

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-08-2026 10:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-08-2026 10:30:00
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 Offic
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod2.lic.jaipur@gembuyer.in Buyer Email id: buycon768.lic.rj@gembuyer.in
वस्तु श्रेणी /Item Category	Facility Management Service- Manpower based (Version 2) - Commercial; Housekeeping; Unskilled
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	1000 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	To be verified by the buyer at the time of technical evaluation
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
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों 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	1
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	3 Days
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

एडवाइजरी बैंक/Advisory Bank	AXIS BANK LTD
ईएमडी राशि/EMD Amount	943464

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).	42

(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 :

SDM

Divisional Office, Department of Financial Services, LIC - Life Insurance Corporation of India, JEEVAN SARTHAK, PLOT NO-1 SECTOR-5 PRATAP NAGAR SANGANER JAIPUR-302033
(Lic Of India)

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

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 years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
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. 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

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:AS ATTACHED

Scope of work & Job description:[1785127737.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1785127767.pdf](#)

Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (34)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Attendant
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	OFFICE ATTENDANT - 34 NOS- B CITY- 08 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	NIDHI JAIN	302033,PLOT NO 1 SECTOR 5 PRATAP NAGAR SANGANER PIN 302033	34	• 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 • ESI (INR per day) : 22.53 • Number of working days in a month : 26 • Provident Fund (INR per day) : 69.23 • Tenure/ Duration of Employment (in months) : 24

Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (34)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Attendant
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	OFFICE ATTENDANT - 34 NOS- C CITY- 08 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	NIDHI JAIN	302033,PLOT NO 1 SECTOR 5 PRATAP NAGAR SANGANER PIN 302033	34	• 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 • ESI (INR per day) : 18.07 • Number of working days in a month : 26 • Provident Fund (INR per day) : 66.72 • Tenure/ Duration of Employment (in months) : 24

Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (8)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	SWEEPER/CLEANER- 08NOS- B CITY- 08 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	NIDHI JAIN	302033,PLOT NO 1 SECTOR 5 PRATAP NAGAR SANGANER PIN 302033	8	• 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 • ESI (INR per day) : 22.53 • Number of working days in a month : 26 • Provident Fund (INR per day) : 69.23 • Tenure/ Duration of Employment (in months) : 24

Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	SWEEPER/CLEANER- 03NOS- C CITY- 08 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.	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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Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (6)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
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Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	SWEEPER/CLEANER- 06NOS- B CITY- 02 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	NIDHI JAIN	302033,PLOT NO 1 SECTOR 5 PRATAP NAGAR SANGANER PIN 302033	6	• Minimum daily wage (INR) exclusive of GST : 173.25 • Bonus (INR per day) : 0 • EDLI (INR per day) : 0.87 • EPF Admin Charge (INR per day) : 0.87 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 5.63 • Number of working days in a month : 26 • Provident Fund (INR per day) : 20.79 • Tenure/ Duration of Employment (in months) : 24

Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (7)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	SWEEPER/CLEANER- 07NOS- C CITY- 04 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	NIDHI JAIN	302033,PLOT NO 1 SECTOR 5 PRATAP NAGAR SANGANER PIN 302033	7	• Minimum daily wage (INR) exclusive of GST : 278 • Bonus (INR per day) : 0 • EDLI (INR per day) : 1.39 • EPF Admin Charge (INR per day) : 1.39 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 9.04 • Number of working days in a month : 26 • Provident Fund (INR per day) : 33.36 • Tenure/ Duration of Employment (in months) : 24

Facility Management Service- Manpower Based (Version 2) - Commercial; Housekeeping; Unskilled (9)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Commercial
Type of Services Required	Housekeeping
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Sweeper
Educational Qualification	Not Required
Specialization	Not Required
Post Graduation	Not Required

विवरण/ Specification	मूल्य/ Values
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
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	Rajasthan
एडऑन /Addon(s)	
Consumables to be provided by Service Provided	NA
High End Machinery and Equipments to be provided by Service Provider	NA
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	NA
Title for Optional Allowances 2	NA
Title for Optional Allowances 3	NA
Designation	SWEEPER/CLEANER- 09NOS- C CITY- 02 HRS

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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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.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	NIDHI JAIN	302033,PLOT NO 1 SECTOR 5 PRATAP NAGAR SANGANER PIN 302033	9	• Minimum daily wage (INR) exclusive of GST : 139 • Bonus (INR per day) : 0 • EDLI (INR per day) : 0.7 • EPF Admin Charge (INR per day) : 0.7 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 4.52 • Number of working days in a month : 26 • Provident Fund (INR per day) : 16.68 • Tenure/ Duration of Employment (in months) : 24

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. 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.

3. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

4. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

AS LOCATION MENTIONED IN LIKT IN SOW AND ATC
AS LOCATION MENTIONED IN LIKT IN SOW AND ATC
AS LOCATION MENTIONED IN LIKT IN SOW AND ATC
AS LOCATION MENTIONED IN LIKT IN SOW AND ATC
AS LOCATION MENTIONED IN LIKT IN SOW AND ATC
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5. **Forms of EMD and PBG**

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

LIC OF INDIA, ACCOUNT NO- 626010200003155, IFSC - UTIB0000626, BANK NAME: AXIS BANK
payable at
jaipur
.

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.

6. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

7. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

8. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

9. **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.

10. **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, ACCOUNT NO- 626010200003155, IFSC - UTIB0000626, BANK NAME: AXIS BANK
payable at
JAIPUR

. 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.

11. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution

certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

12. Buyer Added Bid Specific SLA

Text Clause(s)

MANPOWER REQUIREMENT AND OFFICE LOCATION DETAILS

A. The details of Office Attendant and Cleaners/Sweepers - Unskilled Workers for deployment requirement are as under:-

Manpower Profile	City Category	Working Hours	No. of Workers deployment required	Skill Category	TOTAL NO OF UNSKILLED WORKERS
Attendant	Class B City	08 Hours	34	Unskilled	TOTAL = 68
Attendant	Class C City	08 Hours	34	Unskilled	
Cleaner/Sweeper	Class B City	08 Hours	8	Unskilled	TOTAL = 33
Cleaner/Sweeper	Class B City	02 Hours	6	Unskilled	
Cleaner/Sweeper	Class C City	08 Hours	3	Unskilled	
Cleaner/Sweeper	Class C City	04 Hours	7	Unskilled	
Cleaner/Sweeper	Class C City	02 Hours	9	Unskilled	

For Supervisor:-

- ü One **Supervisor** of **Semi Skilled** deputed by the Housekeeping Agency for supervision of workers.
- ü The remuneration of the Supervisor is any paid by the service Agency as mentioned in Buyer ATC – pt-6.c

B. The List of Office Locations along with requirement of Office Attendant and Cleaning - Unskilled Workers are as under:-

Sno.	Name of Division/Branch Office/Satellite Office	Address of location	TYPE OF CITY CLASS CATEGORY	Cleaners / Sweepers required for Deployment as per GEM Tender		No of office Attendants required for Deployment as per GEM Tender*
				Working hours per day per Cleaners	No of Cleaners / Sweepers	
1	DIVISIONAL OFFICE Building 5th, 6th, & 7th floor	LIC OF INDIA, DIVISIONAL OFFICE-II , Plot No-1, Sector-5, Pratap Nagar, JAIPUR-302033	CLASS - B	8 Hours	4	15
2	BO - 325 - Unit -2	JEEVAN DEEP, LIC OF INDIA, BRANCH CUM INVESTMENT BUILDING LAL KOTHI , JAIPUR	CLASS - B	8 Hours	1	3
3	BO - 159- Unit -3	LIC OF INDIA, Jeevan Prakash, Bhawani Singh Marg, JAIPUR	CLASS - B	8 Hours	1	3
4	BO - 335- CAB-2	LIC OF INDIA SUITE NO 5-6, 3RD FLOOR, ARCADE INTERNATIONAL COMPLEX, AJMER ROAD, JAIPUR	CLASS - B	0	0	2
5	BO - 19R- TP Nagar	LIC OF INDIA NEAR KANTARA, TRANSPORT NAGAR , JAIPUR- 302003	CLASS - B	8 Hours	1	3

