

LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE, “JEEVAN PRAKASH”, DARGAMITTA, NELLORE – 524003

CONSOLIDATED SERVICE AGREEMENT / CONTRACT
FOR OUTSOURCING OF HOUSEKEEPING, UPKEEP & GENERAL
MAINTENANCE SERVICES
EXECUTIVE GUEST HOUSE, STANDARD GUEST HOUSE AND SALES TRAINING
CENTRE (STC), TIRUPATHI

Contract Particular	Details
Corporation	Life Insurance Corporation of India, Divisional Office, Nellore
Tender Notification No.	3/2026-27
Tender Issue Date	13.08.2026
Pre-bid Meeting at STC, Tirupati	19.08.2026 at 11.00 AM
Contract Period	24 months from date of award, extendable by one additional year at the discretion of the Competent Authority, subject to the contract terms
Tender Validity	120 days from opening of Technical Bid
Tender Fee	NIL
Earnest Money Deposit	Rs.2,00,000/-; MSME exemption as applicable under the tender conditions
Minimum Service Charge	3.85% of the applicable wage/statutory contribution base as specified in the tender
Security Deposit	Rs.4,00,000 (5% of the total contract value, interest-free, subject to the terms of this Agreement)
Contract Sites	Executive Guest House, Standard Guest House and STC, Tirupathi

1. AGREEMENT AND PARTIES

This Agreement is made between Life Insurance Corporation of India, Divisional Office, Nellore, hereinafter referred to as “the Corporation” or “LIC”, and the successful bidder/service provider, hereinafter referred to as “the Contractor” or “Service Provider”.

The Contractor shall be the firm/agency/company whose tender has been accepted by the Corporation and who is duly authorized to execute this Agreement.

The Contractor shall execute the Agreement on appropriate stamp paper and shall comply with all conditions incorporated in the tender, this Agreement and its Annexures.

1.1 Contract Documents

The following shall form an integral part of the Agreement, in the event of award:

- Letter of award/work order and accepted financial bid.
- This consolidated Agreement and its schedules/Annexures.
- Scope of work for Executive Guest House and Standard Guest House.
- Scope of work for STC, Tirupathi.
- Accepted manpower deployment schedule.
- Penalty schedule and service-level requirements.
- Accepted Technical Bid and declarations/undertakings.
- Integrity Pact, wherever applicable and required.
- Any written amendments or instructions issued by the Competent Authority under the contract.

1.2 Duration

The contract shall remain in force for two years (twenty-four months) from the date of award/work order and may be extended by one additional year at the discretion of the Competent Authority, subject to satisfactory performance and the terms and conditions governing such extension.

2. TENDER AND AWARD CONDITIONS INCORPORATED INTO THE CONTRACT

- The tender was invited under the Two-Bid System consisting of Technical Bid and Financial Bid.
- Only technically qualified/short-listed bidders shall have their Financial Bids considered.
- Conditional offers shall not be considered.
- Modifications to the tender after the prescribed opening date shall not be considered.
- The decision of the Corporation regarding submission after the stipulated date/time shall be final and binding.
- LIC does not bind itself to accept the lowest or any tender and reserves the right to reject any/all bids or cancel the tender without assigning a reason.
- A bidder may submit only one tender, whether independently, as a partner in a joint venture or as a consortium member.
- The bidder is deemed to have inspected/understood the premises, scope, manpower requirements, materials and conditions and to have quoted accordingly.
- The Corporation may call for missing/additional requirements or clarifications during scrutiny and in response to queries from appropriate authorities.
- The Contractor shall not transfer, assign or sublet the contract, wholly or partly.

2.1 Eligibility / Continuing Eligibility

- At least three years' experience in Guest House/Housekeeping and Office Upkeep services and existence for at least five years under the present registered name and PAN.
- The bidders should have experience of at least 3 years in providing Guest House maintenance and should have been in existence for the last 5 years. The experience should be under the present registered name and PAN.
- The average Annual Turnover during last 3 financial years should be at least Rs. 15 Lakhs per annum.
- Head/Regional/Branch Office in Andhra Pradesh and at least one ongoing housekeeping contract in the State of Andhra Pradesh.

- The Firm/Agency should be a profitable company during the last 3 financial years, i.e 2025-26,2024-25,and 2023-24and shouldnot haveincurred lossduring thelast3 years.
- Experience in housekeeping/office upkeep for financial organizations, Government/Public Sector Undertakings or private organizations.
- At least one existing contract in Andhra Pradesh involving a minimum deployment of 15 personnel, as specified in the tender.
- The firm should have the required turnover and profitability as stipulated in the accepted Technical Bid/tender conditions.
- The bidder shall produce satisfactory service credentials from an existing client with contact details.
- The bidder shall not have been blacklisted by LIC or any other establishment.
- The Contractor shall possess proper tools, tackles, equipment and licenses necessary for the services.

