

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-08-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	12-08-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Financial Services
संगठन का नाम/Organisation Name	Lic - Life Insurance Corporation Of India
कार्यालय का नाम/Office Name	Divisional Office Distt Shopping Complex Ra Asr
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod3.lic.asr@gembuyer.in Buyer Email id: buycon741.llici.pb@gembuyer.in
वस्तु श्रेणी /Item Category	Hiring of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 2 , Hiring of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 1 , Manpower Outsourcing Services - Minimum wage - Unskilled; Not Required; Others , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Not Required; Others
अनुबंध अवधि /Contract Period	3 Year(s) 1 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	500 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	GeM verified turnover
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	55534948.41
Payment Timelines	Payments shall be made to the Seller within 10 days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

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एडवाइजरी बैंक/Advisory Bank	AXIS BANK LTD
ईएमडी राशि/EMD Amount	1110700

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	AXIS BANK LTD
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	38

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

LIC OF INDIA DO AMRITSAR
LIC OF INDIA, JEEVAN PRAKASH BUILDING, Plot No 4 & 5 District Shopping Complex Ranjit Avenue Amritsar-143001
(Lic Of India)

UIN Number NCTGC2415P

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100
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ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. The minimum average annual financial turnover of the bidder during the last three financial years, ending on 31st March of the previous financial year, should be as indicated in the bid document. The turnover of the bidder shall be validated by the system based on the financial data available on the GeM portal. The average turnover shall be calculated based on the last three financial years where data is available; in case data is available for only two of the last three financial years, the average shall be computed based on those two years. In case the date of constitution / incorporation of the bidder is less than three years old, the average turnover in respect of the completed financial years after the date of constitution / incorporation shall be taken into account for this criterion. No separate documentary evidence is required to be uploaded by the bidder for this criterion, as the system shall derive and validate the turnover figures from the data available on the GeM portal.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1_4_2021_PPD_dated_18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**Additional Scope of Work and Size of Areas to be Serviced:**[1784890610.pdf](#)**Machinery,Cleaning Agent and equipment requirements to be indicated if it is to be supplied by the service provider:**[1784890620.pdf](#)**Hiring Of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 2 (14)****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sweeper
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	NA

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	1435161.31

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	14	• Approx Area in Sq.Ft : 84461 • Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 20553.59

Hiring Of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 2 (11)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sweeper
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	NA

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	932639.9

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	11	• Approx Area in Sq.Ft : 54887 • Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 16805.1

Hiring Of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 1 (9)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sweeper
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily

विवरण/ Specification	मूल्य/ Values
Cleaning Frequency	1
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	NA

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	187064.93

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.N o.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	9	- Approx Area in Sq.Ft : 11009 - Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 8402.55

Manpower Outsourcing Services - Minimum Wage - Unskilled; Not Required; Others (19)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Unskilled
Educational Qualification	Not Required
Type of Function	Others
List of Profiles	Office Peon
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	
Title for Optional Allowances 2	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	19	• Minimum daily wage (INR) exclusive of GST : 693 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 22.53 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 36

Manpower Outsourcing Services - Minimum Wage - Unskilled; Not Required; Others (10)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Unskilled
Educational Qualification	Not Required

विवरण/ Specification	मूल्य/ Values
Type of Function	Others
List of Profiles	Office Peon
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	
Title for Optional Allowances 2	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	10	• Minimum daily wage (INR) exclusive of GST : 556 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.78 • EPF Admin Charge (INR per day) : 2.78 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 18.07 • Provident Fund (INR per day) : 66.72 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 36

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Not Required; Others (2)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Semi-skilled
Educational Qualification	Not Required

विवरण/ Specification	मूल्य/ Values
Type of Function	Others
List of Profiles	Guest House Caretaker
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	
Title for Optional Allowances 2	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	2	• Minimum daily wage (INR) exclusive of GST : 781 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 25.38 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 30 • Tenure/ Duration of Employment (in months) : 36

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Not Required; Others (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Semi-skilled
Educational Qualification	Not Required

विवरण/ Specification	मूल्य/ Values
Type of Function	Others
List of Profiles	Mali / Gardner
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Punjab
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	
Title for Optional Allowances 2	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3.85

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परिषेती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Sourab Puri	143001,LIC OF INDIA, DIVISIONAL OFFICE, 4-5, DISTRICT SHOPPING COMPLEX, RANJIT AVENUE, AMRITSAR	1	• Minimum daily wage (INR) exclusive of GST : 781 • Bonus (INR per day) : 0 • EDLI (INR per day) : 2.88 • EPF Admin Charge (INR per day) : 2.88 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 25.38 • Provident Fund (INR per day) : 69.23 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 36

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Kindly Note:

* **Minimum Agency Charges** fixed in Tender are **3.85% (Inclusive of GST)** of Monthly wages excluding GST.