6	BO - 19T- Sanganer	LIC OF INDI A SECTOR-8 CHETAK MA RG, PRATAP NAGAR TON K ROAD, SA NGANER JAI PUR, RAJAST HAN	CLASS - B	8 Hours	1	2
7	SO- 325T001- Vaishali Nagar	LIC OF INDI A JAGDAMB A TOWER, V AISHALI NA GAR, JAIPUR	CLASS - B	2 Hours	1	1
8	SO-325T002- M.I.Road	LIC OF INDI A, SATELITE OFFICE, 310 /311, 3RD F LOOR, CITY MALL, OPP. RAJPUT SAB HA BHAWA N, B.D.ROA D, JAIPUR	CLASS - B	2 Hours	1	1
9	SO-159T001- Vidhyadhar Nagar	LIC OF INDI A, SATELITE OFFICE A-1 1, Ganpati P aradise, Vid yadhar Nag ar, JPR	CLASS - B	2 Hours	1	1
10	SO- 159C001- CLIA Tonk Road	LIC OF INDI A Illrd Floor, SUNNY PAR ADISE TOW ER, TONK R OAD GOPAL PURA MOD, JAIPUR	CLASS - B	2 Hours	1	1
11	SO- 19RT001- Rajapark	LIC OF INDI A .S.O.RAJA PARK, AROR A RESIDENC Y, RAJA PARK JAIPUR	CLASS - B	2 Hours	1	1

12	SO- 19TT002- Jagatpura	LIC OF INDI A, G-09, PL OT NO.B-2, J TM TOWER, JAGATPURA FLY OVER, J AGATPURA-J AIPUR- 3020 17	CLASS - B	2 Hours	1	1
13	BO -196 - Bharatpur	LIC OF INDI A, JEEVAN JY OTI, SUPER BAZAR, PO- BHARATPUR - (RAJ)	CLASS- C	8 Hours	1	3
14	BO - 19E- Dholpur	LIC OF INDI A JEEVAN BI MA MARG, O NDELA ROA D, DHOLPU R. ,RAJASTH AN	CLASS- C	8 Hours	1	2
15	BO - 15U- Deoli	LIC OF INDI A GOYAL B HAVAN, CH ARCH ROAD , DEOLI, DIS T-TONK [RAJ .]	CLASS- C	4 Hours	1	2
16	BO -19K- Gangapur City	LIC OF INDI A, PLOT NO. SPL-2, RIICO INDUSTRIAL AREA, SALO DA, GANGA PUR CITY, DI ST-KARAULI RAJ.	CLASS- C	4 Hours	1	2
17	BO - 105- Tonk	LIC OF INDI A, Malpura Darwaja, N ear Old Bus Stand, PO & Dt. TONK - Raj	CLASS- C	4 Hours	1	2

18	BO – 19X- Deeg	LIC OF INDIA RIICO INDUSTRIAL AREA, NAGAR ROAD DEEG , RAJASTHAN	CLASS- C	4 Hours	1	2
19	BO – 19B- Dausa	LIC OF INDIA JEEVAN JYOTI,KHAN BHANKRI ROAD DAUSA , RAJASTHAN	CLASS- C	8 Hours	1	3
20	BO - 19N- Sambhar Lake	LIC OF INDIA STATION ROAD, SAMBHER LAKE DIST-JAIPUR	CLASS- C	4 Hours	1	2
21	BO -19L- Hindaun	LIC OF INDIA F-161 RIICO IND.AREA, HINDAUN CITY, DT-KARALI , RAJASTHAN	CLASS- C	4 Hours	1	2
22	BO -193- Sawai Madhopur	LIC OF INDIA Man Town, Bajaria PO: Swai Madhopur - Raj	CLASS- C	0	0	3
23	BO -1241- Karauli	LIC of India NEAR BUS STAND, KARALI (RAJ)	CLASS- C	4 Hours	1	2
24	SO- 19TT001- Chaksu	LIC of India Near OSWAL GAS, Tonk Road, Chaksu	CLASS- C	2 Hours	1	1
25	SO-196T001- Bayana	LIC OF INDIA STATION ROAD, BAJARIYA, BAYANA, DIST-BHARATPUR	CLASS- C	2 Hours	1	1

26	SO-196T002- Kumher Gate, Bharatpur	LIC OF INDI A, Satelite Office, Kumher Gate, Deeg Road, BHARATPUR- (RAJ)	CLASS- C	2 Hours	1	1
27	SO- 105T001- Newai	LIC OF INDI A, GROUND FLOOR, " PRAGATI" PAHARI CHUNGINAKA, TONK ROAD, NEWAI, DIST-TONK (RAJ.)	CLASS- C	2 Hours	1	1
28	SO-15UT001- Malpura	LIC OF INDI A, SATELITE OFFICE, P.N O.5, ADARSH NAGAR, JAIPUR ROAD , OPP.GOV.T. HIGHER SEC .SCHOOL, PO-MALPURA - DT.TONK (RAJ)	CLASS- C	2 Hours	1	1
29	SO- 193C001- CLIA Sawai Madhopur	LIC OF INDI A, SO CLIA, GROUND FLOOR, MANDI GATE NO.2 , MANDI ROAD-SAWAI-MADHOPUR (RAJ.) 322001	CLASS- C	2 Hours	1	1
30	SO- 19BT001-Bandikui	LIC OF INDI A OPP.S.B.B. J.SIKANDARA ROAD ,BANDIKUI DT.DAUSA (RAJ) , RAJASTHAN	CLASS- C	2 Hours	1	1
31	SO- 19BT002- Lalsot	LIC of India, Above ICICI BANK, Gangapur Road, Lalsot	CLASS- C	2 Hours	1	1

32	SO- 19NT001- Kishangarh Renwal	LIC OF INDIA NR.BUS STAND, RENWAL DT-JAIPUR	CLASS- C	2 Hours	1	1
TOTAL NO OF DEPLOYED UNSKILLED WORKERS REQUIRED					33	68

*No of Office Attendants deployed for 08 hours working in Divisional Office, Branches and Satellite Offices.

-sd-
Sr. Division

al Manager

SCOPE OF WORK

Scope of work for Housekeeping Services

The successful Bidder will have to provide Housekeeping Services (Office Attendant and Sweeper/Cleaners) to LIC of India -Jaipur-II for its Divisional Offices / Branch Offices / Satellite offices by deploying their workers to the Satisfaction of LIC of India, in consistent with LIC of India standards and instructions issued by appropriate LIC of India officials from time to time.