2.2 Statutory Registrations and Documents

- Labour licence/registration required for employment of contract labour.
- Employees' Provident Fund registration and latest remittance proof.
- Employees' State Insurance registration and latest remittance proof.
- GST registration and compliance documents.
- Shops and Establishments registration, where applicable.
- PAN and income-tax related documents.
- Audited financial statements for the relevant three financial years.
- Any other registration, licence, permission, insurance or statutory certificate required under applicable law.

3. DEFINITIONS

“Corporation” / “LIC”

Life Insurance Corporation of India, Divisional Office, Nellore and the concerned LIC Sales Training Centre.

“Competent Authority”

The officer authorized by LIC for administration of the contract; for STC matters, the Principal, LIC STC, or an officer authorized by him/her, unless otherwise specified.

“Contractor” / “Service Provider”

The successful bidder and its authorized representative responsible for all contractual obligations.

“Workforce”

Managers/supervisors, receptionists, caretakers/cooks, housekeeping workers, sweepers, support staff, electricians, plumbers, carpenters, gardeners, training hall assistants and other personnel deployed under the Agreement.

“STC”

LIC Sales Training Centre, Karakambodi, Tirupathi.

“Hostel Block”

The trainee rooms, guest faculty rooms, corridors, dining/kitchen-related areas, recreation hall, store room, reception, generator room, staircase and connected areas described in the Scope.

“Admin/Training Block”

Principal's chamber, administrative hall, auditorium, library, class rooms, computer room, syndicate rooms, faculty hall, Vice-Principal's room, open halls, washrooms, porticos, terrace, staircase and connected areas described in the Scope.

4. CONTRACT LOCATIONS AND COVERAGE

Location	Facilities / Coverage	Indicative Manpower in
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		Source
Executive Guest House, Tirupathi	11 suites/rooms, conference hall, dining hall, visitors' lounge, common passages and open areas.	3 caretaker-cum-cooks + 4 sweeper/cum-cleaner/gardener = 7
Standard Guest House, Tirupathi	12 rooms and associated common areas.	1 sweeper/cum-cleaner/gardener
STC, Tirupathi	Hostel Block, Admin/Training Block, Faculty & Principal's Quarters, reception, training halls, corridors, open areas, garden, power/switch/generator/UPS rooms and connected premises.	13 in the detailed workforce schedule: 6 (5+1) semi-skilled + 7 (6+1) unskilled

The number of Guest House rooms may be increased or decreased by the Corporation with one month's prior notice. Man-power requirement may also be increased or decreased by the Corporation with one month's prior notice and corresponding cost shall be adjusted as provided in the accepted contractual arrangement.

5. GENERAL OBLIGATIONS OF THE CONTRACTOR

- Take full responsibility for housekeeping, upkeep and maintenance services covered by the Agreement.
- Deploy adequate, competent, trained and properly supervised personnel and maintain uninterrupted services, including Sundays/holidays where required, subject to applicable labour laws.
- Ensure courteous, polite and disciplined conduct of all staff and maintain harmonious relations with LIC staff, trainees, guests, security, catering staff and other contractors.
- Maintain cleanliness, hygiene, safety and professional standards at all times.
- Provide uniforms, shoes, identity cards and prescribed protective equipment at the Contractor's cost.
- Ensure staff is properly trained for housekeeping, reception, training-hall assistance, electrical, plumbing, carpentry, gardening, fire-fighting and first aid duties as applicable.
- Obtain antecedent/police verification and medical fitness documentation for personnel as required and furnish the same to LIC.
- Maintain full control over the workforce and remain responsible for wages, statutory benefits, conduct and performance.
- Immediately replace unsuitable personnel when directed by the Competent Authority.
- Prevent smoking, tobacco use, intoxicants, narcotics, misbehavior, quarrelling, illegal activities and unauthorized access/occupation.
- Ensure no unauthorized person stays in the Guest House or STC hostel and no Contractor staff or family members occupy rooms except where specifically authorized for round-the-clock duties.
- Not use LIC premises for cooking, unauthorized residence, cultivation, commercial display, advertising or any purpose outside the Agreement.
- Not display signboards, nameplates or advertisements in LIC STC premises.
- Ensure all equipment/materials supplied by LIC are protected and returned in good condition, subject to normal wear and tear.
- Make good damage, loss or pilferage caused by negligence, carelessness or fault of the Contractor or its workforce.
- Follow all instructions, service timings and operational directions issued by the Competent Authority.
- Attend monthly/periodic review meetings and implement corrective measures arising from inspections or complaints.

6. SCOPE – EXECUTIVE AND STANDARD GUEST HOUSE SERVICES

6.1 Reception, Guest Management and Records

- Provide round-the-clock availability of the Service Provider or an authorized representative at the Guest House.

- Maintain arrival/departure and other registers prescribed by LIC, including guest check-in/check-out signatures and required details.
- Keep rooms ready for occupation/allotment at all times and collect/secure room keys at check-out.
- Inform LIC of the day-to-day position of the Guest Houses.
- Maintain guest feedback forms/registers, review feedback and initiate remedial measures.
- Maintain a register of telephone calls made by officers/guests using LIC-provided telephone facilities.
- Do not permit unauthorized persons into the Guest House.