* Minimum Cost of Consumable are fixed in Tender as ₹ 0.40 per square feet (Excluding GST), whereas **Total Amount kept in bid for cost of consumables is calculated including GST.**

* Any offer quoted below minimum fixed price will not be considered for evaluation.

* Total Contract Duration will be of 03 years, initially work order will be issued for 02 (Years) and subsequent extension of 01 (One) year will be given after satisfactory performance of the vendor at the existing terms and conditions of the contract.

1) For **Technical Evaluation bidders** are requested to submit the following documents.

a) Verification of Turnover will be done automatically by the GeM Portal; No Physical documents are required to be uploaded in support of Average Annual Turnover of **₹ 5 Crores.**

b) Copies of work order/ experience certificate executed in **FY 2023-24, 2024-25 & 2025-26** in support of condition specified in Bid Document for years of **past experience i.e. 3 years** which states as " The bidder must have experience of number of years as indicated above in bid data sheet (ending month of march prior to bid opening) of providing similar type of services to any central / state Govt organization / PSU / Public Listed Company.

c) Copies of work orders / experience certificate executed in **FY 2023-24, 2024-25 & 2025-26** in support of condition specified in Bid Document for past experience of similar services which states as" The Bidder must have successfully executed / completed at least **one single order of 80 % of the estimated bid value i.e. 4.44 crores or Two orders each of 50% of estimated bid value i.e. 2.77 crores or Three orders each of 40 % of estimated bid value i.e. 2.22 crores** for similar services in last three years to any central /state govt. / PSU / Public Listed Company"

Estimated Bid Value: 5.55 crores

d) Satisfactory Performance Certificate from minimum 2 Clients (Different Organizations) issued **not before 01.04.2024 for the works executed within last 5 Financial Years.**

e) Bidder **should have an operating office in Punjab** and is required to submit the proof of operating office. All the supporting documents regarding the existence of operating office must be submitted for verification and technical evaluation. Bidder is required to **upload Photographs of the office mentioning GEO-LOCATION of the office, along with other documentary evidences.**

f) **Duly Filled ESG (Environment Social Governance) Screening Questioner** for Vendor ESG Assessment, specimen for the Questioner to be filled is provided at the end of **Scope of Work document (uploaded in the bid)** as **Annexure I.**

g) **Signed & Stamped Copy of Buyer Specific Integrity Pact, specimen uploaded in Point 2 of Buyer added bid specific terms and conditions.**

h) **Copy of valid ISO 9001 certification.**

i) **A self declaration on the letter head of bidder must be submitted by the bidder that:**

*** Bidder/ Supplier/ Organization/ Proprietor/ ANY of the Director(s) should not have been banned or suspended or black listed by any Government / Public Sector Undertaking / Corporate or organization or convicted in any Court of Law across India or declared Bankrupt or insolvent.**

*** Has gone through all the Terms & Conditions of the tender and are accepted.**

*** Service Provider undertakes not to charge any money / fees/ deductions in whatever, name or form or take any monetary / non- monetary considerations or make any unlawful deductions from the compensation / salary of the manpower engaged by it to be deployed at Buyer's site. Service Provider Further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the contract, in which case the Buyer and GeM Shall have the right to take appropriate independent actions that includes Black Listing of Firm.**

*** Vendor agrees to retain minimum 50% of the existing deployed resources per Location.**

*** After Award of contract vendor will maintain a functioning office in Amritsar within 30 days of award of contract and submit the details of local representative operating in Amritsar only.**

The declaration submitted **shall be dated during the bidding period i.e.** the declaration should have been signed after the date of publishing of the bid. The declarations signed before the date of publishing the bid shall not be considered for technical evaluation.

j) **EMD of ₹ 1110700 can be deposited in the form of:**

Demand Draft favoring LIC of India, payable at Amritsar which shall reach the office within 5 days of Bid End Date. EMD to be sent at following address:

Manager (OS)

LIC of India,

Jeevan Prakash Building, DO Amritsar

Plot No- 4 & 5, District Shopping Centre

Near MK Hotel, Ranjit Avenue Amritsar- 143001

EMD can also be deposited directly to our Bank A/C details as under:

Name: LIC of India

IFSC: UTIB0000179

A/c Number: 179010200011431

For Direct Deposits, vendor is required to upload the details of transactions including UTR number.