A. Scope of work for Housekeeping Services (Attendant) - Unskilled Workers:

1. Attending the chambers of Officers.
2. Within & inter department movement of files/papers/any material & any other office work.
3. To & fro movement to Post Office/Bank/Telephone exchange/ Electricity office/Water works/Photo copiers etc.
4. Daily cleaning & dusting of tables, chairs, partitions, conference halls, training room & other stores & halls, doors, window glass panes, walls, sofas, wooden racks, blinds, water bottles, steel cabinets & almirahs etc. on all the concerned floors and the cabins of the office.
5. Removing cobwebs and dusting of fans, tube lights and electrical fittings and AC machines etc. weekly.
6. Quarterly cleaning of water tanks & water coolers.
7. Any other work related to above and as instructed from time to time. The housekeeping staff may also require doing any other jobs as directed by the authority from time to time.
8. The cleaning, dusting schedule should be over before 10 AM daily and the cleaning routine would be as per requirement and instructions of the particular office/branch/satellite office.

B. Scope of work for Housekeeping Services (Sweepers/Cleaners) - Unskilled Workers:-

(House-keeping Tender without Material):- The House-keeping (Sweepers/ Cleaners) tender is only for deployment of unskilled workers only. The Cleaning Material and equipment's should be provided to Cleaners/ Sweepers by the Life insurance Corporation of India, Jaipur-II Divisional and its jurisdiction Branches and Satellite office at their level.

I. DAILY SCHEDULE:-

- a. Sweeping and mopping of all floors, passages, staircase, halls, rooms, toilets and external area of all floors, all office area including cabins and attached toilets on all floors and wherever directed b

y the authority at least twice daily.

- b. Daily emptying of all dustbins and collection of garbage of all floors, cleaning of dustbins, buckets, mugs and proper disposal of all wastes from the office compound.
 - c. Cleaning of all toilets, wall tiles, pots, window glasses of toilets, taps/fixtures, buckets, mugs etc. at least twice a day with filling and refilling of (i) Liquid Soap, (ii) Air freshners (iii) Napthalene Balls/ Sani cubes to deal with bad odour and germs, to also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also, bringing any problems relating to plumbing, breakage etc. to the notice of the designated officials of O.S. Department.
 - d. Cleaning of Chambers, cubicles, reception area, service area common area, passages, lift area, pantry etc.
 - e. Wet cleaning of staircase of all floors with the help good quality soap.
 - f. Terraces, parking, corridor, open area, garden, roof top, solar system, sign boards, grills and outside of walls are to be cleaned on daily basis or per the instructions issued by office.
 - g. Sweeping and mopping of open terraces.
 - h. Sweeping and mopping of fire exit staircase.
 - i. Cleaning Office Equipments etc.
 - j. Cleaning (Dry) of Car parking area, entire premises within the boundary walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated.
-
- k. All the waste, garbage collected, malwa etc should be removed from every floor and the premises to the dumping area earmarked by municipal authority of the area. Disposal of the waste material /garbage will be the sole responsibility of the agency.
 - l. Removal of cobwebs from office premises.
 - m. Hourly inspection of Toilets and undertaking necessary cleaning and mopping of the same.
 - n. Cleaning of wash basin, urinals and mirrors etc. in all the toilets.
 - o. Dusting of partitions, doors, walls and Venetian Blinds.
 - p. Cleaning of window glasses from inside.
 - q. Cleaning of main entrance glass doors/wooden doors.
 - r. Any other work related to above and as instructed from time to time. The housekeeping staff may also require doing any other jobs as directed by the authority from time to time.
 - s. The cleaning, dusting schedule should be over before 09:30 AM daily and the cleaning routine would be as per requirement and instructions of the particular office/branch/satellite office.

II. WEEKLY SCHEDULE:

Weekly Schedule under all the mentioned locations for Cleaning/Sweeping shall be as under:-

- a. Washing of floors with soap/stain cleaner, removing of webs/insects from walls, ceiling, under tables/chairs/cup boards etc. with vacuum cleaner.
- b. Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap, stain cleaner.
- c. Polishing of floors.
- d. Vacuum cleaning of carpets, curtains and sofa.
- e. Brass polishing preferably on Saturday.
- f. Wet Cleaning of all dustbins and waste paper baskets.
- g. Cleaning, sweeping & mopping of all open terraces.
- h. Cleaning of ceramic/wooden walls.
- i. Wet cleaning of staircase of all floors with the help good quality soap.
- j. Sweeping and mopping of fire exit staircase.
- k. Cleaning, Sweeping and mopping of all open terraces/roofs in the premises.
- l. Removal of all the waste, broken furniture or malwa if any.
- m. Cleaning of blockage in Toilets /drainage as and when required.
- n. Cleaning of window panes from inside as well as outside (wherever accessible).
- o. Cleaning of the Over Head water Tanks/under Ground water Tanks at least once in Three months.

The above scope of services is illustrative and not exhaustive. The contractor may be assigned any duty/ function with regards to the Housekeeping of the premises from time to time.

However, the scope of work if any varied as per the Terms and Conditions at the time of floating the Tender in Gem portal by the LIC will be communicate to the Agency with intimation of prior notice.

-sd-

isional Manager

Sr. Div

Eligibility Conditions for Technical Bid Evaluation

1. The Bidders should **have experience of at least 3 years** (as on 31/03/2026) in providing house keeping services and should have been in **existence for the last 5 years as on 31/03/2025. (Proof to be enclosed).**

2. The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected
3. The Bidder should have experience in the Housekeeping services in any financial organization, Government /Public Sector undertaking /corporate organizations of repute with at least One (1) existing work order in the said organizations.
4. Minimum Average Annual Turnover of the Agency during each three Financial Years (2024-25, 2023-24, 2022-23) should be **Rs 10 Crores** as stipulated on GEM portal for current bid. The average annual turnover of bidders must be duly certified by the Chartered Accountant.
5. The bidder Company/Firm must have experience of having executed a **single contract of Annual Value of Minimum Rs. 04 crores** at least one PSU/ Central/State Govt. Dept. /Institution during any one of the previous three Financial Years. (i.e. FY 2024-25, 2023-24 and 2022-23). Contract Order uploaded is required.
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6. **Satisfactory service certificates** to be produced from any two of their existing major clients with details of contact person, Telephone No. email etc.
7. The bidder Company/Firm should have an office in RAJASTHAN preferable at Jaipur (**Valid proof to be attached like Rent Agreement or other supporting document**) In case the bidder does not have registered operating office in Jaipur or not submitted the required valid proof document in that case the bid is liable to be rejected on this basis and no representation in this regard shall be considered.
8. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including to building, building structure, streets, and footpaths as per the laws applicable for the state of RAJASTHAN
9. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 , Central Rules 1971 and other rule/s which is/are in force and applicable on such type of contracts .
10. The bidder must have following testimonials uploaded in GEM portal **mandatorily**-
 - a. License (INFORCE) from Labour Commissioner of appropriate jurisdiction to employ contract labour under the Contract Labour Act.
 - b. Registration certificate under Employees Provident Act, with latest proof .
 - c. Registration under Employees State Insurance Act, with latest proof.
 - d. Pan card
 - e. Latest Income tax clearance certificate OR ASSESSMENT ORDER and COPY OF PAN Card of the APPLICANT FIRM/ COMPANY to be enclosed
 - f. GST registration Certificate.
 - g. Copies of audited Balance Sheets for the past 3 years.(FY 2024-25, 2023-24 and 2022-23.)
 - h. Copy of the Master Insurance policy taken on the lives of labourers

- i. the copy of Memorandum and article of association in case of "Limited" companies.
- j. ISO certificate, if any.
- k. Copy of Shop and Establishment License ,if applicable

(Sealed and Signed of the

Bidder Agency)

