

**TENDER FOR GUEST HOUSE MAINTENANCE
For the LIC Guest Houses in Chennai.**



LIC OF INDIA,
OS/ESTBLISHMENT DEPARTMENT, ZONAL OFFICE,
10TH FLOOR, LIC BUILDING,
153 ANNASALAI, CHENNAI 600 002

"Bid Submission: Through GeM portal only.

All pages must be signed and stamped, scanned and uploaded."

Ref: ZO/OS/ESTB/2026-27

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PART 1 - TENDER NOTICE

The Life Insurance Corporation of India, ZONAL OFFICE, 10th FLOOR, LIC BUILDING 153 ANNASALAI, CHENNAI 600 002, invites tenders under a **Single Packet Bid, through GeM portal** for Guest House Maintenance of the LIC Guest Houses in Chennai.

Please refer our website www.licindia.in for complete details.

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

Place : CHENNAI

REGIONAL MANAGER (E&OS)

Date : **07.07.2026**

SECTION I: GeM BID PROFILE & CRITICAL DETAILS

1. General Bid Information & Critical Dates

- **GeM Bid Reference Number:** [As generated dynamically by GeM Portal upon upload]
- **Category on GeM:** Custom Bid for Services - Manpower Outsourcing for Guest House Maintenance
- **Bid Type: Single Packet Bid** (Technical evaluation metrics and financial quotes are submitted simultaneously; evaluation and scoring are processed concurrently).
- **Contract Period:** One (1) Year. Upon successful completion of the initial one year-term, this Contract agreement **may be renewed** on the **Same Terms & Conditions** and Rates for a further period of **one (1) year at a time**, with a maximum of **two (2) such extensions**. Any such extension is contingent upon **mutual consent** and a thorough **review and evaluation of the contractor's performance and services** by the Competent Authority, who must deem them satisfactory..
- **Bid Validity:** 180 Days from the date of opening the bid.
- **Evaluation Criteria: Score-Based Elimination with L1 Selection.** Bidders scoring below the 20-point technical threshold are disqualified. The contract is awarded to the Lowest Financial Quote (L1) among the qualified bidders.
- **Bid Float / Publication Date:** **07-07-2026**
- **Pre-Bid Meeting Date & Time:** **13-07-2026** at 3.00 PM, **Location:** LIC of India Zonal office, OS Dept., 10th Floor, Anna Salai Chennai 600 002
- **Bid Submission End Date & Time:** **22 -07-2026** at 03:00 PM

2. Earnest Money Deposit (EMD) & Performance Security.

- **EMD Amount: Rs. 2,40,000/- (Rupees Two Lakh Forty Thousand Only)**, representing 2% of the estimated annual contract value.
- **EMD Submission Mode:** Online bank transfer to LIC of India Virtual Account No. **1873309SZOESTB** IFSC code is **UBIN0996335** or Bank Guarantee/e-PBG via GeM-approved channels. MSME/Startup exemptions apply strictly as per prevailing GeM Portal guidelines.
- **Performance Security (ePBG): 5% (Five Percent)** of the total contract value, to be submitted by the successful bidder within fifteen (15) days of the award via GeM-approved banking channels.

SECTION II: SCOPE OF WORK & MANPOWER DEPLOYMENT

Crucial GeM Upload Note: *The contractor must ensure seamless guest house maintenance and reception coverage across all six locations. Deployed personnel must be scheduled strictly such that no individual works more than twenty-six (26) days in a single calendar month.*

1. Consolidated Master Manpower Deployment Schedule

	Location& No of rooms	Shift A	Shift B	Shift C (Night)	General Shift (Caretaker)	General Shift (Sweeper)	Reliever Staff	Total Personnel	Skill Level Breakdown
A	Harrington Road guest house No 7 10 th avenue Harrington Road Chennai 600030 (4 Rooms)	1	1	1	—	1	—	4	3 Semi-Skilled, 1 Unskilled
B	Mandaveli Guest house, No 33 Thiruvengadam street Mandaveli Chennai 600028 (11 Rooms)	1	2	1	1	1	—	6	4 Semi-Skilled, 1 Unskilled
C	McNichols Road guest house, No 29 Mc Nicholas Road, Near Kuchalambal Kalyanamandapam, Chetpet, Chennai 600031 (4 Rooms)	1	1	1	—	1	—	4	3 Semi-Skilled, 1 Unskilled
D	Kodambakkam guest house Branch Office Building, 2nd Floor, , 4th Main Road, United India Colony, Kodambakkam, Chennai-6000024 (4 Rooms)	1	1	1	—	1	—	4	3 Semi-Skilled, 1 Unskilled

E	United India Bldg 8, Esplanade UIB Building, Chennai 600 108 (26 Rooms)	1	1	1	2	2	—	7	5 Semi- Skilled, 2 Unskilled
F	National Insurance Bldg. Guest house , 5 th Floor, NSC Bose Road, Chennai 600 001(Near Hot Chips) (5 Rooms)	1	1	1	—	1	—	4	3 Semi- Skilled, 1 Unskilled
	Central Reliever Pool	—	—	—	—	—	3	3	3 Semi- Skilled (8- Hourly Rotation)
	Mobile Supervisor	—	—	—	—	—	—	1	1 Skilled (Independ ent Mobility)
TOT AL	City-Wide Footprint	6	7	6	3	7	3	33	1 Skilled, 24 Semi- Skilled, 7 Unskilled

Guest house Classification-

Premium Guest House- Harrington Road G.House, Suite 1,2 & 3 at Mandavali G.House

Executive Guest House- McNichols G.House, Room no. 1 to 8 at Mandavali G.House & Room no. A1 to A6 at UIB Building, Esplanade G.House.

Standard Guest house- 20 rooms at UIB Building, Esplanade G.House, Kodambakkam G House and NIB Building guest house.

2. Core Functional Responsibilities & Operational Rules

- **Mobile Supervisor (Skilled) (1 No.):** Acts as the single point of contact for management. Monitors daily attendance, ensures on-site discipline, and conducts routine quality audits across all 6 city locations. **All inter-site travel, vehicle, and mobility logistics are the sole financial responsibility of the contractor.**
- **Caretakers (Semi-skilled) (24 Nos. Total):** Responsibilities include 24/7 reception desk operations, handling guest check-ins/check-outs, billing calculations, updating visitor registries, and coordinating linen updates.
- **Unskilled Sweepers (7 Nos. Total):** Responsibilities include deep cleaning of rooms, dusting lounges, sanitizing bathrooms/toilets, mopping corridors, and everyday waste segregation and disposal.
- **Central Reliever Pool (3 Nos. Caretakers):** Deployed systematically by the contractor into the 8-hour shifts across locations to absorb weekly offs. This ensures all field stations are occupied 24/7/365 while strictly respecting the **26-day monthly work cap** per employee.

3. Core activities of the Agency

1. FRONT OFFICE JOB

To facilitate room allocation by giving daily occupancy registering, check-in and check-out of guests, collect cash/obtain Guest details form& Feedback forms, signatures of guests as required, maintain proper accounting and submit the same periodically to LIC of India Officials, attending phone calls and passing messages to guests/LIC Of India officials.

2. HOUSEKEEPING

To render all housekeeping services including maintenance of rooms, dining halls, kitchen, reception area, toilets and any other common areas, including garden and open space in the guest house which may not be specified here, at high standards.

3. LAUNDRY

- a. To render all laundry services at high standards through outside Agency for guest house linen items.
- b. To render all laundry services at high standards through outside Agency for guests. (The cost of laundry bills to be collected from guest).

4. GENERAL ADMINISTRATION



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- a. To ensure the entire operations of the Guest House are carried out smoothly and coordinate with Office Service departments of LIC of India for the same.
- b. To maintain records as required by LIC of India.
- c. To ensure the safety of Guest House, properties belonging to the Guest House and maintain total vigil on the movement of people in the guest house.

SECTION III: UNIFORM & DRESS CODE SPECIFICATIONS

To preserve corporate decorum and hospitality standards at the guest houses, the contractor must enforce a strict dress code at no extra cost to the client or the deployed workforce.

Mandatory Supply: The contractor must provide a minimum of two (2) complete sets of seasonal uniforms, identity badges, and suitable footwear to all personnel upon deployment.

- **Caretaker Dress Code:** Must perform duties in clean, well-ironed formal shirts, formal trousers, and proper footwear.
- **Sweeper Dress Code:** Must wear durable corporate utility uniforms/aprons along with requisite personal protective equipment (safety gloves, masks, and anti-slip shoes) during sanitation work.
- **Grooming Standards:** Staff must report to shifts well-groomed. Personnel who fail to wear the uniform or present their identification cards will be barred from entry, and the lapse will be marked as an unauthorized absence.