Kindly Note, EMD exemption shall be given to the vendors qualified as per point (m) of point x ii of point 4 - Enabling provisions of Rule 149 of General Financial Rule-2017 of General Terms and Conditions on GeM 4.0, rest vendors are required to submit mentioned Earnest Money Deposit.

Details of Housekeeping Staff to be Deployed					
S.No	Name of Office	Area Category	Duty Hours	Total Area in Sq Ft (approx)	No of Resources to be deployed
1	DO-Amritsar	B	8	32500	3
2	LIC Officers Colony- Amritsar	B	8	4000	1
3	BO-Amritsar-1	B	8	6100	1
4	BO- Amritsar 2	B	8	4600	1
5	BO-Amritsar 3	B	8	5000	1
6	BO- Amritsar 4	B	8	6100	1
7	BO-Chheharta	B	8	4250	1
8	SO CLIA Amritsar	B	8	1200	1
9	EDMS Centre Amritsar	B	8	4000	1
10	Customer Zone Amritsar	B	8	711	1
11	Standard Guest House	B	8	4500	1
12	VIP Guest House	B	8	5000	1
13	BO-Fazilka	B	8	6500	1
14	BO- Rayya	C	8	4940	1

15	BO-Tarantaran	C	8	8000	1
16	BO-Zira	C	8	3800	1
17	BO-Ferozepur	C	8	7660	1
18	BO-Abohar	C	8	4650	1
19	BO-Pathankot-1	C	8	5000	1
20	BO-Batala-1	C	8	5000	1
21	BO-Batala-2	C	8	5000	1
22	BO-Gurdaspur	C	8	9720	1
23	SO Chownk Mehta	C	8	1107	1
24	SO-Ajnala	C	4	1067	1
25	SO-Patti	C	4	1026	1
26	SO-Quadian	C	4	1284	1
27	SO-Sujanpur	C	4	1443	1
28	SO-Fatehgarh Churian	C	4	1014	1
29	SO-Jalalabad	C	4	1216	1
30	SO-Dhariwal	C	4	1420	1
31	SO-Dinanagar	C	4	1289	1
32	SO-Kalanaur	C	4	1250	1
Total				150347	34

Details of Attendants to be Deployed

S.No	Name of Office	Area Category	Duty Hours	No of Resources to be deployed
1	DO-Amritsar	B	8	12
2	EDMS Centre	B	8	1
3	BO-Amritsar-1	B	8	1
4	BO Amritsar-2	B	8	2
5	BO Amritsar-3	B	8	1
6	BO Amritsar-4	B	8	1
7	BO Chehhherata	B	8	1
8	BO Rayya	C	8	1
9	BO Fazilka	C	8	2
10	BO Tarn Taran	C	8	2
11	BO Abohar	C	8	1
12	BO Ferozepur	C	8	1
13	BO Pathankot-1	C	8	1
14	BO Pathankot-2	C	8	2
Total Attendants to be Deployed				29

Details of Guest House Caretakers to be Deployed				
S.No	Name of Office	Area Category	Duty Hours	No of Resources to be deployed
1	VIP Guest House-A mritsar	B	Full Time	1

2	Standard Guest House-Amritsar	B	Full Time	1
Total Guest House Caretakers to be Deployed				2

Details of Gardner/Mali to be Deployed				
S.No	Name of Office	Area Category	Duty Hours	No of Resources to be deployed
1	DO Amritsar & LIC Staff Quarters -Amritsar	B	Full Time	1
Total Gardner / Mali to be Deployed				1

LIST OF CONSUMMABLE CLEANING MATERIALS TO BE USED

The Agency while executing the house keeping jobs shall provide all necessary tools, equipment and branded cleaning materials necessary for carrying out the house keeping jobs, some of which are:

1. Liquid Hand Wash Soap
2. Phenyl
3. Naphthalene-Balls
4. Detergents
5. Room fresheners
6. Floor cleaner
7. Urinal Cakes/ screen
8. Brooms (Soft)
9. Brooms (Tilliwala)
10. Floor Duster
11. Scouring Powder
12. Pan with handle to collect sweeping (Dust pan)
13. Hand Brush
14. Glass Cleaner
15. Cobwebs Remover
16. Air freshener
17. Mosquito Repellent /Disinfectant
18. Mops
19. Garbage Sacks
20. Plastic Dustbins (140 liters)
21. Any other item required for cleaning/sanitation/sweeping purposes.