11. The Bidders shall have good name, standing and professional reputation for performing similar job/ assignment. In addition they should not have defaulted in providing similar services or should not have been black listed with any office of the Corporation (LIC) or any other establishments, a declaration on the letter head of the bidder should be submitted.
12. 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 with its seal duly affixed shall sign the Bid.
13. Applicants registered as MSME/NSIC are exempted from depositing Quotation fee and EMD provided they attach self- attested copy of the relevant certificate from the concerned Department of Government of India to this effect with technical bid.
14. All the bidders shall submit an affidavit confirming that the contractor has not been blacklisted by any of the office of Corporation
15. **The bidders must submit all the document as mentioned in Tender documents itself for which it is requested to read the tender document carefully.**

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visional Manager

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BUYER ATC - TERMS AND CONDITIONS OF THE CONTRACT

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1. PERIOD OF THE CONTRACT:-

- a. The service contract shall remain in force initially for a **period of Two (02) Years from the date of Commencement of the Work i.e. 01 January 2027 to 31 December 2028.**
- b. The tender can be **extended by competent authority for additional One (01) year** on the basis of satisfactory services subject to on the same terms and conditions with mutual agreement by both the parties subject to satisfactory performance subject to the performance parameter as determined by LIC authorities.
- c. The contract is subject to termination at any time if the services are not found satisfactory by LIC or for any other reason whatsoever by serving 30 days' notice in writing by LIC and 90 days' notice by the Agency.
- d. Upon expiry of the Contract or termination of the Contract, the Contractor and its workmen shall vacate the premises and handover the same in good working condition.

2. PERSONNEL/ WORKMEN:-

- a. The service provider will be responsible for all members of the staff deployed by him and shall submit an AFFIDAVIT IN RESPECT OF THE **SOUND CHARACTER OF THE WORKMEN DEPLOYED AT THE SITES TO LIC** along with the profiles of your personnel deployed. Further, in respect of the workers deployed at the Corporation's premises, the Contractor shall submit a copy appointment letters issued by him to the personnel deployed at our sites containing name, age proof & address proofs and bank details to which the payment would be credited by the service provider. The Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.
- b. Service provider shall not engage any person with a criminal record, conviction and antecedent and shall bar any such person from participating directly or indirectly in the Services under this Agreement afterwards. 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.
- c. In case of any complaint against any of the personnel deployed by the service provider, he shall remove such person immediately and arrange for replacement of removed person within 24 hours. The person(s) so removed should not be deployed again or allowed to work in the premises.
- d. The service provider shall not deploy for house-keeping and / or supervision any relative(s) of any serving / retired / resigned / deceased employee(s) of the Corporation
- e. The service provider should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan / khaini / tobacco etc. They will not play cards or indulge in gambling or any unlawful activity other than the mandated duties in the complex

- f. **Minimum 60% of the existing strength of housekeeping manpower will be retained.**

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3. SERVICES AND WORK SCHEDULE:-

- a. The team of Sweeper/Cleaner at our all locations (DO/BO/SO) shall be report on duty at 8:00 A.M. on all working days.
- b. The working hours of Sweeper/Cleaner for 02 Hours workers will be from 8:00 A.M. to 10:00A.M., f or 04 Hours workers will be from 8:00 A.M. to 12:00 A.M. and for full day workers will be from 8:00 A.M. to 4:30 P.M and having lunch for 30 minutes in 08 hours working.
- c. The working hours of House Keeping Attendant Services will be from 9:30 A.M. to 6:00 P.M.
- d. The Lunch break for Office Attendant has from 1:30 P.M. to 2:00 P.M. from Monday to Thursday and from 1:30 P.M. to 2:15 P.M. on Friday. The scope of work shall be performed five days of the week from Monday to Friday except any Holiday
- e. Entire House keeping (Office Attendants and Sweeper/Cleaner) work should be completed before 10.00 hrs. on all working days

4. ATTENDANCE REGISTER, WAGES REGISTER ETC.:-

- a. The service provider shall maintain daily attendance, wages register of persons engaged during the month duly signed by the individual House Keeping personnel engaged respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded.
- b. The Supervisors of the Contractor, referred above shall produce the attendance register to the Premises officers, Divisional Office or the officers of the Branch office in the premises for inspection before his workmen enter the Corporation's premises every day.
- c. This log book shall be shown to an authorized LIC representative at 10:00 AM daily and at any other time on demand.
- d. The service provider shall be responsible to maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions / obligations.
- e. If at any point of time relevant entries are found missing/incomplete, LIC may treat such employee of the service provider to be absent and take necessary action accordingly under the relevant provision of this contract.

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5. UNIFORMS:-

- a. Service provider shall provide proper neat and clean uniform to all the workmen deployed by him

for providing housekeeping services (Office Attendants and Sweepers/Cleaners) and ensure that the same is worn by his workmen during the course of their duties in the premises

- b. The workmen of the Contractor entering the Corporation's premises shall be required to display their photo identity card issued by the Contractor

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6. **SUPERVISORS:-**

- a. The agency shall be required to provide one contact person / Nodal Officer stationed at Divisional Office so as to ensure proper control / coordination for executing the job smoothly and efficiently. He will be responsible for supervision of housekeeping job at all the locations. These supervisor/s 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.
- b. To ensure this the supervisor shall provide his Mobile Number so that he could be contacted immediately.
- c. The **remuneration of the supervisor will be borne by the service provider** only
- d. The supervisor/s shall be responsible for ensuring cleanliness of all lobbies, parking areas, link portion & all areas / halls of various departments. The Supervisors shall maintain registers showing deployment of workmen for providing services at different locations.
- e. In addition, the Supervisors shall also maintain a daily chart about various house-keeping activities performed by the personnel at different locations. The chart should contain the nature of house-keeping activity/ies carried out, the name of the workmen, and time of completing the activity/ies and should be initialed by the Supervisors in token of having verified & ensured satisfactory performance. Such chart shall also be maintained in respect of the weekly housekeeping activities required to be carried out under this Contract
- f. The supervisor will have to visit the Divisional Headquarter on daily basis failing which **a penalty of Rs 1500/- per day will be imposed on the service provider**. He will also have to visit the Branch as well as Satellite offices as and when required or instructed by the LIC officials.
- g. The Supervisor should ensure to maintain required number of manpower and also arrange a pool of reserve housekeeping staff. In case any Office Attendant and Sweeper/Cleaner absences from their duty, the reliever of equal status shall be provided by the supervisor from an existing pool of housekeeping staff.

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7. **DAILY RECORD OF THE CLEANING:-**

- a. The service provider shall maintain a daily record of the housekeeping (cleaning/Sweeping / sanitation) done of the each office premises (including toilets, parking area, pump rooms etc.).
- b. The daily record maintained by the Contractor as required herein above shall be submitted to OS Dept. for verification as when required by OS Deptt and Photo copies should be enclosed along with bill

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8. **COMPLAINTS:-**

- a. The site should be kept neat and tidy after cleaning / mopping, etc. work is completed. The Contractor shall ensure excellent standard of house-keeping and maintenance and ensure that entire premises are kept hygienic and clean at all times
- b. Service provider shall maintain complaint register of all complaints received from different departments and /or forwarded to **Divisional Office- OS Deptt, JAIPUR-II**. Suitable corrective action thereon must be taken immediately.
- c. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned at **point no.9** mentioned here in below. The Register must be shown to the authorized officials of the Corporation as and when demanded by them.
- d. The service provider shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Premises Officers/ Officials of OS Dept, DO/BO, as the case may be.
- e. All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended/ postponed. 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

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9. PENALTY CLAUSE:-

- a. All work must be carried out to the entire satisfaction of the Corporation. If the standard of housekeeping services is not maintained to the satisfaction of the Corporation or contract is not executed as per Terms and Conditions stipulated under this contract to the complete satisfaction of LIC., appropriate penalty will be imposed and the same will be deducted from the monthly bill and / or Security Deposit.
- b. If Weekly Schedule is not adhered to by the contractor, a penalty of **Rs.1000/- per week** will be imposed.
- c. In case the contractor fails to provide replacement of a worker who is absent, penalty (**Rs. 500/- per day**) will be imposed for each such occasion.
- d. The supervisor will have to visit the Divisional Headquarter on daily basis failing which a **penalty of Rs 1500/- per day will be imposed on the service provider**. He will also have to visit the Branch as well as Satellite offices as and when required or instructed by the LIC officials
- e. In case service provider fails to payment of salary to office attendants and Sweepers/Cleaners within time limit i.e. **7th of the following month then an amount Rs 1500/- per day will be imposed on the Service provider.**
- f. In case the service provider fails to fulfill his obligations any reason whatsoever, the Contractor shall pay damages ranging as above, 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.

