



Tender Notice for Housekeeping & Office
Upkeep

OS/Estates/Tender/Housekeeping/2026-27

LIC Of India,Divisional Office

SECUNDERABAD

LIC Of India,Divisional Office

Secunderabad,NTR Stadium Road

Behind Indira Park,Kavadiguda

Secunderabad-500080

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Tender Schedule

Tender issue date	As per GeM
Pre bid meeting	As per GeM
Last date of tender submission	As per GeM
Date and Time of Bid Opening	As per GeM
Validity of Bid	180 days

TENDER NOTICE

LIC of India, Divisional Office, Secunderabad invites Online bids under Single Bid System through GeM Portal(gem.gov.in) from established Agencies/ firms/ Organizations for Contract of providing housekeeping/ Office upkeep personnel and on Contractual basis at LIC of India Divisional Office, “Jeevan Sagar”, Gandhinagar, Office and other Branch and Satellite Offices under Divisional Office, Secunderabad located in Hyderabad, Kamareddy, Medak, Medchal-Malkajgiri, Nalgonda, Nizamabad, Sangareddy, Siddipet, Suryapet Districts.

For complete details and tender Documents, please visit our website www.licindia.in and click on the link “Tenders”

LIC of India reserves the right to accept or reject any or all offers in full/ part without assigning any reasons thereof. Last date for submitting tender is as notified in GeM portal.

Place: **Secunderabad**

Sr Divisional Manager

Index of Tender:

S.No.	PARTICULARS	PAGE NO.
1	TENDER NOTICE	3
2	INDEX OF TENDER	4
3	TENDER SCHEDULE	2
4	ELIGIBILITY CONDITIONS – (PART - A)	5
5	GENERAL CONDITIONS AND INSTRUCTIONS TO TENDERERS (PART-B)	6
6	TERMS & CONDITIONS (PART - C)	8
7	DETAILS OF THE SCOPE OF WORK (PART-D)	21
8	PRE CONTRACT INTEGRITY PACT (PART-E)	25
9	ANNEXURE-A: BIDDERS' PROFILE	34
10	ANNEXURE-B:FINANCIAL BID	38
11	ANNEXURE-C:DOCUMENTS TO BE UPLOADED	42
12	ANNEXURE-D:LOCATIONS OF DEPLOYMENT	43
13	ANNEXURE-E: AFFIDAVIT	44
14	ANNEXURE-F: MSME DECLARATION	46
15	ANNEXURE-G: ESG QUESTIONNAIRE	47
16	ANNEXURE-H:DECLARATION	53
17	ANNEXURE-I: BID SECURITY DECLARATION	54

Part-A: ELIGIBILITY CRITERIA

- 1) The Bidders should have been registered in Telangana State with GST of Telangana State only. They should have an establishment / Office with good infrastructure in Hyderabad/Secunderabad.
- 2) The bidders should have experience of at least 5 years in providing Housekeeping/Office upkeep service. The experience should be under the present registered name and PAN.
- 3) The Bidders should have experience in providing Housekeeping Service in any Financial organizations, Government/ Public Sector undertaking/ Private organizations. Further, they should have at least One (1) running work contract in any organization (Financial organization, Government/Public Sector undertaking/ Private organizations) in Telangana, engaging a minimum of 50 personnel for their House Keeping Services.
- 4) The average Annual Turnover during last 3 financial years should be at least Rs. 300 Lakhs per annum. Provisional figures may be submitted for F.Y.2025-26,duly certified by a CA with valid UDIN in case financial statements are not prepared for the year.
- 5) The Firm / Agency should be a profitable company during the last 3 financial years, i.e 2025-26 ,2024-25 & 2023-24 and should have not incurred loss during the last 3 years.Provisional figure may also be submitted for F.Y.2025-26 duly certified by CA.
- 6) The bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including labour laws applicable for the state of Telangana. Minimum wages payable to the personnel to be engaged shall be strictly as per Labour Act only. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
 - (i) License from Labour Commissioner to employ contract labour under the Contract Labour Act. (For any existing contract)
 - (ii)Registration certificate under Employees Provident Fund Act, with latest proof (Challans to be attached)
 - (iii)Registration under Employees State Insurance Act, with latest proof (Challans to be attached)
 - (iv) GST registration Certificate of Telangana State.
 - (v) Shops and Establishment registration certificate for Telangana State
 - (vi)PAN copy
- 7) Copies of audited Accounts for the past 3 Financial years (FY. i.e 2025-26 ,2024-25 & 2023-24) should be uploaded. Provisional figures may also be submitted for 2025-26.
- 8) The bidder should not have been blacklisted with any Office of the Corporation (LIC) or any other establishments. The Bidders should have proper tools and equipments for providing housekeeping services at Office premises in

Hyderabad/Secunderabad and all the Districts mentioned in the Tender Notice.

- 9) The bidders should be solvent and solvency certificate from any Nationalised/Scheduled Bank to be uploaded.