A. List of Reputed makes material:

1. The material to be used shall be of **reputed make** as specified or approved by LIC.
2. **One-month material** should always be in stock of the contractor within the respective office premises.

S.No.	Description of Material required	Manufacturing and Brand Names
1.	Flush Cleaner, Phenyl	Harpik, lizol, Bengal Chemicals/ similar brands/ ISI marked
2.	Air freshener installation/ refilling	Dabur (India)/ Odonil/Ambipure / similar brands
3.	Stain/Glass cleaner	Colin/ similar brands
4.	Liquid Soap	Lifebuoy, Dettol, similar brands

3. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

4. Generic

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

5. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

6. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

7. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

LIC OF INDIA
payable at
AMRITSAR

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

8. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

AXIS BANK

Account No.
179010200011431
IFSC Code
UTIB0000179
Bank Name
AXIS BANK
Branch address
AMRITSAR

.
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

LIC OF INDIA
payable at
AMRITSAR

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

10. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

LIC OF INDIA
Account No.
179010200011431
IFSC Code
UTIB0000179
Bank Name
AXIS BANK
Branch address
AMRITSAR

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

11. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

SCOPE OF WORK FOR HOUSE KEEPING SERVICES

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1. Scope of Work of Housekeeping Services at Office Premises:

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- a) Cleaning of all Gents & Ladies toilets, wall tiles, pots, partitions, window panes, window grills and glasses from inside as well outside (wherever accessible), looking glasses of toilets, taps/fixtures, etc; at least twice a day with good quality of detergents and disinfectants on all the concerned floor s. Filling & refilling of Liquid soap, air fresheners, naphthalene balls etc. Hourly inspection of Toilets and undertaking necessary cleaning and mopping of the same.
- b) Sweeping and mopping of passage.
- c) Sweeping and mopping of reception area, General office Area and Cabins etc with deodorant disinfectants.
- d) Clearing and cleaning of waste paper baskets. Baskets to be emptied after 4 pm daily or as per need.

- e) **Disposal of waste/garbage on daily basis from our premises to the dumping area earmarked by municipal authority of the area. Disposal of waste material / garbage will be the sole responsibility of the agency.**
- f) Dusting of partitions, doors & walls.
- g) Cleaning of main entrance glass doors/wooden doors.
- h) Scrubbing and Cleaning of all toilets flooring.
- i) Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins at regular intervals throughout the day.
- j) Cleaning of Chambers, cubicles, reception area, service area common area, passages, lift area etc.
- k) Removal of cobwebs from office premises.
- l) Monthly cleaning of wall mounted fans/ceiling fans.
- m) Monthly cleaning of **main holes (Gutters)** in the periphery of office buildings.
- n) Weekly Cleaning of Drinking Water Cooler Tanks in Office.
- o) Clearance of blockage in toilets/drainage as and when required.

(All equipments/materials required for cleaning as described above will be provided by the Agency).

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2. Scope of Work of Housekeeping Services at Guest Houses:

- a) Sweeping and mopping of passage.
- b) Sweeping and wet mopping of rooms with deodorant disinfectants.
- c) Clearing and cleaning of waste paper baskets.
- d) **Disposal of waste/garbage on daily basis from our premises to the dumping area earmarked by municipal authority of the area. Disposal of waste material / garbage will be the sole responsibility of the agency.**
- e) Dusting of partitions, doors, walls.
- f) Cleaning of window panes, window grills and glasses from inside as well as outside (Wherever accessible).
- g) Cleaning of main entrance glass doors/wooden doors.
- h) Cleaning of wash basin, urinals and mirrors etc. in all the toilets.
- i) Scrubbing and Cleaning of all toilets flooring.
- j) Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins.
- k) Cleaning of rooms, lobby, common area, passages, stairs & pantry etc. Cleaning of Buckets/Mugs by liquid soap/cleaner on daily basis.
- l) Cleaning Guest House Equipments/furniture etc.
- m) Monthly cleaning of wall mounted fans/ceiling fans
- n) **Clearance of blockage in toilets/drainage as and when required.**
- o) Monthly cleaning of **main holes (Gutters)** in the periphery of GH buildings.