6.2 Housekeeping and Hygiene

- Clean rooms, bathrooms, toilets, common passages, visitors' lounge, conference hall, dining hall and open areas daily and as required.
- Sweep and mop floors and keep the premises neat, hygienic and ready for use.
- Use good-quality cleaning agents, disinfectants, room fresheners, liquid soaps, toilet fresheners, mosquito repellents and related materials as specified/approved.
- Clean dining hall flooring every night after guest use; clean and arrange tables and chairs and keep the dining area ready for breakfast.
- Clean kitchen utensils with appropriate liquid washing soap and clean/disinfect kitchen flooring after kitchen service; clean exhaust fans weekly.
- Wash plates, glasses and cutlery properly and maintain hygienic serving conditions.
- Clean toilets/bathrooms every morning and whenever required; keep them as dry as practicable.
- Maintain clean surroundings and dispose of garbage daily in accordance with civic rules.

6.3 Linen, Laundry and Guest Supplies

- Wash and iron bed linen, towels, table cloths, curtains, bed sheets, bed spreads and other linen as required; maintain proper records.
- Change linen in accordance with occupancy/turnover requirements and the accepted schedule.
- Provide tea/coffee, sugar and milk powder in rooms through electric kettles where required and replenish daily; eligible cost shall be reimbursed as per the accepted arrangement and supporting records.
- Provide guest kits as instructed by LIC, with reimbursement against control register and supporting bills where contractually admissible.
- Maintain first-aid kit and replenish required items; eligible expenditure shall be reimbursed against bills where provided for in the accepted arrangement.
- Provide mosquito repellents/refills and gas cylinder/refilling for cooking where applicable, subject to the reimbursement conditions in the accepted arrangement.

6.4 Catering / Caretaker Services

- Maintain the prescribed caretaker/cook deployment.
- Caretaker-cum-cooks shall be capable of providing tea, coffee, breakfast, lunch and dinner as required, with cost treatment as mutually agreed/accepted in the contract.
- Ensure staff do not make undue demands upon guests.
- Maintain kitchen and dining facilities in clean and serviceable condition.

6.5 Utilities and LIC-Supplied Items

- Power/electricity, telephone, water and DTH charges shall be borne/reimbursed by LIC as provided in the accepted arrangement.
- Gas expenditure shall be reimbursed on actuals where provided.
- Kitchen items, crockery and furnishing/linen items supplied by LIC shall be maintained by the Contractor; consumables shall be handled according to the contract.
- The Contractor shall arrange cleaning materials and equipment and shall use only approved/good-quality/eco-friendly materials shall be reimbursed.

7. SCOPE – SALES TRAINING CENTRE, TIRUPATHI

7.1 Areas Covered

- Hostel Block: 14 furnished trainee rooms on the ground floor; 15 furnished trainee rooms on the first floor; two A/C Guest Faculty Rooms; one non-A/C Guest Faculty Room; corridors; dining/kitchen-related corridors and areas; canteen staff room; reception; generator room; recreation hall; store room allocated to the Contractor; staircases; balconies; washrooms and connected areas.
- Admin/Training Block: Principal's chamber and washroom, administrative hall, auditorium with dais/washroom/dressing room, library, class room, computer room, open hall with fountain, syndicate rooms, washrooms, porticos, UPS room, staircases and under-stair areas; first-floor class rooms, syndicate rooms, Vice-Principal's room, faculty hall with washrooms, open hall, washrooms, portico, terrace and staircase.
- Connected areas: corridors, pathways, open spaces, garden, power room, switch room, generator room, UPS room, sump rooms, security-related areas and other areas specifically directed by LIC.

7.2 Reception and Training Support

- Round-the-clock courteous reception service without interruption.
- Maintain hostel register and accurate check-in/check-out records.
- Collect and return room keys and ensure rooms are secured when occupants leave.
- Prepare session files and related materials, distribute training materials/files to participants, collect completed bio-data forms and distribute attendance certificates/other documents as instructed.
- Assist faculty in arranging training halls, seating, drinking water, switching on/off air conditioners and other arrangements required for smooth training.
- Supply one newspaper for the Administration Block and one for the Hostel, and comply with any additional newspaper requirement specified by LIC.

