Vigilance Officer" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.
3. **Commitments of BIDDER**

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.

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- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
4. Previous Transgression
- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

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

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

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

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

6. Independent Monitors:

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

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

1. Shri Jose T.Mathew, IFS (retd)

House no.37/930,Ebrahim Pillai Lane, Via Kakkanad,Thrikkakara- 682021,Dt.Ernakulam,Kerala. .

Email id : jtmat507@gmail.com

2. Shri Sanjay Kumar Srivastava, IAS (retd)

C-II 2475,Vasant Kunj,

New Delhi- 110070

Email id : srivastava.sk001@gmail.com

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- 6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recues himself / herself from that case.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the Chairman, LIC within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. Other Legal Actions:

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

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

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

10. Validity:

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

10.2 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.

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

BUYER
Name of the Officer:
Designation
Deptt./

BIDDER
CEO

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider, Stores/equipment/item/service, Bidding process/ bid evaluation/process of availing services - Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)

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LIFE INSURANCE CORPORATION OF INDIA**ANNEXURE D - BID SECURITY DECLARATION****BID SECURITY DECLARATION
(IN LIEU OF EARNEST MONEY DEPOSIT)**

We hereby accept that if we withdraw or modify our bid during period of validity, etc., the Life Insurance Corporation of India has right to take appropriate action as per terms and conditions of this tender documents which includes suspension of name of our firm/company for the time specified in the tender documents.

**Signature of the Authorized
Signatory of a company/firm****Seal of Company/Firm****Witness 1 :****Signature** _____**Name** _____**Witness 2 :****Signature** _____**Name** _____

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ANNEXURE E - DECLARATION BY THE BIDDER

(on Company/Firm's Letterhead)

The Sr. DIVISIONAL MANAGER
Life Insurance Corporation of India,
MUMBAI DIVISIONAL OFFICE-IV,

NAME OF WORK:**AMC Contract for Housekeeping Services at Divisional Office Departments, Branch Offices and Satellite Offices under Mumbai D.O.IV**

1. Having examined the Specifications, Conditions of tender, Rules of Contract, Area & scope of the above work of the tender and having visited and examined the site of the existing premises and having acquired the requisite information relating thereto as affecting the tender invited by you on behalf of the Life Insurance Corporation of India, Mumbai Division IV, I/We, the undersigned hereby offer to, execute, complete and maintain the proposed works on agreed rate basis in strict accordance with the Contract Terms & Conditions for contract value of such sums as may be ascertained in accordance with this Tender.
2. I/We, undertake to provide the office upkeep & housekeeping services within a period as specified in the Conditions of Contract. I/We shall be under the obligation to pay the sum as stated in the Conditions of Contract for every day that the works shall remain incomplete, damages as compensation subject to the Conditions of Contract.
3. If successful, I/We undertake to submit Bank Guarantee in a prescribed form or Deposit the Security Deposit as decided by the Corporation which will be refunded after completion of the contract period.
4. I/We declare that our Firm/Company is not black listed by any Institution for the above work OR by any office of Life Insurance Corporation.
5. I/We declare that we are complying with the provisions pertaining to various Acts as mentioned below.
 - 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.
6. The information / Documents furnished along with this Tender 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.

Yours faithfully,

(SIGNATURE OF BIDDER with official Seal)

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LIFE INSURANCE CORPORATION OF INDIA**ANNEXURE F****FORM OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT/
RETENTION MONEY IN INDIVIDUAL CONTRACTS.**