SECTION IV: MINIMUM ELIGIBILITY CRITERIA

Bidders must upload scanned, self-attested copies of the following documents to the GeM Portal during the bid submission window. **Since this is a Single Packet Bid, both technical and financial parameters will be opened concurrently, and failure to supply any single baseline document results in immediate rejection prior to score processing:**

1. **Corporate Longevity:** Legal evidence proving that the bidding firm has been in active business existence for **at least five (5) years** prior to the bid release date.
2. **Domain Experience:** Evidence of having successfully executed contracts for providing guest house maintenance/management services for a minimum of **three (3) years**.
3. **Eligible Client Segments:** Experience documentation (Work Orders coupled with completion certificates) must originate strictly from any **Financial Organisation, Government Department, Public Sector Undertaking (PSU), or Reputed Private Organisation** and the like.



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4. **Active Regional Presence :** The bidder must have **at least one (1) running contract inside Chennai city** with a deployment strength of a **minimum of 15 personnel under a single agreement**. *(Must upload the valid work order along with the latest certified monthly wage invoice or EPF electronic challan receipt as proof of active deployment).*
5. **Turnover Threshold:** The bidder's Average Annual Financial Turnover to be at least **Rs. 300 Lakhs per annum** during the last three consecutive financial years(Documentary proof to be submitted).
6. **Financial Profitability:** Certified Audited Balance Sheets and Profit & Loss accounts statement to establish that the firm has been a **profitable entity (positive net profit after tax)** during at least 2 out of the last three consecutive financial years but necessarily profitable in FY 2025-26.Financial Year 2023-24, Financial Year 2024-25, and Financial Year 2025-26.
7. **Statutory Credentials:** Valid Goods and Services Tax (GSTIN) Certificate, PAN Card, and active Employee Provident Fund (EPF) and Employees' State Insurance (ESI) establishment registration records.

SECTION V: TECHNICAL EVALUATION & ELIMINATION MATRIX (MAX 50 POINTS)

Bidders clearing the baseline eligibility in Section IV will be evaluated under a relative, proportionate point system to determine their eligibility for final financial ranking:

- Turnover Score = (Bidder's Average Turnover ÷ Highest Turnover) x 20 Points
- Experience Score = (Bidder's Experience ÷ Highest Experience) x 20 Points
- Manpower Score = (Bidder's Current Staff Count ÷ Highest Staff Count) x 10 Points

Metric Parameter [1]	Criteria Max Points	Comprehensive Evaluation Mechanics & Mathematical Formulas
Financial Turnover Profile (FY 2023-24, 2024-25, 2025-26)	20 Points	The tenderer with the highest calculated average annual turnover across the 3 listed financial years will be awarded 20 points . All other competing tenderers receive points based on the formula: Score = (Bidder's Average Turnover ÷ Highest Turnover) × 20
Domain Experience Longevity	20 Points	The tenderer demonstrating the most years of documented domain experience in guest house maintenance services will be awarded 20 points . All other competing tenderers receive points based on the formula: Score = (Bidder's Experience ÷ Highest Experience) × 20
Regional Workforce Scalability Credit	10 Points	Credit points will be awarded to contractors actively engaging substantial staff volumes. The contractor engaging at least 25 personnel under an ongoing contract will receive scoring benefits. The tenderer presenting the highest number of personnel under a single active running contract will receive 10 points . All other tenderers receive points based on the formula: Score = (Bidder's Personnel Count ÷ Highest Personnel Count) × 10
TOTAL MARKS	50 Points	Consolidated Technical Score.



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MANDATORY TECHNICAL CUT-OFF THRESHOLD FOR COMMERCIAL CONSIDERATION:

- **Bidders must score a MINIMUM OF 20 POINTS from the above matrix to qualify.**
- Any tenderer scoring **fewer than 20 points** will be treated as technically not-qualified. Their financial bid will be discarded immediately, and they will be completely excluded from commercial L1 ranking consideration.
- Technical bid (Annexure A) should be supported by valid Govt documents. For filling in the financial bid (Annexure F), for cost of cleaning material, laundry, Welcome kit (for Premium & Executive Rooms) refer Annexures 1-A,1-B,1-C & Schedule 1-B
- The contract will be awarded to the **Lowest Financial Bidder (L1)** among those who successfully score **20 points or higher** subject to the satisfaction of other terms & conditions of the tender. In case of more than one **L1**, the one with highest turnover for the last 3 years will be selected. However LIC of India reserves its right to not necessarily award the contract to L1 Financial Bidder.

SECTION VI: SPECIAL TERMS, CONDITIONS & FINANCIAL FLOOR CONSTRAINTS

1. **Mandatory Service Charge Floor Rate:** To prevent unviable undercutting and preserve service quality, the Contractor's Service Charge/Administrative Fee quoted on the GeM Portal **must not be less than 3.85% (Three Point Eighty-Five Percent)** of the gross statutory wage bill. Financial bids quoting a service fee lower than 3.85% will be flagged as non-compliant and **automatically rejected by the system**.
2. **Statutory Wage Compliance:** Bidders must pay statutory minimum wages applicable to the respective skill classifications (Skilled, Semi-Skilled, Unskilled) as updated by Central government notifications. Contributions to EPF, ESIC, and annual bonuses must be disbursed transparently.
3. **Compliance to New Labour Codes:** The contractor must strictly abide by all statutory dynamic rules, rules frameworks, and enactments under the New Labour Codes (Code on Wages, Code on Social Security, OSHWC Code, and Industrial Relations Code) from their respective dates of legal enforcement. The contractor will be solely responsible for the following and ensure adherence:
 - A. Timely payment of wages- As per the Code on Wages, 2019 wages must be paid without unauthorized deductions, within 7 days of the following month.
 - B. Issuance of Appointment Letters- under the Occupational Safety, Health and Working Conditions Code, 2020, it is mandatory to issue formal appointment letters to all employees, including contract labour, to formalize employment. A proforma of the appointment letter is enclosed (Annexure G)
 - C. Issuance of Wage Slips- As per the Code on Wages, 2019 employers must issue wage slips to promote financial transparency and allow workers to verify payments and deductions. A proforma of the wage slip is enclosed (Annexure H)

D. Grievance Redressal Mechanism- A representative of the contractor to be a member of the committee constituted by LIC of India for the redressal of grievances if any, of the contract labourer.

Adherence to the remaining provisions of the said New labour codes shall also to be ensured by the contractor.

1. The Code on Wages, 2019
2. The Industrial Relations Code, 2020
3. The Code on Social Security, 2020
4. The Occupational Safety, Health and Working Conditions Code, 2020

4. **Supervisor Travel Overhead:** No travel allowance (TA), fuel allowances, mileage claims, or transit vehicle arrangements will be covered by the guest house administration. All movement costs across the six locations must be covered by the contractor.

5. **The successful bidder shall execute and submit Integrity Pact on stamp paper of Rs. 500/- as per Part F along with the tender document and Agreement in Rs 100/- stamp paper.**

SECTION VII: GENERAL TERMS & CONDITIONS

1. PERTAINING TO FRONT OFFICE JOB

1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately attend to him, receive him, and allot the room specified by the designated officer of LIC of India in his name. LIC of India will reserve the rooms and intimate the Contractor through e-mail/hard copy/soft copy through the designated officer. The contractor / Contractor's staff **shall not allot rooms** on his own for any reason.

1.2 Ensure entry of the guest's name in the Occupancy Register & occupancy form as provided by LIC of India is to be filled from the guest with details of persons accompanying him with their relationship

1.3 Accompany the guest by carrying his baggage to his room, leave him in the room, look after his comforts, keep fresh water, etc.

1.4 Offer him tea/coffee/food etc. as required by him, suiting to the time at the Premium and Executive guest houses as directed by LIC of India.

1.5 When the guest checks-out, entry in this regard to be taken in the register with amount payable by the guest.



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1.6 For all guests, charges towards stay as per the entry record shall be collected in cash. The stay charges collected shall be deposited in LIC of India Cash Counter duly approved by LIC of India designated Officer.

1.7 Carry the guest's baggage from the room to the vehicle while checking out.

1.8 To ensure that the guest has not left behind in the room any of his belongings, and if found, immediately inform LIC of India officials for delivering the same to the guest.

1.9 The Contractor's staff shall not seek any tips or favour from the guests for the services rendered.

1.10 During stay, the guest's miscellaneous needs are to be attended to, like food & laundry needs, etc. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered for Corporations' Guest, the same will be intimated to the Contractor by the LIC of India officials.

2. PERTAINING TO HOUSEKEEPING:

2.1 The number of rooms available in the guesthouse are given separately for estimation purpose under Part-L. The Contractor, before submitting his offer, may visit the place for his own assessment.

2.2 The Contractor shall arrange to provide, one copy each of English newspapers & Tamil newspaper to be kept at reception area in all guest houses. Newspapers should be procured on daily basis only for the reception. Expenditure towards the same will be borne by the Contractor, and reimbursed by LIC of India on production of original bills on monthly basis.

2.3 All the rooms shall be kept neat and tidy to enable LIC of India to allot the rooms at any point of time.

2.4 The Contractor shall be responsible for arranging the beds and cleaning all the rooms twice daily. All rooms, bath rooms and toilets are to be cleaned with high quality disinfectants twice daily. Ceilings, ceiling fans, windows, glasses and furniture are to be cleaned once in a fortnight.