7.3 Daily / Periodic Housekeeping

Periodicity	Consolidated service requirement
Round the clock	Reception service; qualified/experienced electrician and plumber availability; switching water pumps, air conditioners, street/solar/garden lights and geysers economically.
Daily	Washroom cleaning; sweeping, cleaning and mopping of corridors/pathways; all hostel rooms, guest rooms, balconies, training halls, offices, library and furniture; waste removal; room freshener twice daily; liquid soap replenishment; training-hall support.
Check-in / alternate days	Bath towel change and guest-room service as prescribed.
Every 2–3 days / on occupancy change	Bed sheet, bed spread and pillow-cover change, duly washed.
Once in 3 days	Send used linen, towels, bed spreads and related items for washing and ironing.
Weekly	Waste disposal, terrace cleaning, cobweb removal, cleaning of open areas, weeds/fallen leaves and related campus upkeep; additional frequency during monsoon.
Fortnightly	Pest-control treatment for cockroaches/insects as specified; lawn/grass and garden-related activities where applicable.
Monthly	Water tank/sump cleaning and disinfection; sofa/mattress/pillow vacuum cleaning; generator-room maintenance; preventive inspection and minor repairs.
Quarterly	Pest control for white ants, bed bugs and other insects; curtain/sofa-cover washing; fogging and other periodic treatments.
As required	Minor electrical, plumbing and carpentry repairs; battery replacement; taps/valves/pipes; drainage clearing; special cleaning and other jobs directed by LIC.

7.4 Minor Repairs and Maintenance

- Attend minor electrical items including sockets, switches, plugs, batteries, fuses, starters, chokes, bulbs/tubes, MCBs, audio-equipment batteries, AC-remote batteries, fan regulators and similar items.
- Attend minor plumbing items including washers, ball cocks, spindles, taps and similar items.
- Items below the applicable contractual threshold shall be treated as minor items as stated in the source tender; the source specifies Rs.2,000/- per electrical/minor item and Rs.2,000/- per plumbing item.
- Repairs shall normally be completed within 24/48/72 hours depending upon the category. If a repair is not completed within 72 hours, LIC may arrange the repair and recover twice the repair cost, as provided in the source conditions.

- Maintain drainage/sewerage and clear blockages; maintain bore-well/motor-related support as required.
- Arrange substitutes immediately when electrician/plumber/carpenter is absent.

7.5 Generator, Terrace, Open Area and Garden

- Maintain generator logbook including diesel purchased and consumed and operating parameters.
- Maintain minimum diesel storage level of 80 litres as stated in the source; refill purchased diesel immediately in the presence of STC officials.
- Maintain generator room and safety arrangements, including periodic sand replacement.
- Diesel cost shall be reimbursed by LIC/STC against original computer-generated bills as provided in the contract.
- Sweep the entire open area daily, clear weeds/fallen leaves, cut grass at least fortnightly, water plants/trees daily, trim vegetation and maintain paths and paved areas.
- Maintain sump rooms, clean/disinfect sumps and overhead water tanks monthly, and operate water taps and appliances at appropriate times.
- Provide/maintain lawn mower and garden equipment and mark pathways with limestone where required, at Contractor's cost as specified.

8. WORKFORCE DEPLOYMENT

Category	Minimum / Indicative Deployment	Remarks
STC Manager/Supervisor	1	Responsible for supervision and reporting to LIC/STC.
STC Supporting Staff	1	Training hall/office support.
STC Receptionists	3	Round-the-clock roster.
STC Hostel Sweepers	2	Preferably male as stated in source.
STC Admin Block Sweeper	1	Housekeeping.
STC Gardener	1	Garden/open-area maintenance.
STC Garden Sweepers	2	Open-area maintenance.
STC Substitutes	1 for reception/supervisor/support + 1 for sweepers	Relievers for weekly off/absence.
STC Total	13	Source states 6 semi-skilled + 7 unskilled.
Executive Guest House	3 caretaker-cum-cooks + 4 sweeper/cum-cleaner/gardener	7 total.
Standard Guest House	1 sweeper/cum-cleaner/gardener	Subject to accepted manpower schedule.
Guest House Substitutes	1 for both Executive Guest House & Standard Guest House	Reliever for weekly off/absence

- Additional workforce shall be deployed whenever necessary to meet contractual requirements without extra payment where the additional deployment is inherent in the scope.
- Any special job outside the defined scope may be undertaken against mutually agreed payment.
- Changes in workforce shall require permission of the Principal/Competent Authority.
- Workforce shall work on rotation so that weekly offs and statutory working-hour requirements are complied with without affecting service continuity.
- Names, addresses, photographs, date of birth and identity proof of personnel shall be submitted to LIC/STC before deployment.
- Fitness/medical examination shall be carried out at the Contractor's cost as required; the source specifies six-monthly fitness certification for STC personnel and periodic medical checks.
- No person without a valid identity card shall be permitted to enter STC premises. Uniform and identity card shall be worn during duty.
- The Contractor shall pay wages, overtime and statutory benefits and maintain all required records. Wages shall be paid electronically, preferably by the 7th of every month as specified.
- The Contractor shall maintain ESI/EPF compliance and furnish proof with monthly bills.
- No workforce member shall have any right or claim for absorption in LIC service.

9. UNIFORM, IDENTITY CARDS AND PROTECTIVE EQUIPMENT

- Provide two sets of uniforms with shoes to supervisors and workers within 15 days of award.

- Uniform design/colour/fabric may differ for supervisors, receptionists, room boys and other categories and shall be subject to LIC approval.
- Maintain uniforms clean and neat; replacement due to damage/premature wear shall be at Contractor's cost.
- Provide head caps, gloves, aprons and other PPE as applicable.
- Workers operating pest-control equipment shall be provided appropriate safety equipment such as gloves and masks.