(All equipments/materials required for cleaning as described above will be provided by the Agency)

3. Scope of Work of Attendants at Office Premises:

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- a) Opening & Closing of the offices in the presence of authorized LIC Official.
- b) Attending call bells of the officers.
- c) Cleaning & Dusting of Tables / Chairs / Cabins and other office furniture daily before the start of the office functioning.
- d) Dusting of partitions, doors & walls as and when required.
- e) Maintenance of Chambers, Cubicles, reception area, service area, common area, passages, lift area etc.
- f) Serving water/tea to staff and guests whenever required.
- g) Maintenance of pantries, removing muck, cleaning and washing of platforms, drains, sinks Twice a day.
- h) Setting of office record in individual departments as per office instructions.
- i) Carrying office files from one department to another in a protective manner by maintaining full secrecy.
- j) Distribution of stationery among the officials as per requirement.
- k) Maintenance and setting of Stationery in stationery / record rooms
- l) All miscellaneous jobs to be handled carefully and in an efficient and time bound manner.
- m) Besides the above attendants shall abide by all the instructions that are passed to them from time to time related to any office work.

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FOR HOUSEKEEPING SERVICE IN OFFICES

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A. DAILY SCHEDULE:

Daily Schedule for Cleaning/Sweeping shall be as under:

- 1. Sweeping and mopping of all cabins & area- twice in a day with Phenyl/disinfectant.
- 2. Dusting of all furniture, walls, ceiling, curtains and venetian blinds early in the morning before 9.00 a.m.
- 3. Cleaning, Washing & replacing the dustbins after removing the waste material from the dustbins. Dusting and cleaning of doors, windows, glass panes, partition walls, AC machines, water cooler, fridge etc.
- 4. Cleaning toilets, removing stains on floors & walls, keeping air fresheners, filling liquid soap of approved quality in the morning & keeping urinal cubes etc.
- 5. Cleaning and drying all the toilets at an interval of every one hour.

6. Pantries- removing muck, cleaning and washing of platform drains, sink twice a day.
7. Cleaning of Buckets/Mugs by liquid soap /cleaner on daily basis.
8. Throwing of waste/garbage on daily basis in garbage bin. Disposal of waste material will be the sole responsibility of the agency.
9. Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside or outside on regular basis.

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B. WEEKLY SCHEDULE:

1. Washing of floors, stairs with soap/stain cleaner, removing of webs/insects from walls, ceilings , under tables/chairs/Almirahs etc.
2. Dusting of all walls, ceilings, curtains, Venetian blinds early in the morning.
3. Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap/stain cleaner.
4. Cleaning (dry)/washing basement and Open area adjoining the Building of the D.O/B.Os/S.Os/ Guest Houses under Amritsar Division.

Any other item which may be required for the above purposes listed at Serial Nos. 1 to 4 will be provided by the Service Provider

C. MONTHLY SCHEDULE FOR DEEP CLEANING

- a. Removal of cobwebs from office premises.
- b. Cleaning of window panes from inside as well as outside.
- c. Cleaning of dust tube lights /security grill.
- d. Cleaning of partitions.
- e. Cleaning of roof top and staircases.
- f. Cleaning of parapet walls.
- g. Monthly vacuum cleaning of Venetian blinds.
- h. Monthly cleaning of wall mounted fans/ceiling fans.
- i. Monthly cleaning of main holes (gutters) in the periphery of office/Guest House Buildings.

Supervision / coordination of various housekeeping jobs will be the responsibility of the Agency in consultation with the head of the concerned office.

SCOPE OF WORK FOR GUEST HOUSE CARETAKERS

1. The successful Bidder will have to provide complete care taking services to LIC of India for its Guest Houses by deploying their personnel to the satisfaction of LIC of India, in consistent with LIC of India standards and instructions issued by Authorized officials of LIC of India from time to time.
2. The Service Provider will have to engage Caretakers, who will act as the overall in-charge on behalf of the Service Provider for execution of assigned services and shall maintain various records as necessary. The Caretakers so deployed should be capable of maintaining records in English/Hindi and should devote fulltime in Guesthouse premises.