Part-B:GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS

- 1) Bidders should deposit the non refundable tender fee of Rs 1770.00(1500/-+GST 18%) by DD in favour of LIC OF INDIA,Payable at Hyderabad/Secunderabad.
- 2) Bidders should deposit Rs.5,46,000.00(Five Lakh Forty Six Thousand only) by DD in favour of LIC OF INDIA,payable at Hyderabad/Secunderabad towards EMD.
- 3) The bid shall be valid for the period of 180 days from the last date of opening bids.
- 4) In case of micro and small enterprises who have registered with the Director of Industries (DI)/District Industries Centre (DIC) as manufacturing/service enterprises by filling Entrepreneurs Memorandum (Part-II) will be exempted from payment of EMD and tender fees. Original/Certified copy of certificates(UDYAM) to the effect should be uploaded.
- 5) Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quoted accordingly.
- 6) LIC of India reserves the right to call for missing/ additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
- 7) Any conditional offer / tender shall not be considered.
- 8) Any modification in the tender after opening date shall not be considered.
- 9) The Bidders should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and Annexures forming a part and parcel of it and the successful Bidder shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in the entire tender document.
- 10) The Service provider should be a registered body for providing services of Semiskilled, unskilled labourers having requisite license.
- 11) The Bidders not fulfilling eligibility conditions of the tender will not be considered.
- 12) **Bids of Bidders quoting NIL or less than 3.85% as Service Charges in the Financial bid format will be rejected.**

- 13) Decision of the Corporation will be conclusive and binding on the Bidder and the Corporation takes no responsibility for any delay what so ever for submission of tender after the last date and time given in GeM portal.
- 14) LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.
- 15) The bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected.
- 16) Satisfactory service certificates to be produced from any ONE of their existing clients in Telangana alongwith details of Telephone No, email etc.
- 17) The Bid shall be signed by a person or person so authorized by the Bidder. In case ,the Bidder is a Company, the Officer so authorized by the Company with its seal duly affixed shall sign the Bid.
- 18) In case the Service provider fails to undertake the work within 7 days from the date of issue of work order, LIC reserves the right to terminate the contract or at it's discretion will forfeit the security deposit/EMD furnished by the Service provider.
- 19) Bidders are required to submit an affidavit in Stamp paper worth Rs.500.00 as per Annexure "E"
- 20) Bidders are advised to fill and sign the Annexure-G on ESG Screening(Environmental Social Governance) which is a part of the Tender Document.
- 21) Bidders are advised to submit duly signed declaration as per Annexure- H & I in the Company/firm's letter head.

Part-C:TERMS & CONDITIONS OF THE CONTRACT

- 1) The entire Office premises should be kept neat and tidy, after cleaning / mopping, etc. work is completed no cleaning material should be left in and around the cleaned area. Number of Buildings can be increased or decreased with a notice. Accordingly, man power will be adjusted. Decrease or increase in the cost will be adjusted accordingly.
- 2) The material in any case should not lie on the floor / rooms / toilets or near electrical panel switchboards on any floor. The Service provider shall ensure to take proper safety measures against hazardous materials.
- 3) None of the personnel deployed by the Service provider shall indulge in any act other than that provided under this contract.
- 4) The Service provider shall follow all prevailing rules / regulations / laws and should possess valid licence for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Service provider shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
- 5) The Service provider shall carry out the entire work having full regard to the safety of his own personnel as well as Corporation's staff and Officers in the complex. All safe practices shall be strictly adhered to by the Service provider such as providing gloves when handling sharp objects, chemicals etc. The Service provider shall protect sides of opening in floor slabs, edges of slabs, stairs, stairwells etc. with barricade, warnings signs / lights and educate all his workmen to follow safe working practices. Despite observing safe practices if any unfortunate incident occurs, the Service provider shall bear all expense or claims towards treatment or compensation.
- 6) The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Service provider during the performance of duties in the premises of the Corporation. The Service provider shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.
- 7) The Service provider shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.
- 8) Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Service provider for rendering Office upkeep & housekeeping services are employees of the Corporation or deployed by the Corporation. The Service provider shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Service provider shall keep the Corporation indemnified against the same. In order to give effect to this, the Service provider shall incorporate suitable clause in the appointment letters to be issued to his workers mentioning that the workers are employees of the Service provider.

- 9) The Service provider shall obtain police verification of their antecedents which may be submitted to LIC along with the profiles of their personnel deployed. A certificate to this effect shall be furnished by the Service provider to the Corporation before deployment of the staff. Further, in respect of the workers deployed at the Corporation's premises, the Service provider shall submit details namely, Names, Xerox copy of applications, appointment letters issued by the Service provider, age proof, address proofs, certificate of educational qualifications, caste certificates (in case of SC/ST/OBC/Minority) & certificate of police verification in respect of all Persons deployed at Corporation's site. The Service provider shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.
- 10) The Service provider shall be responsible for any loss due to theft / pilferage /damage caused in the course of performance of duties to the Corporation's property including fittings, furniture, fixtures or Any other equipment(s). The Corporation shall assess the amount payable by the Service provider towards damages / loss / theft / pilferage and the same shall be recovered by the Corporation from the monthly payment to be made to the Service provider.
- 11) The personnel deployed by the Service provider should be healthy, neat and clean. They should display good conduct & courteous behaviour.
- a. They should be in proper uniform and should be provided photo identity cards by the Service provider at his own cost.
- b. In case of any complaint against any of the personnel deployed by the Service provider from LIC, he shall remove such person immediately and arrange for replacement of removed person within 24 hours.
- c. The person(s) so removed should not be deployed again or allowed to work in the premises.
- d. The personnel engaged should not be changed without the approval/permission of Senior Divisional Manager.
- 12) If the staff deployed by the Service provider is found to be indulging in any undesirable activities in the premises of the Corporation, the Service provider will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.
- 13) No residential accommodation shall be provided by the Corporation to Service provider and/or to the personnel deployed by him.