10. MATERIALS, EQUIPMENT, LAUNDRY AND CONSUMABLES for STC only

For STC, the Contractor shall supply, maintain and use adequate quantities of good-quality branded/approved housekeeping materials and equipment as detailed below.

Function	Indicative approved/source brands or specification
Toilet/washroom sanitization	Lizol / Domex / Harpic
Floors and walls	Lizol / Domex / Vinegar
Glass/windows/mirrors	Colin / glass cleaner / wiper
Oil/grease stains	Vanish / Tide
Hard stains	Cleanmate / Lizol / ISI brand
Hand wash	Dettol / Lifebuoy
Wash basins	Vim liquid / Scotch-Brite
Toilet freshener	Odonil / Garden Fresh
Sani cubes	Homacol / Odonil / ISI marked
Mosquito repellent	Good Knight / All Out or equivalent approved brand
Room freshener	Good-quality branded / ISI-approved equivalent
Dustbins/mugs/small buckets	Good-quality ISI brand
Cleaning equipment	Hard/soft brushes, dusters, mops, dry-mop kits, glass cleaners, WC cleaners, vacuum cleaners, fogging machines, pesticide sprayers, cleaning/mopping machines and other required equipment.

- Wash and iron bed linen, towels, table cloths, curtains, bed sheets, bed spreads and other linen as required to be taken up and maintain proper records.
- For STC rooms, the source specifies glass tumblers, mosquito repellents, 2-litre water jugs, large and medium plastic mugs, large and medium buckets, Odonil/naphthalene balls, door mats, tube lights/starters/chokes/bed lights and plastic stools in the quantities stated in the original schedule.
- For attending minor plumbing and electrical works, the source specifies Rs.2,000/- per electrical/minor item and Rs.2,000/- per plumbing item.
- The Contractor shall not use prohibited substances/materials and shall use eco-friendly cleaning/pest-control materials wherever specified.
- Cleaning toilets with acid is prohibited.
- All these charges for STC, Tirupati to be quoted under **Charges for Maintenance**.
- **For Executive and Standard Guest house all housekeeping materials and equipment eligible cost shall be reimbursed as per the accepted arrangement and supporting records.**

11. REGISTERS, REPORTS AND DOCUMENTATION

- Worker attendance/duty roster register.
- Complaint/suggestion and guest feedback register.
- Arrival/departure and hostel/guest check-in/check-out registers.
- Electrical preventive-maintenance and repair register.
- Plumbing and carpentry repair register.
- Generator running-hour, parameter, diesel purchase and consumption register.
- Daily work/activity register.
- Housekeeping/periodical cleaning register.
- Material/stock/purchase register.
- Diesel control register.

- Wages and statutory payment records.
- Laundry/linen washing and acknowledgement register.
- Pest-control and fogging register.
- Any additional register prescribed by LIC/STC.

The Manager/Supervisor shall submit daily activity information and the Contractor shall submit monthly reports in the format prescribed by LIC/STC.

12. PAYMENT TERMS

- Bills shall be submitted monthly, ordinarily by the 7th of the following month, with all required supporting documents.
- Payment shall be made by NEFT/RTGS/direct bank credit for services actually rendered and accepted.
- Monthly bills shall be supported by wage payment records, salary slips, EPF/ESI remittance proofs, employee list, attendance and other documents prescribed by LIC.
- Defective/incomplete bills may be returned for correction and re-submission.
- TDS and other statutory deductions shall be made at prevailing rates.
- GST, where contractually reimbursable, shall be reimbursed only against valid GST registration and proof of remittance as required.
- Minimum-wage/VDA revisions during the contract shall be dealt with strictly as provided in the accepted tender/contract and against suitable documentary proof.
- Laundry, diesel, specified guest-house consumables and other reimbursable items shall be paid only where provided in the accepted arrangement and against supporting bills/records.
- The quoted service charge shall not be below 3.85% where the tender specifies that minimum.
- The Contractor shall bear all taxes/levies that are legally its responsibility, except items expressly reimbursable under the Agreement.

13. EMD AND SECURITY DEPOSIT

The tender provided for EMD of Rs.2,00,000/- subject to applicable MSME exemption. The successful agency shall furnish a Security Deposit equal to 5% of the total contract value. The Security Deposit shall remain interest-free during the contract period.

Subject to satisfactory completion and absence of recoveries, the Security Deposit shall be refunded within two months from expiry/termination, after adjustment of any loss, damage, defect, statutory dues or other recoverable amounts.