2.5 Room fresheners to be made available at all the guest houses at the contractor's cost for use at guest house rooms, toilets, lounges and all common toilets as and when required. They may be replenished immediately whenever required.

2.6 The contractor shall maintain high standards of cleanliness and hygiene in the guest house.

2.7 The Contractor shall coordinate with the cable TV operator to see that all connections available in all the rooms and halls are in order and in working condition. The actual

expenditure incurred for the same will be reimbursed by LIC of India along with monthly bills submitted by the Contractor once in a month.

2.8 The contractor shall take care of the T.V., Fridge, washing machine, clocks (including taking care of changing batteries when required), etc. provided in the guesthouse rooms and other places. Repairs or fault in the working of above equipment should be immediately informed to the designated LIC of India official.

2.9 The Contractor shall take care of refilling of Gas cylinders provided at the Guest Houses and the cost of the same will be reimbursed by LIC of India along with monthly bills submitted by the Contractor once in a month.

2.10 Rooms to be regularly checked in all aspects before occupancy of new guests.

2.11 The Contractor shall ensure proper functioning of all systems in the guest house such as electrical, electronics, water supply and proper sanitization. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to call the qualified person in the respective field and get the problem solved.

2.12. The Contractor will procure and provide tooth brush, tooth paste, small sized soaps, coconut oil, shampoo bottle, comb etc. (Premium & executive Guest Houses only) The Contractor shall supply the following toiletries and consumable for each Premium & executive room per new occupant (small size) and the actual expenditure incurred for the same will be reimbursed by LIC of India along with monthly bills submitted by the Contractor once in a month.

Toiletries	Brand
a. Bath Soap	Cinthol / Hamam
b. Shampoo Sachet	Clinic Plus/Sunsilk
c. Coconut Oil Sachet	Parachute
d. Tooth Brush	Colgate/Pepsodent
e. Toothpaste(small tube)	Colgate/Pepsodent
f. Comb	Superior Quality

2.13. The Contractor shall ensure the following items are replenished in each room as required

a. Goodnight/All-out mosquito repellent with refills

b. Water

c. Room fresheners (Premium & executive guest houses only)

d. Naphthalene balls

e. Tea bags, Coffee, Sugar and Dairy Whitener sachet at premium and executive guest house.

f. Battery Cells (in working condition) for TV Remotes, Wall Clock and AC remotes.

All items mentioned above should be of superior / branded quality. The Contractor should provide all these items.

2.14 Drinking water should be arranged through water can (20 litres, branded & quality water) and or Aqua guard if available in the guest house. The actual expenditure incurred for the same will be reimbursed by LIC of India, along with monthly bills submitted by the contractor once in a month.

2.15 The contractor is required to operate the DG sets provided at Premium & executive guest house by filling Petrol / Diesel as and when required. The Contractor has to maintain a register / log book as devised by the LIC of India. The cost of Petrol / Diesel will be reimbursed on production of original bills and copy of log book along with monthly bills.

2.16. List of Cleaning material to be used:

All the below listed items should be available with the housekeeping dept. of the contractor.

1. Dusting Cloth	2. Scrubbers with handle
3. All Purpose Cleaner	4. Dust pan
5. Window Glass Cleaner	6. Dust brushes
7. Window Applicator	8. SS Scorch pads/steel wool
9. Garbage bags large /Medium/small	10. Floor dust mops with holder
11. Feather duster	12. Spray Bottles
13. Air Freshener	14. Toilet Brush
15. Insect Killer	16. Hand Brush
17. Naphthalene Ball	18. Dettol
19. Extension pole for glass cleaning	20. Deodorant / fresheners
1. Garbage bins of different colours (as specified by Municipal authority).	

All items should be stored in a safe place. Enough stock of all items for cleaning of the guesthouses to be kept at guesthouses. However, the Contractor **should not** use the space provided in the guesthouse for hoarding the above items. The cleaning materials should not be left on the path way (or) in corners of common areas.

2.17. The contractor shall ensure that in all the rooms, fixture and fittings attached to the rooms are kept well cleaned at regular interval.

2.18. Description/brand of materials to be used:-

Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/wash rooms	R1 – Diversey/Taski
Cleaning of floors and walls	R2 – Diversey/Taski
Cleaning of toilet windows, mirrors	R3 – Diversey/Taski

Cleaning of WCs, Urinals	R6 – Diversey/Taski
Removal of oil/grease stains	R7 – Diversey/Taski
Removal of hard stains from walls of wash rooms and Fittings	R9 – Diversey/Taski
Hand-wash in all toilets	Dettol / Lifebuoy
Cleaning wash basins	Vim liquid and Scotch-brite
Cleaning glass doors, glass shelf, windows of cabins	Colin liquid and glass cleaner/ wiper/yellow cloth
Cleaning glass table tops, coffee tables	Colin liquid and yellow cloth
Cleaning tables, partitions, cupboards	Dusters(checks)
Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases	Lobby/Dry Mop
Mopping floors, lift lobbies, entrance lobbies, toilets, stairs and staircases	Wet Clip Mop
Toilet freshener	Odonil/Garden Fresh
Sani cubes	Homacol/Odonil/Any other ISI marked Brand
Plastic dustbins, &mugs for use.	ISI brand
Cleaning WCs, Urinals	Toilet brush
Mosquito Repellent	Good Night
Room Freshener	ISI brand

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

2.19. The Contractor should ensure disposal of garbage on daily basis and it is the responsibility of contractor to segregate and hand over garbage to Civic / Municipal authority.

General points about materials for Guest House Maintenance:

- The description/brand of materials to be used for various house-keeping activities shall be as specified above.
- All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand-wash, liquid soap, sani cubes, squeeze, detergent

powder, naphthalene balls, etc. shall be provided and arranged by the contractor at its own cost. All the material used should be of good quality and eco-friendly.

- iii. The Contractor shall arrange for all cleaning equipments such as – Hard brush / soft brush, Soft / Hard duster, Mops, Multi Wash, Dry mops kit, Glass cleaner, WC cleaner, Vacuum cleaner, Jet-pump etc.
- iv. The quality of cleaning material/ equipments may be inspected by LIC of India periodically.
- v. Dustbins shall be provided with disposable garbage bags and the same shall be replaced daily.

3. PERTAINING TO LAUNDRY

3.1 The Contractor shall provide manpower, materials and systems for efficient and timely laundry services for the guesthouse.

3.2 Bed linen and towels should be washed once in two days or on occupancy basis whichever earlier, pressed wrinkle free and kept in clean condition for use. Washing of table cloth, curtains, sofa covers, blankets etc., are to be carried out based on needs. The laundry services should be done in time.

3.3 The contractor shall charge the actual from the guests for personal laundry services.

4. PERTAINING TO GENERAL ADMINISTRATION

4.1. Guest Occupancy Register provided by LIC of India shall be maintained and up dated. As soon as the guest enters the guest house, necessary Forms & entries are to be obtained along with a copy of ID proof and allotment letter.

4.2. An attendance register is to be maintained for the contractor's staff.

4.3. A file is to be maintained for preserving the room reservation list.

4.4. Asset Register is to be maintained by the Contractor to ensure the safe custody of guest house properties. This is subject to periodical verification by the concerned authorities of LIC of India. The Contractor shall assume full responsibility for maintaining all movable and immovable properties of LIC of India located inside the Guest House. In case of any shortage, damage etc., the Contractor is liable for replacement of the same at his cost or the cost of the asset will be deducted from his pending bills

4.5 The Contractor shall obtain feedback in the prescribed forms on services rendered on a regular basis from all the guests.

4.6 The Contractor shall perform housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and LIC of India's own procedures and instructions. The Contractor shall perform the service to the satisfaction of LIC of India and if any shortcomings are noticed the same shall be rectified in time to the satisfaction of LIC of India.

Hygiene Standards: The Contractor should ensure the health and hygiene of the workers employed by him and ensure periodical medical check up (**Once in a year**) as per the norms of the Factories Act 1948 and OHSAS norms. (**A Register in this regard to be maintained by the contractor with details viz. Date of Medical Examination, Time/Place of Medical examination and Remarks about health report**).

Facility provided by LIC of India broadly include

1. Kitchen with all necessary facilities like Gas stove/Induction stove, toaster, microwave, refrigerators, kettle, Plates, tea cups, etc.
2. Furniture in rooms, dining halls, lounges, office rooms, etc.
3. Electronic Appliances like TV, ACs, Geyser and Refrigerators etc.

All the available capital equipment will be given to the contractor on as-is, where-is condition. Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor. The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment) and custody of the equipments/utensils etc, handed over to him by LIC of India. All the items supplied by the LIC of India at its expense for the purpose of running Guest House will be LIC of India property for all intents and purposes. The losses due to breakage / theft / damage or loss of any such materials /equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. With respect to natural wear and tear of any such item, the decision of LIC of India shall be final and binding on the Contractor. However, the contractor shall maintain records for all such damages/breakages.