10. PAYMENT TO PERSONNEL/ WORKMEN:-

- a. The service provider shall make payment to his personnel as per Minimum Wages Act only by electronic mode- **NEFT and RTGS**. Any violation of the Minimum Wages Act will entail forthwith termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation.
- b. The service provider shall also ensure that no amount by way of commission or otherwise is deducted and recovered from their wages.
- c. The service provider will have to produce the sheet with amount on which the employees have received their wages with full details.

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11. PAYMENT TERMS:-

- a. The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages, according to their respective category, viz unskilled / semi-skilled etc.
- b. The service provider 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** along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC+VDA+EPF+ESIC+ STATUTORY BONUS), Bank name and bank account number. In case service provider fails to payment of salary to office attendants and Sweepers/Cleaners within time limit i.e. **7th of the following month** then an amount **Rs 1500/- per day** will be imposed as penalty on the Service provider.
- c. **The Contractor shall disburse the minimum wages (if any vogue as on date of payment of wages) to its workmen by electronic mode only.**
- d. TDS of all types at the prevailing rates will be deducted.
- e. The service provider 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.

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12. SUB-CONTRACTORS:-

- a. The Contractor shall neither be a sub-contractor to any other entity / person, nor, at any time, shall assign or subcontract any of its responsibilities contained in this Agreement to any agent, sub-agent or subcontractor without prior written permission of the Corporation which the Corporation may deny at its absolute discretion.
- b. He should not be a party to any cartel at any time for processing any contract including the present Tender

13. PERFORMANCE SECURITY DEPOSIT:-

- a. The selected Contractor will have to deposit **Performance Security Deposit** for an equivalent amount of **5% of Total tender Value** i.e. **Rs 2358660/-** in form of /DEMAND DRAFT/BANK GUARANTEE issued by any schedule commercial Bank in favour of 'Life Insurance Corporation of India- Divisional Office Jaipur-II" payable at Jaipur.
- b. The amount will be kept with us interest free for the entire period of the contract.
- c. The Security Deposit shall be refunded after expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation in case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security Deposit and balance, if any, shall be refunded without interest to the Contractor.
- d. The duration of Performance Security Deposit hold with LIC of India required for 30 months (for original tender of 24 months).
- e. If the extension for additional 12 months has been permissible by the competent authority, in that case the holding duration period have been increased from 30 months to 42 months.

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14. Earnest Money Deposit:-

- a) The selected Contractor will have to deposit performance Earnest Money Deposit for an equivalent amount of **2% of Total tender Value** i.e. **Rs 943464** as mentioned

ed in BID details on GEM Payment online through RTGS / internet banking in Beneficiary name:-

Name of Account Holder	LIC OF INDIA
Account No	626010200003155
IFSC Code	UTIB0000626
Bank Name	AXIS BANK
Branch Address	Jaipur

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

c. The EMD shall be refunded to the unsuccessful bidder after finalization of the contract.

d. The EMD shall be refunded to the successful Bidder on receipt of Performance Security Deposit.

e. In case the successful Bidder declines the offer of contract, for whatever reasons, their EMD shall be forfeited

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15. ESI, EPF CONTRIBUTION:-

The Contractor shall remit ESI and EPF contribution of all his workmen regularly to ESI Corporation and P.F. Authorities respectively and furnish the proof of the same every month to the Corporation with remittance details along with bill. 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. The service provider /Contractor will be liable for getting the Provident Fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.

16. TERMINATION:-

- i. Corporation reserves the right to cancel or terminate this contract / agreement by giving one month's notice in writing without giving or assigning any reasons whatsoever for doing so.
- ii. In the event of the Contractor wishing to terminate this Contract, the Contractor shall give at least three months notice to Corporation in writing and in either case; the Contractor shall hand over the peaceful possession of the space as provided in the tender.
- iii. In the event of earlier termination of the Contract by either parties or on expiry of the contract, the contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till the Corporation is able to make alternate arrangements for housekeeping services, even if Corporation has agreed in writing to allow the Contractor to discontinue earlier. The contract is also liable to be terminated by the Corporation if-
 - a. The Contractor abandons the work or
 - b. The Contractor assigns or sublets the work in whole or in part thereof or
 - c. The Contractor makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or
 - d. The Contractor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
 - e. The Contractor persistently disregards the instructions issued by the Corporation or
 - f. The Contractor fails to adhere to the agreed schedule of the work or
 - g. The information submitted by the Contractor in the Tender is found to be incorrect or
 - h. The Contractor fails to perform its obligations as per terms and conditions of the

- e contract or
- i. The Contractor fails to maintain records / registers as required under the terms of this contract

17. Insurance Policy:-

- a. Service provider shall take an Insurance policy of adequate value in respect of all his workmen employed for providing housekeeping services, towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as when the same shall become due during the currency of the Contract.
- b. Submission of copy of insurance policy is mandatory within 1 month of date of handing over the sites.

18. INDEPENDENT SERVICE PROVIDER:-

- a. This Agreement is on a principal-to-principal basis between the Parties hereto..
- b. Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between CORPORATION and the Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Contractor is an independent entity and not an employee, agent, associate or authorized representative of Corporation. The Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of Corporation whatsoever.
- c. The Service Provider acknowledges that its rendering of services is solely within its own control, subject to the terms and conditions agreed upon and agrees not to engage an employee, agent or servant of the Corporation or any subsidiary or affiliate thereof
- d. 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 CONTRACTOR.

19. INDEMNITIES AND OTHER PROVISIONS:-

- I. The Service Provider shall indemnify the Corporation and keep the Corporation indemnified fully and without limit against all costs, claims, damages, expenses, fines, losses, liabilities and penalties including attorney's cost, expenses accruing, incurred or suffered by the Corporation directly or indirectly arising on account of:
 - a. Failure by the Service Provider to perform any of its obligations under this Agreement, in Accordance with the provisions of this Agreement;
 - b. any claim from any statutory authority or any employee's or agent or employee/s of the Service Provider with respect to the terms of service of the employee's, agent's, or employee's of the Service Provider, arising in relation to non-compliance by the Service Provider with any matter set out in hereinabove in tender.;
 - c. any act, commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this agreement by the Service Provider/its employees/agents/sub-contractors;
 - d. any robbery, theft, extortion, misappropriation or accident in relating to any assets or properties or documents or instruments of the Corporation which are, or are deemed to be, in the custody of the Service Provider, and any and all adverse claims of whatsoever nature made on the Corporation by the personnel. ii)The Service Provid

er shall be liable to pay the amount to the Corporation, as determined by the Corporation in its sole discretion under this provision, on demand and the Corporation shall be entitled to adjust the amounts so determined to be due from the Service Provider against the future payments due by the Corporation to the Service Provider.