1. In consideration of the Life Insurance Corporation of India having its Mumbai Divisional Office-IV at Mumbai in the State of Maharashtra (hereinafter called the Corporation which expression shall unless repugnant to the subject or context include its successors and assignees) having agreed under terms and conditions of contract (vide its acceptance letter No. _____ dated _____) made between (*) _____ and Corporation in connection with _____ (hereinafter called 'the said contract') to accept a Deed of Guarantee and indemnity as herein provided for Rs. _____ from the (**) _____ in lieu of the Security Deposit to be made by the Contractor and/or in lieu of the deduction to be made from the contractor's bills, for the due fulfillment by the said contractor of the terms and conditions contained in the said 'contract', we the (**) _____ (hereinafter referred to as the said Bank) and having our office at _____ do hereby undertake and agree to indemnify and keep indemnified the Corporation from time to time to the extent of Rs. _____ (Rupees _____ only) against any loss or damage, costs, charges and expenses caused to or suffered by or that may be caused or suffered by the Corporation by reason of any breach or breaches by the said Contractor of any of the terms and conditions contained in the said contract and/or in respect of all its claims for money and/or material found due and recoverable from the said contractor in respect of the said contract and to unconditionally pay the amount claimed as such by the Corporation on demand and without demur to the extent aforesaid.
2. We, the said Bank further agree that the Corporation shall be the sole judge of and as to whether the said Contractor has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Corporation on account thereof and the decision of the Corporation that the said Contractor has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the Corporation from time to time shall be final and binding on us.
3. The Corporation shall have the fullest liberty without affecting in anyway the liability of the Bank under this Guarantee or indemnity from time to time to vary any of the terms and conditions of the said contract or to extend time of performance by the said contractor to postpone for anytime and from time to time any of the powers exercisable by it against the said contractor and either to enforce or forbear from enforcing any of the terms and conditions governing the said contract or securities available to the Corporation and the said Bank shall not be released from its liability under these presents by any exercise by the Corporation of the liberty with reference to the matters aforesaid or by reason of time being given to the said Contractor or any other forbearance, act or omission on the part of the Corporation or any indulgence by the Corporation to the said Contractor or of any other matter or thing whatsoever, which under the law relating to sureties would but for this provision have the effect of so releasing the Bank from its such liability.
4. It shall not be necessary for the Corporation to proceed against the contractor before proceeding against the Bank and the Guarantee and indemnity herein contained shall be enforceable against the said bank, notwithstanding any security which the Corporation may have obtained or obtain from the contractor shall at the time when proceedings are taken against the Bank hereunder be outstanding or unrealized.
5. Notwithstanding anything contained in any of the foregoing clauses the liability of the Bank under this Guarantee shall not exceed Rs. _____ (Rupees _____)

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only). The Guarantee shall remain in force till _____ unless a claim or demand under this guarantee is made or presented to the Bank within six months from the expiry date, all the rights of the Corporation under this guarantee shall cease and the Bank shall be released and discharged from all liability hereunder.

6. We, the said Bank, lastly undertake not to revoke this guarantee and indemnity during its currency except with the previous consent of the Corporation in writing and agree that any change in the constitution of the said contractor or the said Bank shall not discharge our liability hereunder.

For and on behalf of the Bank

(Name & Designation)

The above guarantee is accepted by the
Life Insurance Corporation of India
For and on behalf of the L.I.C. of India

(Name & Designation)

Dated:

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ANNEXURE G - TECHNICAL BID

(To be submitted in a sealed cover super scribed as "Tender for Office Upkeep & Housekeeping Services for Divisional Office Departments, Branch Offices and Satellite Offices under Mumbai D.O.IV)

MDO IV/OS/HOUSEKEEPING/TENDER

DATE : _____

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. E-mail Address	
4.	Full Address of Operating Office /Branch	
	a. Telephone number/s	
	b. E-mail Address	
	c. Name of the Contact Person, Designation and Mobile No.	
5.	Name & Telephone No. of Banker of the Company Firm / Contractor/ Company With NEFT Details (attached Cancelled Cheque for NEFT)	
7.	Registration certificate with Labour Department(Attach certified copy)	
8.	Shop & Establishment License (Attach certified copy)	
9.	PAN NUMBER (Attach certified copy)	
10.	GST REGISTRATION CERTIFICATE (Attach certified copy)	
11.	PF / ESI CERTIFICATES (Attach certified copy)	
12.	Details of Tender fee (Details of Demand Draft/Pay order)	