CONTRACTOR'S PERSONNEL

1. The Contractor shall maintain sufficient number of Qualified/Trained Personnel necessary to maintain the guesthouse rooms etc., in total cleanliness and hygienic condition.
2. The Contractor shall not engage a person below the age of 18 years.
3. The workmen deployed by the contractor should be of sound mind and major with age not more than 60 years.
4. The contractor shall not deploy any relative(s) of any serving / retired / resigned / deceased employee (s) of the corporation.
5. The Contractor shall be solely responsible for providing all requirements of his labourers, including:
 - a. Payment of wages and all other allowances including bonus as per Minimum Wages Act including all revisions/amendments from time to time.

b. Collection and payment of all taxes, including professional taxes on behalf of his employees and any other statutory requirements such as PF, ESI etc., to the concerned Government Authority.

c. Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to interest of LIC of India.

Also, ensure shuffling of Staff at five guest house location (Section II) at the request of LIC of India at every six months interval.

d. All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability.

e. The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the medical officer of LIC of India. Medical check-up shall be done once a year. LIC of India is at liberty to subject any personnel employed by the contractor to medical check up by Doctor on the Panel of LIC of India or any other authorized.

f. Police verification, Profile and ID proof copy of the staff deployed are mandatory for successful bidder, before deployment of staff. The verification report shall be submitted to the designated LIC of India official.

6. The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The personnel shall wear suitable hand gloves while serving food (at Premium & Executive guest house). The Contractor shall also provide the **necessary uniforms (2 sets per year at cost of contractor) & ID cards to be worn while on duty.**

7. The contractor shall ensure the following:

- Employees of the contractor engaged in the guesthouse will not keep their families or any unauthorized guests in the guesthouse. If found so, suitable penalty will be imposed and contract will be terminated immediately without prior notice.
- LIC of India has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
- Contractor will be solely responsible for the operation of the Guest House. However, the operation will be monitored by the designated officials of the corporation. The Contractor will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the Corporation.
- The Contractor shall engage sufficient number of competent employees for running the Guest House on round-the-clock basis. **Expenses on account of payment of salary / wages /Uniform/ shoes/ Personal Protective Equipment's, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, Group Insurance, Accident Insurance and any other payment,benefits and privileges as per the**

New Labour Codes towards the contractor's employees shall be met by the Contractor.

- Appointment of employee by the contractor and their service conditions shall be in purview of the Contractor.
- The Contractor only shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments.
- In case the number of workers engaged on any one day is found to be less than stated requirement proportionate deduction will be made in the monthly contractor's bill.
- Contractor shall employ such personnel who are medically fit. LIC of India has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, clinical, medical or disciplinary grounds and the contractor should replace with qualified person.
- The Contractor shall maintain, produce registers and records for compliance of the statutory provisions.
- The Contractor shall fully indemnify LIC of India for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under.
- Even though, the Contractor shall be solely liable for the settlement of any dues arising from the contractor's non-observance of any of the provisions of the enactments cited above, LIC of India reserves its rights to settle directly any amount due from the Contractor, as mentioned above, and to recover such amounts from any amounts payable by LIC of India to the Contractor or in the absence of the same as debt due to LIC of India by the Contractor.
- The Contractor shall, whenever required by the corporation or Govt. officials authorized by statute, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
- The Contractor shall produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld.
- The Corporation will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees.
- The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the company and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating /working.
- In the event of any of the contractor's employee violating the said rules and regulations or in any way becoming objectionable to LIC of India, the Contractor shall remove forthwith such employees from the corporation's premises and indemnify LIC of India for any loss on such violation of rules and regulations.
- The Contractor should ensure that one reliever is provided for housekeeping staff and caretaker for every six days work. He should ensure smooth functioning of the guesthouse.
- Caretaker of the guesthouses will be provided one room in the guesthouse free of cost. He should ensure the cleanliness and maintenance of the room given to him in the guesthouse premises.

5. OTHER CONDITIONS

1. Contractor has to manage 6 Guest Houses consisting of 54 rooms located at various places in Chennai . The Location, Classification of the guest houses is given in Section II. Number of Guest Houses can be increased or decreased with one month prior notice. Accordingly, manpower will be adjusted. Decrease or increase in the cost will be adjusted accordingly.
2. Power/electricity, telephone, water bills will be paid by LIC of India.
3. Cable TV Recharge will be done by Contractor & reimbursement from LIC of India on submission of **original bills** along with other bills to be submitted by the Contractor once in a month.
4. Gas cylinder refill charge bill will be borne by the Contractor & reimbursement from LIC of India on submission of **original bills** along with other bills to be submitted by the Contractor once in a month.
5. Contractor has to manage washing and ironing of linen, pillow covers, towels, Bed sheets, Bed Spreads etc. It has to be changed once in two days or on occupancy basis, whichever is earlier. Expenditure towards the Laundry will be borne by the Contractor, and reimbursed by LIC of India on production of **original bills** on monthly basis.
6. The Contractor shall arrange to provide, one copy each of English newspapers & Tamil newspaper to be kept at reception Area in all guest houses. Newspapers should be procured on daily basis only for the reception. Expenditure towards the same will be borne by the Contractor, and reimbursed by LIC of India on production of **original bills** on monthly basis.
7. The Contractor is required to arrange all cleansing material for cleaning and mopping of floors, washing of utensils, cleaning and washing of toilets and bathrooms including Odonil in each bath room, toilets, wash basins and room freshener for Guest Rooms and common rooms. Mosquito repellent has to be provided in each room.
8. Further the contractor is required to maintain the DG sets provided at Premium and Executive guest house by filling Petrol/Diesel as and when required. The Contractor has to maintain a register/log book as devised by the LIC of India. The cost of Petrol / Diesel will be reimbursed on production of **original bills** and copy of log book along with monthly bills.
9. LIC of India may provide (but not bound to do so) a few selected articles/equipments for the use in the LIC of India premises for the purpose. The Contractor shall take care of the said articles/equipments as a bailee, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and condition to LIC of India on and at the expiry of the currency of these presents or on its sooner determination in terms of these

presents. The daily and periodical maintenance of the articles/equipments shall be the sole responsibility of the Contractor.

10. All the materials used for services should be **ISI certified** and or as per the brand names/others as may be specified in Part- C. Chemicals, Sprays, detergents and other materials should be of high quality, satisfactory as mentioned in Part C and shall be procured from reputed dealers/shops. The Contractor shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation.
11. The Contractor should maintain register for each activity like cleaning/washing of linen, consumable items and purchase /distribution of welcome kits etc. Copy of the same should be submitted along with **original bills while submitting their monthly contract bills. The amount claimed for cleaning material and Laundry Charges should not exceed the amount as quoted in their tender bid(Schedule 1A & 1B).** The register should be made available for verification of the visiting authorized officials of LIC of India.
12. **The contract is for providing the services and is not for supply of Contract Labour and that the persons employed by him for providing the services as described in Scope of Work shall be the employees of the Contractor and not of the LIC of India.**
13. The Contractor shall always have on his active rolls the services of sufficient numbers (as indicated in his offer document) of able, efficient, healthy, honest, and skilled well mannered persons including supervisory staff for rendering services at the guesthouses.
14. The contractor shall not deploy any relative(s) of any serving / retired / resigned / deceased employee (s) of the corporation.
15. The Contractor shall provide Care takers and House keeping staffs for the Guest House as mentioned in Part-L. Further the contractor has to provide one supervisor for all Guest Houses, who will personally supervise and check the working of the housekeeping personnel engaged by the Contractor. The number can increase or decrease as per requirement and payment will be made accordingly. The supervisor has to ensure that excellent services are provided to the Guests. The supervisor also has to ensure that cleanliness is maintained in the guesthouses to the satisfaction of the guests and LIC of India and ensure that demands of the guests are met in time. The supervisor will report to LIC of India.
16. The Contractor shall be responsible for the good conduct and performance on the part of his personnel and the vendor shall and be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the LIC of India in whatsoever and howsoever manner or in any connection therewith against the LIC Of India now or at a future date. The Contractor will, at the request of Secretary (OS), Zonal Office or any authorized officials of the LIC of India remove from work any person engaged by him for the services, who may be unsuitable or

incompetent or whose conduct is not trustworthy or who misbehaves and/or is not courteous, polite with the Guest of the LIC of India or its customers or third parties.