14. SERVICE LEVELS AND PENALTIES

Irregularity / Default	Penalty / Consequence
Delay in payment of wages beyond the stipulated period	Rs.50 per day per worker, as stated in the source penalty schedule.
Worker without uniform	Warning for first instance; stern warning for second; third/subsequent instance may result in removal from duty.
Non-cleaning of toilets	Warning on two occasions; Rs.100 per day, per toilet, from the third occasion, as stated in source.
Non-replacement/refill of specified consumables	Rs.100 per item category per day.
Non-cleaning of overhead tanks / drainage blockage not rectified within 3 days	Rs.200 per instance/lapse.
Delay in replacement of tube lights, bulbs, cells, taps, fan regulators etc.	Rs.500 per day after 24 hours, as stated in source.
Repair beyond 24/48/72-hour stipulated period	Rs.25 for 24-hour delay, Rs.50 for 48-hour delay and Rs.100 per day after the applicable period, as stated in source.
Additional weekend cleaning not completed	Rs.500 with written communication to Contractor.
Carpentry/plumbing/electrical work beyond stipulated time	Rs.200 per day per category.
No substitute/reliever for absent or weekly-off worker	Penalty as decided by Competent Authority, subject to minimum Rs.100 per worker per day.

Delay in statutory remittances	Penalty/action as decided by Competent Authority, including withholding/recovery.
Failure to maintain prescribed registers	Written direction and withholding of payment until registers are updated.
Non-disposal of garbage/waste	Rs.500 per occasion.
Wastage of water	Rs.500 per occasion.
Worker without uniform/gloves/ID at STC	Rs.200 per person per occasion.
Unauthorized occupation of rooms	Rs.1,000 per day per room and possible termination.
Poor/average hostel maintenance feedback from >5 and up to 10 trainees	5% deduction from monthly maintenance bill.
Poor/average hostel maintenance feedback from >10 trainees	2% deduction plus additional penalty as decided by Principal.
Damage to LIC/STC assets	Recovery of assessed loss/damage from bills/Security Deposit.
Unsatisfactory services	Withholding of bills until satisfactory performance and/or other contractual action including termination.

In addition to the quantified penalties above, LIC/STC may recover the cost of obtaining the deficient work from outside agencies, together with applicable office overheads, where the Contractor defaults or derelicts its duties.

15. INDEMNITY, LIABILITY AND INSURANCE

- The Contractor shall indemnify and keep LIC fully indemnified against costs, claims, damages, expenses, fines, losses, liabilities and penalties arising from failure to perform contractual obligations.
- The Contractor shall indemnify LIC against claims by statutory authorities or its workforce arising from non-compliance with labour or other applicable laws.
- The Contractor shall be responsible for negligence, fraud, forgery, dishonesty, misconduct, theft, pilferage, misappropriation, unauthorized acts or omissions of its personnel.
- The Contractor shall be responsible for loss/damage to LIC assets entrusted to it where caused by negligence/carelessness/fault of the Contractor or workforce.
- LIC shall not be liable for injury, disability, death or loss suffered by the Contractor's workforce. The Contractor shall maintain adequate insurance and comply with ESI/Workmen's Compensation and all applicable labour laws.
- The Contractor shall cooperate in defending claims by Government/local authorities and shall indemnify LIC for taxes, duties, fines and penalties attributable to the Contractor.
- The Contractor shall not claim loss of profit, indirect or consequential damages from LIC in relation to the services, subject to applicable law.

16. STATUTORY COMPLIANCE AND IRDAI ACCESS

- The Contractor shall comply with all applicable Central and Andhra Pradesh labour, tax, municipal, safety and other laws, including requirements relating to contract labour, minimum wages, EPF, ESI, workmen compensation, child labour prohibition and other applicable enactments/rules.
- The Contractor shall obtain and maintain all licences, registrations and permissions required for the services.
- The Contractor shall comply with applicable IRDAI regulations/guidelines on outsourcing of services during the contract period.
- In accordance with the provisions cited in the source tender concerning Section 33 of the Insurance Act, 1938, as amended, IRDAI shall have the right to verify books of account, registers, documents and databases relating to outsourced services, and the Contractor shall furnish required information within the prescribed time.
- The Contractor shall maintain all records so that they are available for inspection/audit by LIC and competent statutory/regulatory authorities.

17. PREMISES, UTILITIES AND PROPERTY

- Electricity and water charges shall be borne by LIC/STC, subject to economical use and proper maintenance by the Contractor.
- The Contractor shall comply with restrictions imposed by Government, civic, electricity and other competent authorities.
- In water scarcity, the Contractor shall arrange safe/hygienic alternative water as required so that STC operations are not adversely affected; reimbursement shall be at mutually agreed rates where contractually provided.
- The Contractor shall maintain all LIC-provided furniture, fixtures, equipment and premises and hand them over in good working condition at contract end, subject to normal wear and tear.
- The Contractor shall have no tenancy, ownership or other proprietary rights in LIC premises by virtue of this Agreement.
- Contractor workforce other than personnel expressly required for round-the-clock duty shall arrange accommodation outside the STC campus.
- The Contractor shall not remove LIC property/material from the campus without authorization.
- A floating minimum balance of Rs.20,000/- in the designated operating bank account is specified in the source STC conditions.

18. TERMINATION

Either party may terminate the Agreement by giving three months' notice, subject to the special termination rights of LIC set out below.