II. The Service Provider shall cooperate fully in defending any claim's by any local, state or central authority against the Corporation with respect to any levies, taxes, duties, fines and/or penalties etc. due and payable by the Service Provider and shall indemnify the Corporation fully and without limit, against the same. This provision shall survive the termination of this Agreement.

III. The Service Provider hereby agrees to indemnify and hold the Corporation harmless from any loss, claim, damage, costs or expense of any kind including reasonable attorney's fees, to which the Corporation may be subjected by virtue of a breach of any of the representations and/or warranties set out herein the tender.

IV. Notwithstanding any other provisions of this Agreement, in no event shall the Corporation be liable to the Service Provider for loss or profits of revenues, indirect, consequential or similar damages arising out of or in connection with the Services, materials or assistance provided under this Agreement.

20. CONFIDENTIALITY AND SECRECY:-

- a. The Service Provider recognizes that in the course of the transactions envisaged by this Agreement, it may be privy to certain confidential information (whether or not the information is marked or designated as "confidential" or "proprietary") relating to the Corporation and its businesses including legal, financial, technical, Commercial, marketing and business related records, data, documents, reports, client information, the terms of this Agreement and the details of the negotiations between the Parties (the "information"). The Service Provider agrees that it shall keep all information and other materials passing from the Corporation to the Service Provider confidential and shall not, without the prior written consent of the Corporation, divulge such information to any other person or use such information other than for the purposes of carrying out this Agreement.
- b. The obligations contained in this Section shall not apply to any part of the information in the case where that part of the information that is or has become public other than by breach of this Agreement and shall not restrict any disclosure by the Service Provider if required by law or by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure. In such case, prior to such disclosure, the Service Provider should promptly notify LIC of India of such requirement of disclosure, with a view to providing the opportunity to the Corporation to contest such disclosure or otherwise to agree the timing and content of such disclosure.
- c. The obligations contained in this Section shall continue to apply after the termination or expiry of this Agreement.
- d. The Service Provider acknowledges that in the event of any breach or threatened breach of this Section by the Service Provider / its employees / agents / sub-contractors, monetary damages may not be an adequate remedy, and therefore, the Corporation shall be entitled to injunctive relief to restrain the Service Provider / its employees / agents / sub-contractors from any such breach, actual or threatened.

21. Mandatory Conditions:-

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

- b. 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.
- i. Registration certificate with Labour Department
 - ii. Copy of PAN/GIR card
 - iii. Copy of Income Tax Returns filed for the last three financial years
 - iv. Copies of EPF and ESI certificate
 - v. Copy of GST Registration
 - vi. Copy of Shop and Establishment License, if applicable
 - vii. The Contractor should have the necessary valid license. It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.
 - viii. 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.
- c. 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. Employees' Provident Fund Act 1952
 - viii. The Employees' State Insurance Act 1948
 - ix. The Payment of Bonus Act, 1965
 - x. Any other Act or Legislation which may govern the nature of Contract to be executed herein.

22. DISPUTES & DIFFERENCES:-

- a. In all cases of dispute, the matter will be referred to the **Sr. DIV. MANAGER, L.I.C. Of India DO J AIPUR-II, JAIPUR** and his decision shall be final and legally binding on the contractor.
- b. In case of any dispute arising with any State/ Central Agency, owing to happening of any incidence within or outside the LIC premises, the Service Provider shall be solely responsible for it and will not have any liability in this regard whatsoever.
- c. Any dispute arising out of the terms of this contract on the interpretation of any clause herein shall be settled by mutual discussions between the Nominated Authorities of LIC and the authorized representatives of the Agency.
- d. Any dispute arising out of the Contract/Agreement shall come under the jurisdiction of the **Honorable Courts in Rajasthan.**
- e. LIC shall have the right to **increase or decrease the area/building, location and deployed persons of Housekeeping** at any time with prior notice to the service provider and it will be binding on the part of the service provider to do so at the agreed rates. The Agency will follow the instructions given by the authorized LIC representatives from time to time.
- f. Accordingly **Performance Security Deposit** may be adjusted in increase/decrease manner if any on pro rata basis in conjunction with change of Housekeeping deployed persons in reference to **pt -e (Price Variation Clause).**

23. VERIFICATION OF CLAIMS FACTS AND DOCUMENTS:-

- a. 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.
- b. 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.
- c. 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.

24. Other Responsibilities and obligations of the Contractor would be as under:-

- a. The service provider shall protect sides of opening in floor slabs, edges of slabs, stairs, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices. The Contractor shall provide first aid boxes wherever required. Despite observing safe practices if any unfortunate incident occurs, the Contractor shall bear all expense or claims towards treatment or compensation.
- b. It shall be the responsibility of the Contractor to provide its workmen with all the benefits, remuneration & amenities prescribed under any applicable law.
- c. 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
- d. No residential accommodation shall be provided by the Corporation to Contractor and / or to the personnel deployed by him
- e. 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.
- f. No cleaning material should be left in and around the cleaned area. The material required for cleaning should be kept only in store room provided by the Corporation which may be distributed to other buildings as per instruction. 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
- g. Trained personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behavior, safety etc

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25. Future Changes in Minimum Wages:-

During the Contract period, if the rate of minimum wages payable to the personnel deployed by you increases/decreases as per Central/State Government Minimum Wages Act, only the difference of increase/decrease will be taken into consideration. The category area wise wages payable shall not be less than the minimum wages approved by Central/State Government whichever is higher. No other increase in the amount quoted by you shall be entertained on any account during the period of contract.

26. Contract Award to L-1 Vendor:-

In case more than one L-1 bidder are shown in GEM portal after opening of Financial Bid, the LIC of India will have the right to select the L-1 bidder on the basis of following process of selection:-

- a. The contract will be awarded to approved Govt. Agency/Govt. Undertaking Agency.
- b. If more than one approved govt. agency/govt. undertaking agency are selected on the basis of point no (a) above in such situation approved govt. agency/govt. undertaking agency having highest

average annual turnover of last 03 Financial Years will be award the contract. If the average highest turnover of more than one such L-1 approved govt agency/govt. undertaking agency are identical in that case the contract will be awarded to L-1 approved govt agency/ govt. undertaking agency having highest turnover either in FY 2024-25 (if audited and submitted for all such L-1 bidders of this year) or FY 2023-24 for all such bidders.

- c. In case no govt. agency/govt. undertaking agency is found as L-1, in such situation the contract will be awarded to one of the L-1 bidder having experience to similar work with LIC of India. In more than one such L-1 bidders are identical in that situation the contract will be awarded to one of the L-1 bidder using the option of running the option of random selection in GEM portal.

27. Minimum Agency Charges:-

Minimum Agency Charges fixed in tender are **3.85%(inclusive of GST)** of Monthly Wages excluding GST.