17. The Contractor should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan/khaini/tobacco etc. They will not play cards or indulge in gambling in the guest houses.
18. The Contractor shall provide Uniform and issue Identity cards in its own name and trading style to its employees deployed for rendering the said services.
19. The contractor shall strictly comply with all Labour and such other statutory Laws in relation to the personnel engaged by the contractor and the service to be provided and shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privities of contract for any purpose and to any intent between the LIC of India and said personnel so engaged by the Contractor. LIC of India shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the Contractor and it shall be the sole responsibility and liability of the Vendor to answer all such claims or demands of the said personnel so engaged, under any law.
20. The Contractor shall be responsible for the training, allotment of duties, hours of work and timing to the engaged personnel for the purpose. The Contractor shall exercise control, give directions and manage the personnel engaged for the purposes. The profile of the personnel engaged along with Xerox copies of their applications, appointment letters, certificates of educational qualifications, experience certificates, address proofs, caste certificates (in case of SC/ST/OBC/Minority) police verification reports etc. shall be submitted to the LIC of India.
21. **The Contractor shall provide proper uniform viz. uniform, shoes, suitable hand gloves, be used (while serving food) to all the personnel in Premium & Executive guest houses and ensure that they wear/use these invariably and also should ensure their cleanliness and upkeep.**
22. The Contractor shall discharge his obligations under the contract most diligently, efficiently and honestly.
23. The Contractor shall bear all costs and expenses and stamp duty in respect of execution of all Agreements that may be entered into with the LIC of India to give effect to this arrangement.
24. The Contractor shall alone bear all taxes, rates, charges, 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 the rendering of services.
25. The contractor shall ensure that wages are paid for the persons deployed to LIC of India, on or **before 7th of every month without fail**. The Contractor will deduct ESI, PF contribution of the employees from the minimum wages of the staffs at the

rate in accordance with rule and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time. Further, the 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.

26. The persons deployed by the Contractor shall neither claim nor shall be entitled to pay, allowances, perks and other facilities admissible to casual, adhoc, regular/confirmed employees of the Corporation during the currency or after the expiry of the contract or otherwise. The persons deployed by the contractor shall not be entitled to be confirmed in the (regular/otherwise) service of the Corporation.
27. Senior representative of the Contractor & the supervisor will be obligated to meet the said authorized officer of LIC of India once in a fortnight for assessing and monitoring the quality of guest house maintenance services rendered. The Contractor shall comply with such observations/feedback made and furnished by the LIC of India for improvement of the services.

The continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by LIC of India or in case of gross negligence for any period under such review, LIC of India at its discretion, reserves its right to terminate the contract at once without giving any notice or assigning any reason whatsoever. Gross negligence would include subletting of work; pilferages; misbehaviour/indiscipline; financial misappropriation; having unauthorized guests in the guesthouses and not providing services up to the agreed standard (i.e. not providing the services as per the terms and conditions mentioned in the tender document).

28. **The agreement shall come into force w.e.f. the date of awarding the contract, for the period of one year, subject to renewal for maximum of two years, one year at a time, on satisfactory performance on the same terms and conditions and upon renewal of license by the Contractor on or before expiry of the license granted by the Appropriate Authority under the Contract Labour (Regulation and Abolition Act). This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the LIC of India in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the Contractor under these presents. The Contractor may, after giving 3 month's notice to LIC of India terminate the contract, if he so desires at any time during the course of the currency of this agreement.**
29. The Contractor shall deposit **5%** of Annual Contract value as SECURITY DEPOSIT (non-interest bearing) with the LIC of India within a period of **30** days from the date of issue of work order, for due fulfilment and performance of the Contract. The Security Deposit will be returned to the Contractor after three months from the date of expiry of the contract provided that there are no defects or loss of damage caused to the LIC of India and/or materials/articles/equipment provided to him are duly accounted for and returned to LIC of India in good working order and condition by the Contractor to the satisfaction of LIC of India

and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled.

30. The Contractor undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The Contractor shall indemnify and keep the LIC of India indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensations etc. if any as aforesaid.
31. The Contractor shall arrange and pay for the policy under the Public Liability Insurance Act, 1961 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which substances are used by the Contractor during the course of the guesthouse maintenance services under the contract.
32. The Contractor shall obtain adequate Insurance Policy (not less than **Two lakhs** per person) in respect of his workmen engaged for the service, towards meeting the Liability of Compensation arising out of death, injury/disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of the contract.
33. The Contractor will submit the bills for the services rendered, only at the end of each month to the authorized officer who will scrutinize the bills and if found in order certify for payment along with the certificate to the extent that all the equipments supplied by the LIC of India are well maintained and are in order. The payments as far as possible will be made within one week from the date of certification, subject to the condition that the vendor has cleared/paid all his dues, viz. Labour Payments, Taxes, Levies, EPF, ESIs etc is required to be paid/payable by him under any law for the time being in force. A Copy of bank statement for NEFT credit of salary to employees, PF and ESI remittance challan, copies of Attendance sheet are to be enclosed along with bill every month.
34. The LIC of India further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case of any complaints regarding quality of services, inefficient services, non-adherence to agreed quality of materials of services which have been received or noticed by the LIC of India without assigning any reason whatsoever and no claim will be entertained in this regard.
35. In case the Contractor fails to fulfil his obligations for any day or any number of days to the satisfaction of the LIC of India for any reason whatsoever, suitable penalty will be imposed on the Contractor as given in the penalty clause without prejudice to their rights and remedies including the termination of the contract, be entitled to deduct such damages from the money, if any, payable by them to the Contractor.

36. All queries relating to the performance of the obligations under this contract and to the quality of material used in respect of the services and all the disputes and differences which shall arise either during or after the contract period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to LIC of India whose decision shall be final, conclusive and binding on the Contractor.
37. All the taxes which LIC of India may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the Contractor under the law but not so paid, shall be set-off against the bills raised by the Contractor and paid to the respective government departments or authorities as may be required under law and the Contractor shall have no claim against the LIC of India in respect of any or all such payments.
38. The Contractor should possess, for the entire duration of the contract, all licences and registrations as may be required under any law and shall be responsible in registering himself and obtain a valid labour license from appropriate Govt Authorities. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages, New Labour Codes or any other Statutory/Regulatory norms. Any dispute regarding such dues shall be dealt with and settled by the Contractor.
39. Adherence to statutory requirements is the sole responsibility of the contractor.
- 40. The GST raised in the invoice should be paid within the due date and all required returns should be filed within specified dates correctly mentioning LIC of India GST number, capturing correct particulars of the invoice raised therein. GST reimbursement shall be held back or recovered if the provisions of the Act are not being complied with.**
41. The Contractor shall, as per New Labour Codes, provide prescribed amenities to their personnel. In case of failure of the Contractor in complying with the said provisions, LIC of India may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the Contractor without prejudice to its other rights and remedies under these presents. The Contractor shall be responsible for proper maintenance of all Registers, Records and Accounts as far as these relate to the compliance of any and all statutory provisions/obligations.
42. The contractor, as per the said Labour Codes and any other rules and regulations formed there under, shall disburse the minimum wages payable to its personnel only by depositing in their accounts with Bank and shall provide the account numbers and name of the Bank to Authorized Representative of LIC of India and also keep the record for verification. Any violation of the aforesaid provisions will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.
43. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipment or

any part thereof by LIC of India to the Contractor and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.

44. The Contractor shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, LIC of India at its discretion but without prejudice to its other rights and remedies terminate this contract immediately.
45. The Contractor shall be responsible for any loss due to theft/pilferage and/or damages to LIC of India property, when such damage is, in the opinion of LIC of India caused due to negligence, carelessness or any fault on the part of the Contractor or his workmen/employees engaged for the services and the quantum of loss arrived at by the LIC of India is final and binding on the vendor and such losses shall be recovered by LIC of India from the charges payable to the vendor and from Security Deposit mentioned at clause 30 of Terms & Conditions. The Contractor shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement.
46. If during the currency of the Contract, any Statute, rules/Govt notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the Contractor or his workmen/employees.
47. Any indulgence, forbearance or waiver, granted or shown or made on the part of the LIC of India will not prejudice its rights under the contract.
48. In case the Contractor fails to undertake the work within **7 days** from the date of issue of work order, LIC of India reserves the right to terminate the contract or at its discretion will forfeit the security deposit/EMD furnished by the Contractor.
49. Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between LIC of India 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 LIC of India. The Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of LIC of India whatsoever.
50. The Contractor & the workers deployed by him at the Corporation Premises shall maintain confidentiality of any information in their possession during their deployment in the premises of the Corporation & thereafter.
51. The contractor shall take all the necessary precautions while working to safeguard Corporation's Property.
52. The contractor shall not directly or indirectly give the work to sub contractor.
53. The contractor is necessarily required to possess all the necessary certificates/valid licenses in vogue and mandatory to carry out maintenance of Guest House.

54. All work shall be carried out to the entire satisfaction of the LIC of India.
55. The Contractor agrees to abide by the regulations if any notified by IRDAI during the currency of agreement in connection with, “Outsourcing of Services” by LIC of India of India.

1. Power of Investigation, Inspection, and Regulatory Oversight:

(The Insurance Laws(Amendment) Act,2015 formally replaced the 2014 Ordinance, and the recent Sabka Bima Sabki Raksha (Amendment) Act, 2025 has further strengthened IRDAI's oversight, especially concerning third-party contractors and data handling)

6.1 Production of Records [Ref: Section 33(3)]: In accordance with Section 33(3) of the Insurance Act, 1938 (as amended), it shall be the duty of the Contractor, including its Managers, Managing Directors, or other officers, to produce before the Investigating Officer appointed by the Authority (IRDAI) all such books of Accounts, Registers, databases and other relevant documents in its custody relating to the services outsourced by the LIC of India. The Contractor shall further provide any statement or information relating to these services as the Investigating Officer may require within the specified timelines.