3. Except as otherwise hereinafter stated, the selection, replacement and remuneration of the caretakers shall be determined by the Service Provider. Such caretakers shall be the employees solely of the Service Provider. The Service Provider shall ensure that its personnel will be competent and efficient.
4. The Service Provider will normally not change the working hands without consent of LIC of India. However, the Service Provider must immediately remove and replace any of their personnel, who in the opinion of LIC of India, is incompetent/negligent/of unacceptable behaviour or whose employment is otherwise considered by LIC of India to be undesirable.
5. The Service Provider will be required to issue proper uniform/dress, shoes to the Caretakers engaged, as decided and instructed by LIC officials for use at all time during duty period.

INFRASTRUCTURE:

1. (Two) 02 Guest Houses are currently located at Amritsar. At any time during the contractual period it will be obligatory on the part of the Service Provider to render the care taking services at such new locations, if added subsequently

CARETAKING:

1. The Caretaker must report to the OS Dept of LIC of India on daily basis and collect occupancy details of guests and to receive instructions, if any, with regard to services to be rendered in the guest house.
2. The Service Provider shall render comprehensive care taking services and will take care of complete day-to-day functioning of the Guest House including maintenance of premises, catering services, attending the guests, serving tea snacks, managing requirements etc. as per general guidelines and instructions from the authorities of LIC of India. All tools and consumables for the purpose of catering like utensils and cooking gas will be provided in the Guest House by LIC of India.
3. The Service Provider shall upkeep the fixtures and furniture, furnishings, fittings & equipments of the guest house at all the time during contractual period. The Service Provider shall also ensure to keep all such items in excellent condition. Such items shall not be taken out of Guest House premises without the consent in writing by authorized official of the LIC of India.
4. The Service Provider shall look after administration of laundry services for all the linen of the Guest House including the guest rooms and will maintain inventory of all such linens.
5. The Caretaker will be responsible for taking good care of guest house property and keep up-to-date inventory thereof. The Caretaker shall intimate to LIC authorized officials in emergency during breakdown of electrical power supply, Inverter, Cable TV, Cooking items, Water supply in the guest house
6. The Caretaker will provide clean linen, soap, toilet items etc. on arrival of guests for their use in the rooms.
7. The Service Provider shall ensure proper maintenance of guest register; visitors book as desired by LIC of India

CATERING:

1. The Caretaker of Service Provider shall arrange for tea & breakfast to the guest or any person authorized by LIC of India
2. The raw materials for breakfast/snacks and other items will be purchased by the Caretaker. No reimbursement will be made by LIC and the caretaker has to collect the amount from the guests at the rates fixed by LIC
3. The Service Provider will also ensure proper upkeep of crockery / cutlery / stores / beverages / food items etc. in the most hygienic ways and proper inventory to be maintained.

4. The Caretaker of Service Provider shall be responsible for day-to-day housekeeping of the kitchen and pantries and maintain them in clean, neat and hygienic condition at all the times during contractual period.
5. The Contractor shall provide the above said services at such times and in such manner as communicated by the LIC from time to time.
6. The quality and punctuality in rendering of the said services are the essence of the contract and the contractor undertakes to abide by them at all times.

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Additional Terms & Conditions of the Tender

1. Entire Housekeeping work should be completed before 09.30 hrs on all working days.

Housekeeping staff should report for duty at 8.00 AM and remain available up to 4.00 PM in all the offices under contract.

For SOs where the duty is of 04 hours, they have to report for duty at 9.00 AM and remain available up to 01.00 PM.

2. **PAYMENT PROCEDURE:**

The payment to the contractor shall be made through NEFT for which they have to submit an enclosed NEFT mandate form along with cancelled Cheque of their Bank Account and a self attested photocopy of PAN Card of the Company/Firm. The Contractor shall submit monthly bills to Manager (OS), LIC of India, DO Amritsar. The bills raised should be provided with the following documents for verification and release of payment:

- a. The contractor shall ensure that payment to his workers is made by ELECTRONIC TRANSFER ONLY (RTGS / NEFT) and the proof (Copy of Pass Book or Bank Statement) of having credited the same in the respective accounts of the workers deployed will be produced along with the bill raised.
- b. The attendance sheet of the workers shall be submitted along with the monthly bill duly signed by any representative authorized by the Contractor.
- c. Proof of credit of wages of the workers (Bank Statement to be submitted) during the previous month to their respective Bank accounts.
- d. Proof of remittance of ESI contribution of the workers (as applicable) for the previous month (Attested photocopy of the remittance receipt to be enclosed)
- e. Proof of remittance of EPF/EDLI contribution of the workers (as applicable) for the previous month (Attested photocopy of the remittance receipt to be enclosed)
- f. Proof of remittance of GST and other taxes, if any for the previous month (Attested Photocopy)

py of the remittance receipt to be enclosed).