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28. Other Conditions:-

- a. **Duly filled ESG (Environment Social Governance) Screening Questioner for Vendor ESG Assessment, Specimen for the Questioner to be filled is provided as per Annexure.**
- b. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- c. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
- d. 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.
- e. Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only. GSTIN of consignee is 08AAACL0582H2ZL
- f. While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.
- g. Dedicated /toll Free Telephone No. for Service Support: BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- h. Escalation Matrix For Service Support: Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
- i. 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.
- j. The service Provider shall provide the said services at such times and in such manner as communicated by the LIC from time to time.
- k. The cleaning and Housekeeping works are to be carried out as per international norms/standards and in such manner that all premises always look neat and clean.
- l. The service provider should specifically focus on quality and punctuality in rendering of the required services as mentioned in the contract.
- m. No relationship of employer and employee shall be created between the LIC and the employees engaged by the service provider.
- n. The service provider alone shall have the right to take disciplinary action against any person(s) engaged/employed by him, while no right whatsoever shall vest in any such person(s) to raise any dispute and/or claim whatsoever against the LIC. The LIC shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the service provider for any purpose whatsoever nor would the LIC be liable for any claim.

- aim(s) whatsoever of any person(s) of the service provider.
- o. In case LIC is required to meet any liability in respect of any person(s) engaged/employed by the service provider by virtue of their working at the premises of the LIC, it would be open and lawful for LIC to deduct the amount(s) of any such liability from and out of dues payable to the service provider.
 - p. The service provider shall be responsible for all injuries and accidents to person, employed/employed by him.
 - q. The service provider shall be responsible for the conduct and behavior of his employees. If any employee of the Contractor is found misbehaving with the LIC staff, the service provider shall take necessary and appropriate action immediately.
 - r. In the event of any loss/damage being occasioned to LIC on account of the negligence of the service provider's employees, the service provider shall make good the loss sustained by LIC either by replacement of the material/equipment or payment of compensation.
 - s. The service provider shall take proper instructions from LIC for the execution of the contract at the different places and will faithfully comply with the same during the period of the contract.
 - t. All members of staff employed by the service provider will be subjected to security check by the LIC's staff while leaving the premises.
 - u. The service provider shall give the services on all working days (26 days) during the period of contract as per the LIC's requirement.
 - v. The employees of the service provider will make their own arrangements for food and snacks while at work at their own cost and the LIC will not entertain any financial expenditure or provide any canteen facility.
 - w. If the service provider commit any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the LIC from time to time, it shall be open and lawful for the LIC to terminate this agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or contract or at the risk and cost of the service provider and the service provider shall have no right to claim any compensation whatsoever on this account.
 - x. All the services under the contract and any other work of similar nature, which will be entrusted to the service provider from time to time by the LIC, are to be rendered without causing any hindrance or disturbance to any staff member of the LIC working during the normal working hours. The work shall be carried out efficiently in consonance and in conformity with the standard of a neat and hygienic premise.
 - y. The service provider shall frame appropriate procedure for taking immediate action as may be advised by LIC from time to time.
 - z. The LIC shall always have the right to conduct a search of the service provider's employees and their vehicles while entering/going out of the LIC's premises or inside the premises.
 - aa. If the LIC notices that the personnel of the service provider has/have been negligent careless in rendering the said services, the same will be communicated immediately to the service provider who will devise corrective steps in the form of warning/ replacement of the employee immediately to avoid recurrence of such incidents and report to the LIC its action plan.
 - bb. If any of the personnel of the service provider indulges in theft or any illegal/irregular activities, misconduct, the service provider will immediately replace the erring personnel and will take appropriate action along with intimation to the LIC.
 - cc. The service provider shall at all the time indemnify and keep indemnified the LIC against any/all claims of/by its employees including but not restricted to the claims under the Workmen's Compensation Act, 1923; payment of Wages Act; Payment of Bonus Act; Employees Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act; Minimum Wages Act; Employee's State Insurance Act or any other Act(s) or statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by any worker or other personnel of the contractor or in respect of any claim, damage or compensation under Labor Laws or any other laws or rules made there under, by any person whether in the employment of the service provider or not, who provided or provides the said services under this Agreement.
 - dd. The employees of the service provider shall never be considered to enjoy any right to enter the premises of LIC by virtue of this agreement or otherwise at any time except with the prior permission of LIC.
 - ee. In the event of failure of the service provider to provide the services or part thereof, as mentioned in this agreement for any reasons whatsoever, the LIC shall be entitled to procure services from other sources and the service provider shall be liable to pay forthwith to the LIC, the difference of payments made to such other sources, besides damages at double the rate of payment for the period of failure in providing the services or part thereof.
 - ff. If, at any time during the operation of this Agreement or thereafter the LIC is made liable in any manner

anner whatsoever by any order, direction or otherwise of any Count, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the present or ex-personnel of the service provider or to any third party, the service provider shall immediately pay to the LIC all such amounts and costs also and in all such cases/events the opinion of the LIC shall be final and binding upon the service provider. The LIC shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/or from any pending bills of the service provider and if such amount is not fully recovered, the LIC shall be entitled to recover the balance amount through legal recourse.

- gg. The service provider further agrees to absolve the LIC from all the liabilities in regard to any statutory enactments to the extent applicable to the service provided by the service provider. It is clearly understood that should the LIC be called upon to make any payment to any authority, the service provider shall reimburse such amount to the LIC whether such liability arises during the period of this agreement or after expiry of the period of this agreement. If there would be any claim on the LIC for any default of the contractor or its employees committed during the operation of this agreement, the service provider shall pay the LIC such amount on demand without protest.
- hh. The service provider should display on the notice board showing rates of wages, number of workers, details of payments of wages, name and address of the Inspector etc. as per relevant rules of the Labor Laws.
- ii. The service provider shall provide KYC documents, address proof, character certificate, police verification report, appointment letter and all other documents of his employees deployed at all locations as per GEM rules.

CHECKLIST OF TECHNICAL BID EVALUATION PURPOSE :-

S.NO	CONDITIONS STIPULATED IN TECHNICAL BID	DOCUMENTS UPLOADED IN GEM PORTAL
1	EXISTENCE CERTIFICATE FOR 05 YEARS 31.03.2026	
2	EXPERIENCE CERTIFICATE OF 03 YEARS AS ON 31.03.2026	
3	DOCUMENTARY PROOF FOR WORKING HOUSEKEEPING SERVICES AT FINANCIAL ORGANISATION.	
4	CA CERTIFIED MINIMUM AVERAGE TURNOVER FOR 03 FINANCIAL YEARS (2024-25 , 2023-24 , 2022-23)	
5	EXPERIENCE OF EXECUTE A SINGLE CONTRACT OF ANNUAL VALUE MINIMUM 04 CRORES AT FINANCIAL ORGANISATION GOVT/PSU UNDERTAKING/CORPORATE ORGANISATIONS	
6	DOCUMENTARY PROOF OF RAJASTHAN OFFICE OF BIDDER	

7	REQUISITE DOCUMENTS:- - License (INFORCE) from Labour Commissioner of appropriate jurisdiction to employ contract labour under the Contract Labour Act. - Registration certificate under Employees Provident Act, with latest proof . - Registration under Employees State Insurance Act, with latest proof. - Pan card - Latest Income tax clearance certificate OR ASSESSMENT ORDER and COPY OF PAN Card of the APPLICANT FIRM/ COMPANY to be enclosed - GST registration Certificate. - Copy of the Master Insurance policy taken on the lives of labourers taken from earlier contract - The copy of Memorandum and article of association in case of "Limited" companies. - ISO certificate, if any. - Copy of Shop and Establishment License ,if applicable - MSME/NSIC Certificate - License from Labour Commissioner of appropriate jurisdiction to employ contract labour under the Contract Labour Act. - Copy of Shop and Establishment License ,if applicable - Any other certificate required for operation of Housekeeping Services.	
8	Sealed and Signed of bidder Agency – - Eligibility Conditions of- Technical Bid - Scope of Work. - BUYER ATC – TERMS AND CONDITIONS OF THE CONTRACT	
9	Certificate of Agency not Blacklisted	
10	Any other Document if any asked to upload in the GEM portal other than the Check list items.	
11	Certificate as attached in Annexure- A for submitting declaration that all documents as mentioned in Check List and any other as asked in GEM portal has been uploaded by the vendor.	
12	ESG (Environment Social Governance) Questionary	

Tender for hiring of HOUSE KEEPING SERVICES (Office Attendant and Sweeper) Unskilled persons in JAIPUR Divisional Office-II, Branch Offices, Satellite Offices under its jurisdiction

ANNEXURE- 'A'

AFFIDAVIT

I/We (Authorized Representative) of, _____

being Indian Company/Firm having Office at do hereby solemnly affirm and state as under:-

Whereas Life Insurance Corporation of India has floated tender for providing House Keeping Services in various Offices under DO JAIPUR-II and its jurisdictional Branches and Satellite Offices and in respect of the same, I/we being one of the Bidders, confirm that I / We strictly follow various laws as mentioned in the Terms & Conditions of the Tender.