6.2 Examination on Oath [Ref: Section 33(4)]: In terms of Section 33(4) of the said Act, the Investigating Officer is empowered to examine the Contractor's personnel, including any Manager, Managing Director, or officer, on oath in relation to the services provided to LIC of India. The Contractor agrees to ensure the availability of such personnel for testimony as and when summoned by the Authority.

2. Other Regulatory Oversight

7.1 Compliance with Data Protection and Privacy: All data handled by the Contractor under this agreement is subject to the Digital Personal Data Protection (DPDP) Act,2023. The Contractor shall implement robust security safeguards (including encryption and access controls) to prevent unauthorized access. In the event of an investigation under Section 33, the Contractor shall provide data in a format that remains compliant with DPDP standards while ensuring full transparency to the IRDAI.

7.2 IRDAI Outsourcing Regulations & Penalties: The Contractor shall abide by the IRDAI (Outsourcing of Activities by Indian Insurers) Regulations as updated for 2025/2026. Any failure to comply with the investigative directions of the IRDAI or the provisions of Section 33 shall be deemed a material breach of contract, making the Contractor



LIC of India, Southern Zonal Office,

LIC Building, 10th Floor, 153 Anna Salai, Chennai 600002.

Phone No. 044-28616085 E.Mail id: sz_osestb@licindia.com

liable for penalties as prescribed under Section 102 of the Insurance Act, 1938, and may lead to the immediate suspension or termination of this tender agreement.

57. LIC of India reserves the right to call for missing/ additional requirements from the Contractor at any time in response to any query from the Appropriate Authorities.

SECTION VIII: TERMINATION

- i. The contract can be terminated by either party by giving three months' notice.
- ii. The contract is also liable to be terminated immediately 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 of the contract or
 - i. The Contractor fails to maintain records/registers as required under the terms of this contract or
 - j. There is misbehaviour/indiscipline/financial misappropriation by the staff deployed by the Contractor or
 - k. The Contractor allows unauthorized guests in the guesthouse
 - l. **If the contractor is found to have violated / violating any condition stipulated in the contract, the contract will be terminated immediately.**

SECTION IX : PENALTY

Deduction on account of unsatisfactory services, improper housekeeping and maintenance of guesthouses will be made from the monthly bill. The recovery will be decided by the Secretary (OS), Zonal Office. The methodology for deduction will be as under:

1. In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of **20%** per shift for 3 continuous days, will entail a penalty of 1.5% from the monthly bills, subject to a maximum of 10%. Stern disciplinary action and a fine would be levied if manpower shortage continues for more than two days.

2. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @Rs. 1000/- per event etc. from the bill of the

contractor, taking into account the loss of goodwill and inconvenience caused to the guest.

3. In case of non-performance and poor service by the contractor, LIC of India, at its discretion will recover Liquidated Damages upon recommendation of the Competent Authority. In the event of appeal, the decision of the Competent Authority, LIC of India, shall be final and binding upon the Agency. The quantum of penalty shall be as follows:

- a) Non compliance in cleaning of rooms including reception, lobby- Rs. 1000/- per day.
- b) Non compliance with laundry requirements Rs.200/- per day.
- c) Non supply of Newspapers and Magazines Rs.200/- per day.
- d) Negligence in reporting of non- functioning of telephone, TV, Fridge and Washing Machine and other amenities Rs.100/- per day.
- e) Non compliance of environment friendly waste disposal methods Rs.100/- per day.
- f) Not wearing of Uniforms by Contractor's employees/untidy Uniform Rs.50/- per day per person.

We accept all the above terms and conditions.

Date:

Place:

AUTHORISED SIGNATORY

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

[ANNEXURE- A – TECHNICAL BID

(To be submitted in a sealed cover super scribed as “Technical Bid for maintenance of Guest House at various locations in Chennai”)

Tender No- ZO/06/OS/2026-27-2

1	Name of the Firm / Agency / Company (Attach certificate of Registration)	:	
2	Name of the Proprietor/ Director of the Firm / Agency / Company	:	
3	Full Address of Registered Office Telephone number/s Fax Number E-mail address	:	
4	Full Address of Operating Office /Branch Telephone number/s Fax Number E-mail address	:	
5	Banker of the Company Firm / Agency/ Company :- (Attach certified copy of A/C statement of Last 3 months ie Mar 2026 to May '2026) Telephone Number of Banker	:	
6	Registration certificate with Labour Department (for any existing contract)	:	
7	PAN NUMBER (Attach certified copy)	:	
8	GST REGISTRATION NUMBER (Attach certified copy)	:	
Name			
State(complete State Name)			
State code			
PAN number			
GSTIN number			
Contact Person			
Phone number			

Mobile number					
Email id					
9	PF / ESI CERTIFICATES Certified copies required		:		
10	Details of Tender fee and EMD				
	Details of Tr. For Online trf. Done			Tender Fee of Rs 1000/- + GST	EMD of Rs. 2,40,000
	UTR NO.				
	Dt.of Transaction				
11	Work Experience of agency in the field of maintenance of Guest Houses. Give details of the existing clients ::- (Attach separate sheet in the following format)				
S No	Name of Client	Whether Pvt / Govtbody / PSU	Since when service is provided	No. of Guest houses maintained	Annual contractual amount of maintenance of Guest Houses (In lacs
(Give supporting documents and reference with full details of person to whom enquiry in the above organizations can be made about work performance by our Authorized officials) Give these details in separate sheet along with Technical Bid.					
12. Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year 2023-24, 2024-25 & 2025-26 (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years					
S No	Fin Year	Turnover			
1	2023 – 24				
2	2024 – 25				
3	2025 – 26				



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Phone No. 044-28616085 E.Mail id: sz_osestb@licindia.com

ANNEXURE-B

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

Place:
Date:

Authorised Signatory
Name/Designation & Seal
Of the Firm/Company/Agency



LIC of India, Southern Zonal Office,

LIC Building, 10th Floor, 153 Anna Salai, Chennai 600002.

Phone No. 044-28616085 E.Mail id: sz_osestb@licindia.com

ANNEXURE-C

(To be submitted on the Bidder's official letterhead)

SELF-DECLARATION & UNDERTAKING OF STATUTORY COMPLIANCE

(With Specific Reference to the New Labour Codes & Commercial Floor Constraints)

To,
The Competent Authority,
[Insert Organization/Company Name],
Chennai, Tamil Nadu.

Ref: GeM Bid Reference Number: _____

Name of Work: Provision of Outsourced Guest House Maintenance Manpower across Six (6) Locations in Chennai.

Sir/Madam,

I/We, _____ [Insert Name of Authorized Signatory], in my/our capacity as the Proprietor / Partner / Director / Authorized Representative of M/s _____ [Insert Complete Name of Firm/Company], do hereby solemnly declare, undertake, and confirm that:

- 1. STATUTORY COMPLIANCE:** Our firm/company strictly adheres to all current regional and national statutory mandates. This includes the Minimum Wages Act, Employees' Provident Funds and Miscellaneous Provisions Act, Employees' State Insurance Act, and the Contract Labour (Regulation & Abolition) Act, as applicable to Chennai, Tamil Nadu.
- 2. NEW LABOUR CODES ADHERENCE:** In the event of our firm being awarded this contract, we explicitly undertake to strictly comply with all provisions, regulations, and dynamic notification updates under the New Labour Codes from their respective dates of legal enforcement by the Central Government and the Government of Tamil Nadu.
- 3. SERVICE CHARGE FLOOR COMPLIANCE:** We explicitly declare that our financial quote submitted via the GeM commercial portal contains a profit/administrative service charge that matches or exceeds the mandatory minimum floor limit of 3.85%. We acknowledge that any corporate undercutting below this 3.85% floor rate invalidates our bid.
- 4. ACCURACY OF TECHNICAL CREDITS DATA:** We verify that the documentation submitted regarding our financial turnover for FY 2023-24, 2024-25, and 2025-26, our total years of operational experience, and our peak manpower deployment strengths under a single running contract is completely genuine. We accept the 20-point technical elimination hurdle threshold required for further consideration.



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Phone No. 044-28616085 E.Mail id: sz_osestb@licindia.com

5. ROSTER AND SHIFT MANAGEMENT: We confirm that our internal roster distribution will utilize the three (3) designated Caretaker Relievers such that no deployed worker exceeds twenty-six (26) working days in a single calendar month. We accept that maintaining 24/7/365 uninterrupted operational coverage across all six (6) guest houses remains our sole responsibility.

The information and declarations provided above are true, complete, and legally binding on us.

Date: _____

Place: _____

For M/s _____
(Name & Designation of Authorized Signatory)
[Company Seal/Stamp]

Use code with caution.