- Abandonment of the contract.
- Assignment, transfer or subletting of the work without authorization.
- Failure to perform contractual obligations with due diligence and continuation of default after notice.
- Bankruptcy, insolvency, liquidation, winding-up or appointment of a receiver.
- Persistent disregard of instructions of LIC/Competent Authority.
- Failure to adhere to agreed work schedules.
- False or incorrect information in the tender/contract documents.
- Failure to maintain required records/registers.
- Serious or repeated misconduct, fraud, dishonesty, illegal activity, unauthorized occupation or other material breach.
- Unsatisfactory service; the Competent Authority may curtail the notice period or terminate without notice where the source contract expressly permits such action.

If the selected bidder fails to execute the Agreement within the stipulated time, the EMD may be forfeited as provided in the tender conditions.

19. DISPUTES AND JURISDICTION

The source document contains two internal formulations for dispute resolution: one referring disputes to the Senior Divisional Manager, LIC of India, Nellore, and another referring STC-specific disputes to the Principal, LIC STC, Tirupathi. For administration of this consolidated contract, operational STC disputes shall first be placed before the Principal/Competent Authority, while matters requiring divisional determination shall be referred to the Senior Divisional Manager, LIC of India, Nellore. The final jurisdiction clause should be confirmed by the issuing authority before execution.

The source also states that disputes concerning STC shall be deemed to have arisen at Tirupathi and be subject to adjudication by a competent court at Tirupathi. This clause should be read together with the final jurisdiction wording approved by LIC's competent authority.

20. INTEGRITY PACT AND ANTI-CORRUPTION OBLIGATIONS

- The Contractor shall not offer, promise, give or accept any bribe, gift, consideration, reward, favour, commission, brokerage or inducement in connection with bidding, award or execution.

- The Contractor shall disclose relevant agents/intermediaries and payments connected with the bid/contract.
- The Contractor shall not collude with other bidders or engage in unfair or illegal practices.
- The Contractor shall disclose conflicts/relationships with officers of LIC as required by the Integrity Pact.
- The Contractor shall not lend to or borrow money from, or enter into prohibited monetary dealings with, LIC employees.
- Breach may result in termination, forfeiture of EMD/Security Deposit/Performance Bond, recovery of sums, cancellation of other contracts and debarment, in accordance with the Integrity Pact and applicable law.
- The Independent Monitor provisions and access to documents contained in the source Integrity Pact shall apply where that Pact is executed.

20.1 Independent Monitors

The source Integrity Pact identifies Shri Rajnikant Mishra, IPS (Retd.) and Shri Arun Chandr Varma, IPS (Retd.) as Independent Monitors. The final execution copy should reproduce their current official details only after confirmation by the competent authority, since the source contains historical contact particulars.

21. MISCELLANEOUS

- The Contractor shall personally ensure compliance with all obligations and shall not rely on ignorance of the contract conditions.
- The Contractor may act through a duly authorized representative, but remains fully responsible for the acts and omissions of that representative and workforce.
- LIC may issue reasonable operational instructions for matters covered by the contract and, where necessary, for matters not expressly covered but required for training/guest-house operations.
- Periodic inspections may be carried out by LIC officials without prior notice.
- The Contractor shall cooperate with security, catering and other contractors and immediately report operational problems.
- The Contractor shall maintain the highest standards required for ISO-related housekeeping and maintenance operations at STC.
- All amendments shall be in writing and approved by the competent authority.
- If any provision is held invalid, the remaining provisions shall continue to operate to the extent legally permissible.
- The Agreement shall be governed by the laws applicable in India.

ANNEXURE – I: CONTRACT PARTICULARS

Item	Contractual Entry
Tender No.	3/2026-27
Tender issue date	13.08.2026
Last date for tender submission	24.08.2026, 5:30 PM
Technical Bid opening	25.08.2026, 11:00 AM
Contract period	24 months + possible 1-year extension at Competent Authority's discretion
EMD	Rs.2,00,000/-; applicable MSME exemption as per tender
Security Deposit	Rs.4,00,000 (5% of the total contract value, interest-free, subject to the terms of this Agreement)
Minimum service charge	3.85% where applicable under tender
Billing frequency	Monthly; normally by 7th of following month
Payment mode	NEFT/RTGS/direct bank credit

ANNEXURE – II: STC INVENTORY / ROOM ITEMS

Item	Quantity / Requirement
Glass tumblers	3 per room
Mosquito repellent	One machine/refill arrangement per room with periodic refilling
Plastic water jugs – 2 litres	1 per room

Plastic mugs – big	1 per room
Plastic mugs – medium	1 per room
Plastic buckets – big, 20 litres	1 per room
Plastic buckets – medium, 14 litres	1 per room
Odonil / naphthalene balls	Replace weekly
Door mats	Maintain existing; replace damaged/worn mats
Tube lights, starters, chokes and bed lights	Maintain existing; replace if damaged/not working; initially provided by STC
Plastic stools	1 per room