- g. Payment pertaining to a particular month will be released only on production of proof of remittance of previous month's ESI, EPF & EDLI of the deployed manpower.
- h. Income Tax or any other applicable taxes shall be deducted at source at the time of payment to the Contractor in accordance with the provisions of the relevant Acts/Rules as applicable.
- i. The Agency will be required to provide its NEFT details with PAN in NEFT Mandate Form along with the tender documents.

3. **PENALTY CLAUSE:**

It shall be the primary responsibility of the Contractor that work contract is executed as per Terms and Conditions stipulated under this contract to the complete satisfaction of LIC.

- a. If Weekly Schedule is not adhered by the contractor, a penalty of Rs.1000/- per week will be imposed.
- b. For not using branded material as quoted by the agency, MRP of each quoted item not used, will be deducted from the bill.
- c. In case the contractor fails to provide replacement of a worker who is absent, penalty of Rs. 200/- per day per worker will be imposed for each such occasion.
- d. The workers must be in uniform on all working days, failing which a penalty of Rs.100/- per worker per day will be imposed /deducted.
- e. Non disposal of garbage/ waste material on daily basis from our premises will attract penalty @ Rs.500/- per day in addition to deduction of expenses incurred to remove the garbage/ waste material through other sources.
- f. The Agency must ensure payment of wages to all its employees latest by 7th of the following month without waiting for the settlement of their bills from LIC. Failing which a penalty of Rs.5000/- per month will be recovered from the monthly bill at DO Level. In addition to this, the vendor will be liable and compensate for any legal/ statutory action initiated / penalty imposed against LIC of India.

FURTHER FOLLOWING POINTS ARE TO BE BORNE IN MIND WHILE DISCHARGING THE TERMS OF CONTRACT:

- a) The attendance muster cum wages register of persons engaged during the month should be duly signed by the individual worker engaged and countersigned by the Agency. The authorized representative of the concerned LIC Office also to verify that the Services have been provided by the Agency during the mentioned period. This register must be kept updated at all times and be presented for inspection in LIC's office, as and when required.
- b) All the deployed manpower is to be paid wages not lower than the minimum rates prescribed by the Government under relevant rules. They will be paid wages by the service providers, payable to unskilled workers as per the minimum wage notification issued by appropriate authority of UT/State/Central Government whichever is higher.
- c) Appropriate deductions are to be made towards EPF, ESI & EDLI and others (if any) and remitted timely to the concerned authorities. A documentary evidence of depositing the deductions should be got acknowledged immediately after depositing. Any lapse / deviation in this regard shall be sole responsibility of the Agency.
- d). Appropriate deductions are to be made towards Income Tax from Salary / Wages paid & remitted to concerned authorities, if any. A documentary evidence of depositing the deductions should be got acknowledged immediately after depositing. Any lapse / deviation in this regard shall be the sole responsibility of the Agency.
- e). All deductions are to be effected from Salary / Wages as per the provision of the Payment of Wages Act.