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ANNEXURE-D

(To be executed on a Non-Judicial Stamp Paper of appropriate value and duly notarized)

NON-BLACKLISTING / NON-DEBARMENT AFFIDAVIT

Before the Notary Public, Chennai, Tamil Nadu

I, _____ [Insert Name of Deponent], Son/Daughter/Wife of _____, aged about ____ years, residing at _____, in my capacity as the Proprietor / Partner / Director / Authorized Signatory of M/s _____ [Insert Complete Name of Firm/Company], having its registered corporate office at _____, do hereby solemnly affirm and state on oath as under:

1. I am completely competent and authorized by the bidding entity to depose and execute this affidavit on its behalf for the purpose of bidding against GeM Bid Reference Number: _____.

2. I solemnly declare that M/s _____ [Insert Company Name] has not been blacklisted, debarred, suspended, or corporate-banned by the Government of India, any State Government Department, any Central/State Public Sector Undertaking (PSU), Autonomous Body, or any Financial Institution as on the date of submission of this bid.

3. I confirm that no criminal case, statutory inquiry, or legal litigation concerning fraudulent practices, financial regularities, or systemic default of statutory labor wages is pending against our firm or its directors/partners before any court of law or government tribunal.



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4. I declare that our firm has clean record parameters and has not faced pre-mature termination of any active contract due to default in service delivery or operational failure within the last three (3) financial years.

5. I fully understand and agree that if any statement, certification, or document uploaded by us during the Single Packet Bid evaluation on the GeM Portal is found to be false, forged, misstated, or misleading at any later stage, the Principal Employer/[Insert Organization Name] shall have the absolute right to cancel our bid, terminate the contract immediately, forfeit our Earnest Money Deposit (EMD) of Rs. **2,40,000/-**, and initiate official debarment procedures against us on the GeM Portal.

DEPONENT

(Signature of Authorized Signatory)

[Company Seal / Stamp]

VERIFICATION

Verified at Chennai on this _____ day of _____, 2026, that the contents of the above affidavit are true and accurate to the best of my personal knowledge, belief, and records, and that no material facts have been concealed or misstated herein.

DEPONENT

(Signature of Authorized Signatory)

[Attestation by Notary Public with Seal & Registration Number]

Use code with caution.



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ANNEXURE-E

(To be executed on Non-Judicial Stamp Paper of appropriate value by a Scheduled Commercial Bank)

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT (EMD)

To,

The Competent Authority,

[Insert Organization/Company Name],

Chennai, Tamil Nadu.

WHEREAS M/s _____ [Name and address of the Bidder] (hereinafter called "the Bidder") has submitted its bid dated 01-07-2026 against GeM Bid Reference Number: _____ for the "Provision of Outsourced Guest House Maintenance Manpower across Six (6) Locations in Chennai" (hereinafter called "the Bid").

KNOW ALL MEN by these presents that WE

_____ [Name of the Bank] having our registered office at _____ (hereinafter called "the Bank") are bound unto [Insert Organization/Company Name] (hereinafter called "the Buyer") in the sum of Rs. 1,20,000/- (Rupees One Lakh Twenty Thousand Only) for which payment will and truly to be made to the said Buyer, the Bank binds itself, its successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 2026.



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THE CONDITIONS OF THIS OBLIGATION ARE:

1. If the Bidder withdraws or amends, impairs or derogates from the bid in any respect within the period of 180 days of validity of this bid.
2. If the Bidder, having been notified of the acceptance of its bid by the Buyer during the period of bid validity:
 - a) Fails or refuses to furnish the required 5% Performance Security (ePBG) within fifteen (15) days of the award of the contract as per GeM terms.
 - b) Fails or refuses to sign/accept the formal contract or start operations.

We undertake to pay the Buyer up to the above amount upon receipt of its first written demand, without the Buyer having to substantiate its demand, provided that in its demand the Buyer will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty-five (45) days after the period of bid validity, i.e., up to and including **15-10-2026 [Calculated as 90 days validity + 45 days cushion]**. Any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding anything contained hereinabove:

1. Our liability under this Bank Guarantee shall not exceed Rs. 2,40,000/- (Rupees Two Lakh Forty Thousand Only).
2. **This Bank Guarantee shall be valid up to 15-10-2026.**
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before **15-10-2026**.

For _____ [Name of the Bank]

(Signature of the Authorized Officer of the Bank)

Name and Designation of the Officer: _____

Employee Code / Staff Authority Number: _____

Official Seal / Stamp of the Issuing Bank Branch: [Bank Seal]

Use code with caution.

ANNEXURE- F:

FINANCIAL BID

Financial Bid for Guest House Maintenance Services at locations in Chennai.

PER SHIFT CHARGES ;

S. No.	Particulars	Supervisor	Care taker	House keeping
		Per shift of 8 hours Rs.	Per shift of 8 hours Rs.	Per shift of 8 hours Rs.
		1	2	3
1	Basic			
2	VDA			
3	EPF (As per rules)			
4	ESI (As per rules)			
5	Bonus (As per rules)			
6	TOTAL (S.No.1 to 5)			
	Total per shift Rs.			

MONTHLY CHARGES:

S No.	Category	Total Amt. Quoted per shift, as per column 1,2 & 3 above	Total No. Of personnel required	Total Per day Rs.	Total for a month Rs.
		a	b	c (a x b)	d (c x 26)
7	Supervisor(Skilled)(1)		1		
8	Care taker(semi skilled) (2)		21		
9	Reliever –Care taker (2)		3		
10	Housekeeping(Unskilled) (3)		7		
11	Cleaning Materials for all Guest Houses per month as per Schedule 1A				
12	Charges for Laundry per month for all guest houses as per Schedule 1-B per month				
13	Charges for replenishment as per Schedule I-C + Cost of one welcome kit as per Annexure 1-C				
14	TOTAL FOR ALL GUEST HOUSES PER MONTH (S Nos 7 to 12)				



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15	SERVICE CHARGES	
16	TOTAL (Sr.no.7 to 15)	
17	GST (Sr.no.16 * 18%)	
18	TOTAL MLY.CHRGES Rs. (Sr.no.16+17)	
19	TOTAL YLY CHARGES Rs. (Sr.no.18* 12month) – BID VALUE	

Please note that S.No.1 to 5 will be paid as per Government rules. Quoting less would not be considered. Please quote Basic & VDA as per Central Minimum wages with effect from 01/04/2026 vide order dt. 30/03/2026 of Chief Labour Commissioner(C), **New Delhi**. Please go through the notes given in page below carefully before filling financial bid.

If the tenderer failed to quote the rate for any items(s), it is considered as incomplete bid and as such liable to be rejected.

NOTES

1. Wages indicated above to be based on Govt of India, Ministry of Labour notification with effective from 01.04.2026 applicable to respective category(Skilled/Semi skilled/unskilled) and would be revised as and when revised by Ministry of Labour & Employment, Govt. of India. **The service charges quoted above will be same**
2. **throughout the contract period including extended period of contract.**
3. While calculating EPF & ESI the wage ceiling to be taken in to account and **monthly working days to be taken as 26** and daily amount to be mentioned for per day charges.
4. **Minimum Bonus** as per Bonus Act subject to **Salary ceiling** should be quoted per shift.
5. **Service charges quoted above should be inclusive of expenses likely to be incurred by service provider for providing Guest House maintenance services including conveyance to supervisors, caretakers visits, leave salary, uniforms, Identity cards, insurance(Group Insurance of Rs.2 lakhs per employee and Accident Insurance) and any other item/s required for rendering the Guest house maintenance services for LIC as per terms and conditions of contract and any other statutory and other benefits that the Contractor intends to provide to his/her workers. Lowest bidder will be arrived by the total monthly cost for all guest houses.**
6. Contractor's service charges for rendering Guest house maintenance services cannot be zero or less than **3.85%** of S.No. 13 of Financial Bid mentioned above.
7. The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages according to their respective category,. **For workmen, the Central Minimum wage applicable w.e.f 01.04.2026, rate per day is to be taken.**
8. Payment of applicable minimum wages for actual manpower deployed & service charges will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the contractor including PF, ESIC etc.
9. The Financial bid should strictly be as per the given format given in the tender. Tenderers should quote **PER SHIFT CHARGES and PER MONTH CHARGES (26 days)AS**



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REQUIRED ABOVE. The Service charges under S.No.'14' of Financial Bid should be in integer and quoted per month.

10. **Merely quoting the lowest rate alone will not confer any right to such tenderer seeking acceptance. Tenderers quoting less than the Central Minimum Wages or less percentage of PF / ESI/Bonus and Service charges less than 3.85% will not be considered.**
11. Per shift charges quoted above will be paid for each category personnel.
12. If there is any discrepancy in rates quoted in figures and words, rates quoted in **words** only will be taken for consideration.
13. Adherence to statutory requirements is sole responsibility of the Tenderer.
14. The Contractor shall ensure that none of his employees are paid salary/wages which are less than the prescribed amount under the Minimum Wages Act, 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, for the category of workers employed by them from time to time.