ANNEXURE – III: DETAILED STC PERIODICITY MATRIX

Frequency	Activities
Daily	Sweeping/mopping; washrooms; rooms; corridors; pathways; furniture; training halls; open areas; garbage; room freshener; liquid soap; watering plants; reception/training support.
Alternate days / occupancy change	Towels; room turnover cleaning and related linen service.
Every 2–3 days / session end	Bed sheets, bed spreads and pillow covers.
Weekly	Terrace cleaning; cobweb removal; waste disposal; special weekend cleaning; weeds/fallen leaves and general inspection.
Fortnightly	Pest control; grass cutting and garden-related upkeep as applicable.
Monthly	Water tanks/sumps; sofa/mattress/pillow vacuum cleaning; generator room; preventive checks.
Quarterly	Curtains/sofa covers; white ants/bed bugs/insect treatment; fogging and related periodic treatment.
As required	Electrical/plumbing/carpentry repairs, drainage clearing, replacements, special cleaning and other directions.

ANNEXURE – IV: GUEST HOUSE SERVICE MATRIX

Area	Requirement
Reception	Round-the-clock representative; guest registers; check-in/check-out; keys; guest feedback; day-to-day reporting.
Rooms	Cleaning, mopping, room freshener, mosquito repellent, guest kit/electric kettle supplies where applicable.
Bathrooms/Toilets	Daily cleaning and as required; liquid soap, toilet freshener, toilet paper and hygiene maintenance.
Dining Hall	Daily/nightly cleaning, table/chair arrangement, readiness for meals.
Kitchen	Utensil cleaning, floor disinfection, exhaust-fan cleaning, hygienic operation.
Linen	Washing/ironing and periodic change of sheets, towels, bed spreads, curtains and other linen.
Maintenance	Premises upkeep, reporting of damaged furniture/fixtures/equipment and prompt rectification.
Waste	Daily disposal in accordance with municipal/civic requirements.

ANNEXURE – V: WORKFORCE AND RELIEVER SCHEDULE

The final deployment roster, shift timings, weekly-off rotation and reliever arrangement shall be prepared by the Contractor and approved by the Competent Authority before commencement. The minimum/indicative manpower in Section 8 shall be treated as the baseline unless the accepted Financial/Technical Bid specifies otherwise.

ANNEXURE – VI: MONTHLY BILL CHECKLIST

- Invoice/bill for the month.
- Attendance and duty roster.
- Salary slips of all deployed personnel.
- Proof of wage payment by NEFT/RTGS/direct credit.

- EPF and ESI remittance/challan/proof.
- GST invoice and proof of remittance where GST reimbursement is claimed.
- Laundry/diesel/other reimbursable bills with supporting records.
- Daily activity report and required registers.
- Pest-control/fogging report, where applicable.
- Material/stock and repair records.
- Any other document prescribed by LIC.

ANNEXURE – VII: TECHNICAL BID DOCUMENT CHECKLIST

- Application and declaration signed by authorized signatory.
- Firm/agency/company registration certificate.
- Bank statement/certified bank documents for the required period.
- PAN/GIR and income-tax returns.
- GST registration.
- EPF and ESI registration.
- Audited financial statements/profit and loss accounts for the relevant three financial years.
- Documents supporting work experience and existing clients.
- Satisfactory service certificate/reference from an existing client.
- Signed copy of accepted terms and conditions.
- Integrity Pact, undertaking, affidavit and MSME documents, where applicable.
- Any other document required by the tender.

ANNEXURE – VIII: FINANCIAL BID FRAMEWORK

	Details	Amount	Remarks	
1	Basic + VDA Wages per day per person/ caretaker as per Central Act w.e.f. 1.10.2025	Rs.	Employer's contribution and ESI are to be deducted; to be remitted along with Employer's contribution	
2	Wages for 30 days for ONE Semiskilled worker per day	Rs.650.00		
3	Wages for 30 days for One Unskilled worker per day	Rs. 556.00		
5	Total wages(650 x 30 x 5) + (556x30x14)	Rs.331020.00	(T)	
6	ESI @ 3.25% on (T)	Rs. 10759.00	(U)	EMPLOYESR'S
7	PF @ 13% on (T)	Rs.43033.00	(V)	Contribution
8	Administrative charges of the Contractor / agency (should not be less than 3.85% of T+U+V)	Rs.	(X) Mention in Rupees	
9	Charges per maintenance at STC, Tirupati: Laundry Charges, material equipment, other consumables, and minor repairs & maintenance charges etc.	Rs.	(Y) Mention in Rupees	
	TOTAL (Z)	Rs.	(Z)= T+U+V+X+Y	
10	GST on Z	Rs.	Mention in Rupees	
11	GRAND TOTAL	Rs.	Mention in Rupees	

ANNEXURE – IX: CONTRACT EXECUTION

For LIC	For Contractor
Senior Divisional Manager / Competent Authority	Authorized Signatory
Name: _____	Name: _____
Designation: _____	Designation: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Seal	Seal

Witness 1: Name/Address/Signature: _____

Witness 2: Name/Address/Signature: _____