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

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

Solemnly affirmed at _____ **this** _____ **Day of** _____ **_ 2026.**

ESG (Environment Social Governance) Questionary

Vendor ESG Assessment:

Annexure

To be made part of RFP Document for all vendors:

All critical points are marked in bold letters and shall be considered important for technical qualification:

Sl No	Sub Code	Requirement for Vendor Assessment (Technical Assessment)	Yes (Y), Partial (P), No (N) or Not Applicable (NA)	Evidence/ Remarks
1		Does your organization have Written Code of Conduct or Ethics Policy?		
2		Does your organization have Anti-bribery and Anti-Corruption policy?		

3		Does your organization have Whistleblower or Grievance Mechanism available?		
4		Please confirm compliance with applicable laws and licenses:		
	i	The Child Labor (Prohibition and Regulation) Act, 1986		
	ii	The Employees' State Insurance Act, 1948		
	iii	Employees Provident Funds and Miscellaneous Provisions Act 1952		
	iv	Code on Wages, 2019		
	v	The Occupational Safety, Health and Working Conditions Code, 2020		
	vi	Industrial Relations Code, 2020		
	vii	Code on Social Security, 2020		
	viii	Prevention of Sexual Harassment at Workplace (POSH) Act, 2013		
5		Does your organization have any proceedings ongoing for violations of the provisions of the laws stated above?		
6		Does any of your employee/ owner/ management/ promoter or any responsible person have any proceedings ongoing for violations of the provisions of the laws stated above?		
7		Are there ESG/Sustainability responsibilities assigned and to whom?		
8		Do you have data privacy and information security controls?		
9		Does your organization have Business continuity or disaster recovery plan?		
10		Environmental Systems		
	i	Does your organization have Environmental policy in place?		
	ii	Does your organization have Environmental compliance monitoring conducted?		
	iii	Does your organization have Environmental permits /consents obtained?		
	iv	Does your organization have ISO 14001 or equivalent certification?		
11		Energy & Emissions		
	i	Does your organization track its electricity consumption?		
	ii	Does your organization track its fuel consumption?		

	iii	Does your organization measure GHG emissions (Scope 1 & 2). If yes, provide the emissions for last 2 years.		
	iv	Has your organization implemented any energy efficiency initiatives? If yes, please provide details.		
	v	Does your organization have renewable energy usage in its energy mix? If yes, what percentage.		
	vi	Does your organization have Emission reduction targets or plans defined? If yes, kindly provide details.		
12		Water & Waste		
	i	Is Water consumption monitored?		
	ii	Is Water conservation initiatives implemented?		
	lii	Is Waste segregation practiced?		
	iv	Is Hazardous waste handled as per regulations?		
	v	Is Waste segregation practiced?		
	vi	Are Hazardous waste handled as per regulations?		
	vii	Are e-waste disposed through authorized recyclers?		
	viii	Plastic/packaging waste reduction initiatives been taken?		
13		Declaration to observations of:		
	i	No child labor or forced labor		
	ii	Compliance with minimum wage laws		
	iii	Compliance with working hours regulations		
	iv	Non-discrimination and equal opportunity policy		
	v	Freedom of association respected		
14		Health & Safety		
	i	Occupational health & safety policy		
	ii	Whether Risk assessments conducted		
	iii	Whether Safety training provided		
	iv	Whether Personal protective equipment provided		
	v	Whether Incident/accident reporting system maintained		
	vi	Whether Emergency preparedness plan is in place		
	vii	Whether ISO 45001 or equivalent certification been obtained		
15		Employee & Community Practices		
	i	Whether Employee grievance redressal mechanism is in place		

	ii	Whether Training and skill development programs is in place		
	iii	Whether Local hiring/community engagement initiatives are in place		
	iv	Whether major labor disputes have occurred in last 3 years		
16		Responsible Supply Chain:		
	i	Whether ESG criteria applied to own suppliers/ subcontractors		
	ii	Whether traceability of key materials/services is taking place		
	iii	Whether preference for local or sustainable sourcing is being promoted		
	iv	Whether supplier compliance monitoring conducted		
	v	Whether there is ability to share ESG or sustainability data when requested		
17		Certifications & Disclosures		
	i	Whether ISO 14001 – Environmental Management System certified		
	ii	Whether ISO 45001 – Occupational Health and Safety Management System certified		
	iii	Whether ISO 27001 – Information Security Management System certified		
	iv	Whether SA 8000 – Social Accountability certified		
18		Important Compliances:		
	i	Do you Issue appointment letters and wage slips to all workers		
	ii	Do all workers receive induction and task-specific safety training?		
	iii	Is PPE provided and enforced (helmets, harnesses, gloves, etc.)?		
	iv	Do you maintain accident/incident logs and conduct investigations?		
	v	Do you provide onsite first-aid kits and trained first-aiders?		
	vi	Do you enforce a strict prohibition on child labour?		
	vii	Do you follow pollution/dust/noise control norms onsite?		
	viii	Do you segregate and responsibly dispose waste?		
	ix	Are working hours, weekly offs, and overtime fully compliant?		

x	Do you have a valid POSH Internal Committee (≥10 employees)?		
xi	Are staff trained annually on anti-harassment and workplace conduct?		
xii	Do female staff work only in safe shifts/areas with required safeguards?		
xiii	Do you provide training on chemical handling and PPE use?		
xiv	Do staff wear uniforms and carry valid ID cards?		
xv	Do you use safe, authorised, or eco-friendly cleaning chemicals?		
xvi	Do you maintain Material Safety Data System (MSDS) for all chemicals used?		
xvii	Do you follow waste-segregation guidelines (wet/ dry/ recyclable/ hazardous)?		
xviii	Do you conduct background verification for all deployed staff?		
xix	Are you compliant with DPDP Act requirements (notices, consent, rights, breach SOP)?		
xx	Do you have an Information Security Policy aligned to ISO 27001 or equivalent?		
xxi	Are support staff (security, office boys, drivers under subcontract) compliant with labour norms?		
xxii	Do you minimise single-use plastics (cutlery, cups, containers)?		
xxiii	Do you have valid labour licences for each location		
xxiv	Do you maintain a backup manpower roster to ensure no service disruption?		
xxv	Are electrical appliances regularly inspected to prevent short circuits?		
xxvi	Do you train staff on sustainable practices and resource conservation?		
xxvii	Do you implement energy-saving initiatives (LEDs, timers, shutdown protocols)?		
xxviii	Do you have on-site supervisors available during operational hours?		

13. Buyer Added Bid Specific SLA

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

14. 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](#)

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---