14.To establish the reasonableness of the cleaning materials etc. with prevailing market rates and other input cost LIC of India may, at its discretion, ask any bidder to furnish the break up and rationale based on which the quoted rates have been arrived

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

Date: Name:

Designation:

Address :

Signature of Tenderer with seal

ANNEXURE I – A Cleaning material to be used

1. Dusting Cloth	2. Scrubbers with handle
3. All Purpose Cleaner	4. Dust pan
5. Window Glass Cleaner	6. Dust brushes
7. Window Applicator	8. SS Scorch pads/steel wool
9. Garbage bags large /Medium/small	10. Floor dust mops with holder
11. Feather duster	12. Spray Bottles
13. Air Freshener	14. Toilet Brush
15. Insect Killer	16. Hand Brush
17. Naphthalene Ball	18. Dettol
19. Extension pole for glass cleaning	20. Room fresheners
21.Window Squeeze	22.Nylon Brooms with Sticks
23.Single Disk Scrubber	24.Plastic Buckets
25.Toilet Paper Rolls (VIP GH only)	26.Harpic / Flush Clean
27.Garbage bins of different colours (as specified by Municipal authority).	

ANNEXURE I - B Description/brand of materials to be used:-

Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/wash rooms	R1- Diversey/Taski
Cleaning of floors and walls	R2- Diversey/Taski
Cleaning of toilet windows, mirrors	R3- Diversey/Taski
Cleaning of WCs, Urinals	R6- Diversey/Taski or Harpic
Removal of oil/grease stains	R7- Diversey/Taski
Removal of hard stains from walls of wash rooms and fittings	R9- Diversey/Taski
Hand-wash in all toilets	Dettol / Lifebuoy
Cleaning of wash basins	Vim liquid and Scotch-brite
Cleaning glass doors, glass shelf, windows of cabins	Colin liquid and glass cleaner/ wiper/yellow cloth
Cleaning glass table tops, coffee tables	Colin liquid and yellow cloth
Cleaning tables, partitions, cupboards	Dusters(checks)



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Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases	Lobby/Dry Mop
--	---------------

Mopping floors, lift lobbies, entrance lobbies, toilets, stairs and staircases	Wet Clip Mop
Toilet freshener	Odonil/Garden Fresh
Sani cubes	Homacol/Odonil/Any other ISI marked brand
Cleaning WCs, Urinals	Toilet brush
Room Freshener	ISI brand

ANNEXURE I – C (for 19 Premium & Executive guest rooms only)

Welcome kit (Toiletries)	Brand
a. Bath Soap (small)	Cinthol / Hamam
b. Shampoo sachet	Clinic plus/Sunsilk
c. Coconut Oil sachet	Parachute
d. Tooth brush	Colgate/Pepsodent
e. Toothpaste (small tube)	Colgate/Pepsodent
f. Comb	Superior quality

small size as used in hotels

SCHEDULE I – A

Charges for maintenance

S No	Description	Minimum
1 *	Charges of cleaning materials	Quote rates for a month

* Items under Cleaning Material is given under Annexure I – B & Annexure I – C

***Maximum amount reimbursed per month (during the contract period) towards charges for maintenance will not be more than the amount mentioned in the Schedule -IA**

Date :

Signature of the Authorised Person

Place:

Full Name & Company Seal

SCHEDULE I-B (Charges for Laundry)

S No	Description	Minimum
1	Bed Sheet/Bed Cover/Blanket Cover	Quote for 500 per month@
2	Pillow Cover	Quote for 500 per month@
3	Blanket	Quote 10 per month@
4	Bath Towel/Hand Towel	Quote for 300 per month@
5	Curtain (dry cleaning)	Quote for 20 per month@
6	Cleaning of Upholstery (Sofa/chair)	Quote for 5 per month@

***Maximum amount reimbursed per month ((during the contract period) towards charges for Laundry will not be more than the amount mentioned in the Schedule -IB**

Signature of the Authorised Person

Date :

Full Name

Place:

Company Seal

SCHEDULE I-C

Charges for Replenishment

S No	Description
1	Door Mat, Room freshener, Goodnight/All Out refill
2	Battery Cells (for AC/TV remote)
3	Payment to newspaper vendor (one English & one Tamil)
4	Gas cylinder refilling
5	Water cans
6	Cable TV/DTH charge
7	Dust bins
8	Charges for Welcome kit (Toiletries – as per Annexure I-D) supplied to Guests in Premium & Executive guest house.
9	Cost of Petrol / Diesel for DG set.

Cost for above items will be reimbursed by LIC of India on production of original bill along with Monthly bills.

Signature of the Authorised Person

Date :

Full Name

Place:

Company Seal

ANNEXURE - G

Letter of appointment to employee under clause(f) of sub-section (1) of Section 6 of Occupational Safety, Health and Working Conditions (OSH&WC) Code, 2020

(To be issued in English or Hindi and in local language)

Format of Appointment of Letter

- i. Name of employee:
- ii. Date of birth:
- iii. Father's /Mother's name:
- iv. Aadhar number (after obtaining consent);
- v. Labour identification Number (LIN) of the establishment:
- vi. Universal Account Number (UAN) and / or Insurance Number (ESIC) (if available):
- vii. Designation:
- viii. Type of Employment(Regular/Fixed-term-employment/Contractual);
- ix. Category of skill:
- x. Date of joining:
- xi. Wages/Basic /Pay and Dearness Allowance:
- xii. Other allowance including accommodation whichever is/are applicable:
- xiii. Applicability of social security { Employees' provident Fund Organization (EPFO) AND Employees' State Insurance Corporation (ESIC)} benefits:
- xiv. Broad Nature of duties to be performed:
- xv. Benefits available under chapter VI (Maternity Benefit) of Code on Social Security, 2020 (in case of women employee):
- xvi. Any other information:

Signature / Digital Signature
Employer

Issuance of Wage Slip under Section 50(3) of Code of Wages, 2019

FOR- VIII-C
(See rule 156)
Format for Wage slip

Date of Issue:				
Name of the Establishment:				
Adress:			Period:	
1	Name of the Employee:			
2	Father's/Mother's/Spouse's Name			
3	Designation:			
4	UAN:			
5	Bank Account Number:			
6	Wage period:			
7	Rate of wages payable	a) Basic	b) D.A	c) other allowances
8	Total attendance/unit of work done:			
9	Overtime wages			
10	Gross wages payable			
11	Total deductions	a) PF	B) ESI	C) Others
12	Net wages paid			
* Employer/Pay-in-charge signature				

*Note: Required in case register is maintained physically.



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PART F – INTEGRITY PACT

General: This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2025 , between, on one hand, Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Zonal office at 153 Annasalai, Chennai 600 002. (hereinafter called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s _____ represented by Shri..... (hereinafter called the “BIDDER /SELLER” which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure Guest house maintenance services of Guest houses and the BIDDER/Seller is willing to offer/has offered the Guest house maintenance Services of Guest houses.

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

NOW, THEREFORE,

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

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

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

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

Commitments of the BUYER

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

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

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

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

Commitments of BIDDERS

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

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

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

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

3.4 BIDDERS shall disclose the payments to be made by them to their Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in and Indian BIDDERS shall disclose their foreign BUYERs or associates, Agents/brokers or any other intermediary, in connection with this bid/contract.

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

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



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

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

3.9 The BIDDER/Contractor will not commit any offence under the relevant India penal code (IPC) /Provision of corruption (PC) act .Further improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

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

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

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any

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Government Department in India that could justify; BIDDER's exclusion from the tender process. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

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

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the bidder.
- (iv) To recover all sums already paid by the BUYER, and in the case of an Indian BIDDER with interest thereon at 2% above the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% above the LIBOUR (London Inter Bank Offer Rate). If any out standing payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (v) To en cash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

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

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

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

6. Fall Clause:

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

7. Independent Monitors:

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

Shri Jose T Mathew, IFS (Retd) House No 37/930, Ebrahim pillai Lane Via Kakkanad, Thrikkakara -682021 Ernakulam Dt, Kerala	Shri Arun Chandra Verma, IPS (Retd) Flat No C-1204, C Tower, Amrapali Platinum Complex, Sector-119 Noida (UP) Mail id : acverma1@gmail.com
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LIC of India, Southern Zonal Office,

LIC Building, 10th Floor, 153 Anna Salai, Chennai 600002.

Phone No. 044-28616085 E.Mail id: sz_osestb@licindia.com

7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extend the parties comply with the obligations under this Pact.

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

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

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

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

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

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

8. Facilitation of Investigation:

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



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Phone No. 044-28616085 E.Mail id: sz_osestb@licindia.com

09. Law and Place of Jurisdiction:

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

10. Other Legal Actions:

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

11 Validity:

11.1 The validity of this **Integrity Pact** shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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

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

BUYER

BIDDER

Name of the Officer

Designation

Witness 1..... 1.....
 2..... 2.....

(* Provisions of these clauses would need to be amended/deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.)

** Please specify the “Name of Authority” in place of “Authority Designated” wherever mentioned in the Agreement)