10/10/05



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13. Work Experience of Contractor in the field of Office Upkeep & Housekeeping. Give details of the existing clients at Mumbai (Attach separate sheet in the following format for clients with signature of the Authorized Signatory)

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

(For office upkeep & housekeeping services with area more than 50000 sq ft., Give reference with full details of person to whom enquiry in the above organizations can be made about work performance by our Authorized officials)

14. 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 Year	Turnover(from Housekeeping
1	2022-23	
2	2023-24	
3	2024-25	

DECLARATION

- 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.
- I have carefully read and understood all the terms and conditions of the Tender and undertake to abide by these terms and conditions.
- 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.

Signature of Authorized person

Date: -

Full Name: -

Place: -

Seal: -

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

1. Application of Technical Bid and Declaration as per Annexure G
2. Attested copy of Firm/ Contractor /Company Registration
3. Attested copy of PAN/ GIR Number
4. Attested Copy of last 3 years IT Returns filed by Firm /Company (FY 2022-23,2023-24, 2024-25)
5. Attested copy of GST registration
6. Attested copy of PF Registration letter / Certificate
7. Attested copy of ESI Registration letter / Certificate
8. Certified Document in support of entries in column of Technical Bid Application
9. Certified copy of Profit and Loss Accounts & Balance Sheet (F. Y. 2022-23, 2023-24,2024-25)
10. *General Terms and conditions of the Contract in tender document Annexure A with each page duly signed (with seal) by the Authorized signatory of the Firm / Contractor/ Company in token of their acceptance.*
11. Separate sheet in reply to question no. 13 of Technical Bid in the given format with additional details about contact person/s.
12. Integrity Pact as per format provided in Annexure C
13. Declaration of the Bidder as per Annexure E on Co./Firm's Letterhead.

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ANNEXURE H- FINANCIAL BID

(To be submitted on Co./Firm's Letterhead in a sealed cover super-scribed as "Financial Bid for Office Upkeep & Housekeeping Services for Divisional Office Departments, Branch Offices and Satellite Offices under Mumbai D.O.IV).

Ref. : MDO IV/OS/GeM/HOUSEKEEPING/2025-26

DATE : _____

FINANCIAL BID FOR OFFICE UPKEEP & HOUSE KEEPING SERVICES FOR DIVISIONAL OFFICE DEPARTMENTS, BRANCH OFFICES AND SATELLITE OFFICES UNDER MUMBAI D.O.IV

A) **Workmen Cost** : Minimum Wages applicable as per declaration of Ministry of Labour & Employment of Central Government from time to time (Basic + VDA+ EPF+ESIC+STATUTORY BONUS) for Total Workmen in line with classification of cities.

i) SUPERVISOR = 1= Rs. 25185/- per month

ii) HOUSEKEEPING WORKERS = 45 = Rs. 22881 x 45 = 1029645/- per month

Total of A= i + ii = (Rs. 1054830/- per month)

B)

i) STANDARD COST OF MATERIAL	ii) AGENCY'S SERVICE CHARGE
Rs. _____/- per month	Rs. _____/- per month

*TOTAL B= i + ii = : (Rs. _____/-per month)

(Standard Cost of Material will include all expenses towards cleaning materials & equipments, etc. as per recommended Description/brand of materials to be used, mentioned in Annexure B, for providing office upkeep & housekeeping services. Agency Service charges should include all expenses likely to be incurred by the Contractor for providing Office Upkeep and Housekeeping Services including Costs to be incurred for Workmen Uniforms, Identity cards and any other item/s required for rendering the Housekeeping services as per terms and conditions of contract. Cost of Material should be reasonable but not less than least prices prevailing in the market. Contractor's service charges for rendering house-keeping services cannot be zero}

Annual Bid Value including(A + B) X 12 = Rs. _____

(Rupees _____ in words)

*Above value is excluding GST. GST will be applicable as per rules and paid separately in monthly bills.

Signature of the Bidder

NAME/DESIGNATION

Place :

Date :

SEAL OF THE FIRM/COMPANY

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