- f). The License under the provisions of Contract Labour (Regulation & Abolition) Act, 1970 have to be obtained/ renewed and kept operative. The half-yearly /yearly returns are to be submitted in time to the Authority as per rules.
4. The Contractor shall be responsible for their Corporate and Personal taxes as applicable and shall indemnify and hold LIC harmless for any liability in this regard.
 5. The contractor shall not appoint any sub-contractor to carry out any obligations under the contract. The Agency shall not transfer or assign or share benefits of this agreement with anyone else.
 6. The Agency shall, at all times, keep LIC effectually insured against all actions, suits, proceedings, losses, costs, damages, claims & demands in any way arising out of any reasons ascribed directly or indirectly to the house keeping job being carried out by the service provider.
 7. LIC will not accept any claim in the event of any of the Agency's employees sustaining any injury, damages or loss of life of the person either inside or outside of LIC premises.
 8. This Contract is based on the principles of 'Law of Contracts'. All personnel deputed/employed for execution of this Contract by the Agency shall be employees of the Agency. LIC shall not have any liability to absorb them at any point in time nor can they claim any right for employment in LIC. No relationship of employer & employees shall be created between LIC and the employees engaged by the Agency.
 9. LIC shall have the right to increase or decrease the area and add or delete location for Housekeeping / attendants / caretakers / Gardner at any time and it will be binding on the part of the Agency to do so at the agreed rates, terms and conditions. The Agency will follow the instructions given by the authorized LIC representatives from time to time.
 10. All the formalities and procedures prescribed under the Contract Labour (Regulation & Abolition) Act, 1970, Payment of Wages Act and other related Acts should be strictly adhered to by the Agency. LIC's responsibility as Principal Employer should be fully protected.
 11. The Agency shall ensure compliance of all the provisions of Contract Labour Act (Regulation & Abolition) 1970, Minimum Wages Act 1948, Payment of Wages Act 1935, ESI Act 1948, EPF Act 1952 and Misc. Provisions Act, The Child Labour Act (Prohibition & Regulation) 1986 and such other Statutory Enactments, amended from time to time. Any Rules and Regulations promulgated by the Government and Local Bodies, coming into force that may apply to this Agreement shall be solely the Service Provider's responsibility including any liability on account of non-compliance or violation thereof. The Agency shall also comply with all the requirements of Laws with regard to provision of Labour and ensure that an appropriate license from State Labour Commissioner is obtained.
 12. The provisions of Sec. 33(3) & 33(4) of The Insurance Laws (Amendment) Act 2015 and the provisions of Para 81 of IRDAI circular ref: IRDA/Life/CIR/GLD/013/02/2011 dated 01/02/2011 are also applicable to the Contract and proof shall be produced, if required. Provisions of Sec.33(3) of the Insurance Act, 1938 as amended by the Insurance Laws (Amendments) Ordinance, 2015: In terms of provisions of section 33(3) of the Insurance Act, 1938 as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory and Development Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the agency in respect of service outsourced by the LIC. It will be the duty of the agency to provide such documents/ statements/ Information as may be required by IRDAI within such time as may be specified by the IRDAI. In terms of provisions of section 33(4) of the insurance act, 1938, as amended by the insurance laws (amendments) Act 2015, any investigating officer of IRDAI may examine on oath the service provider or contractor where the services are outsourced by the LIC of India in relation to his business.
 13. The necessary statutory registers, forms, returns etc. required as per the law are to be maintained and complied with by the Agency and should be available for inspection at any time.
 14. The Agency will indemnify and keep indemnified LIC from claim, loss or damage that may be caused to LIC on account of failure of the agency to comply with their obligations under various laws towards their staff / employees employed by them or any loss or damage caused to LIC due to acts of omissions of Agency.

15. In order to satisfy itself about the nature and quality of services rendered by the tenderer, LIC of India may depute its officer(s) or authorized representative to visit the institute/establishments mentioned by the bidder. Besides, LIC may also arrange for verification of any document/testimonial submitted by the bidder in support and compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to LIC of India so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification, it is revealed that bidder does not meet with the criteria as laid down in the tender document, his bid would be considered as non-responsive and his financial bid will not be processed any further and EMD will be forfeited.
16. **TERMINATION CLAUSE :**
LIC may also terminate the contract by serving a notice of one month to the contractor and in such a case the Performance Security Deposit will be liable to be forfeited. The decision of the Sr. Divisional Manager, LIC of India, Amritsar Division, in this regard shall be treated as final and binding on the Contractor. If the Contractor refuses to carry out the work under this contract at any stage before the expiry of the period of contract, the work contract shall be liable to be terminated by LIC without giving any notice along with forfeiture of the Performance Security Deposit. In the event of failure of the contractor to provide the services or part thereof as mentioned in this agreement for any reasons whatsoever for any particular period, the LIC shall be entitled to procure services from other sources for that particular period and the contractor shall be liable to pay forthwith to the LIC, the difference of payments made to such other sources during that period, besides damages at the rate of payment for the period of failure in providing the services or part thereof.
17. **TERMINATION OF CONTRACT:** The contract may be terminated during the operative period by giving 30 days notice in writing by LIC and 90 days' notice in writing by the Agency. LIC reserves the right to terminate the said contract at any time on the ground of unsatisfactory services rendered by the Agency or on any other ground detrimental to the interest of LIC. The decision regarding whether the services are effective / accurate / proper etc. shall rest with LIC. On termination of the Contract, the Agency shall discontinue the use of the premises and handover peaceful possession of the premises of LIC together with its fixtures and articles therein in good condition after due verification by the authorized LIC official(s).

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export

experience.

9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms

of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---