- 14) The Service provider shall make payment to his personnel as per Minimum Wages Act (as per the notification of Ministry of labour and Employment through Government Order, every 6 months) only by electronic mode. Monthly payments to the Service provider will be made only after submission of certificate mentioning names of workmen, amount paid, name of the bank and bank account number. The names mentioned should only be of those personnel who were actually deployed for providing housekeeping services to the Corporation by the Service provider. Any violation of the Minimum Wages Act will entail forth with termination of the contract in addition to such penal consequences as may be deemed fit by the Corporation. Periodical revision of wages is allowed depending on respective Govt. notifications.
- 15) Hygiene Standards: The Service provider should ensure the health and hygiene of the workers deployed 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 Service provider with details viz. Date of Medical Examination, Time/Place of Medical examination and Remarks about health report).
- 16) Senior representatives of the Service provider & the supervisor will be obligated to meet authorized Officer of LIC once in a fortnight for assessing and monitoring the quality of Office Upkeep & House keeping services rendered. The Service provider shall comply with such observations / feedback made and furnished by the LIC for improvement of the services.
- 17) The LIC 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 services which have been received or noticed by the LIC without assigning any reason whatsoever and no claim will be entertained in this regard.
- 18) The Service provider should possess, for the entire duration of the contract, all licences and registrations as may be required under any law time to time and shall be responsible in registering himself and obtain a valid license under new Labour Codes (4) and rules framed there under. The Service provider shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages, Contract Labour Act or any other Statutory / Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the Service provider.
- 19) The Service provider 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 at its discretion but without prejudice to its other rights and remedies, terminate this contract immediately.
- 20) All work must be carried out to the entire satisfaction of the Corporation. If the standard of Office Upkeep & Housekeeping services is not maintained to the satisfaction of the Corporation, appropriate penalty will be imposed and the same will be deducted from the monthly bill and /or Security Deposit.

Personnel required:

- 21) Having regard to the Offices mentioned in Annexure- D of this tender, based on our need the number of manpower resources required to carry out job is **113 (75 for 8 hr duty and 38 for 4hr duty)** to ensure the quality of Office Upkeep and Housekeeping Services and to carry out other related Miscellaneous work as deemed fit by the Corporation. Service provider should be able to provide or remove persons from time to time depending on the actual requirement of Corporation. Hence, this tender must not be construed as a tender for supply of manpower. It is also reiterated that this tender is inviting offers to provide Office Upkeep and Housekeeping Services and not for supply or deployment of contract labour.
- 22) The personnel deployed by the Service provider are expected to provide services as per terms of the contract and their services may also be utilized for any other miscellaneous work such as assisting in conducting meetings, conferences or any other day to day work in different departments of LIC Offices. In addition to the schedule of activities that are required to be carried out as mentioned in Part D – Details of the scope & Places of work, it should also be ensured that all the workmen are available for carrying out any Office Upkeep and Housekeeping activity/ies that may arise intermittently.
- 23) The Service provider is required to deploy competent supervisor(Single point of Contact). The supervisor will be responsible for the conduct of workmen deployed by Service provider as well as quality of services provided. He shall receive and comply with instructions issued from time to time by the authorities of the Corporation. The supervisor shall be responsible for ensuring cleanliness of all lift, lobbies, parking areas, link portion & all areas/ halls of various departments of LIC.
- 24) The Supervisor shall maintain registers showing deployment of workmen for providing services at different locations. In addition, the Supervisor shall also maintain a daily chart about various Office Upkeep and Housekeeping activities performed by the personnel at different locations. The chart should contain the nature activity / ies carried out, the name of the workmen, and time of completing the activity/ies and should be initialed by the Supervisor in token of having verified & ensured satisfactory performance. Such chart shall also be maintained in respect of the weekly activities required to be carried out under this Contract.
- 25) In an event of deployed manpower availing leave, and if required by LIC, suitable substitute(s) shall be provided by Service Provider as per mutual understanding with LIC. Service Provider shall communicate the same to LIC in advance.
- 26) In case of any resource permanently leaving the organization or taking leave for a longer duration, service provider shall communicate the same to LIC at least 1 month prior to the last working day of a resource. Suitable substitute(s) shall be provided by Service Provider as per mutual understanding with LIC.
- 27) The Supervisor shall maintain a Complaint Register with a record of all complaints received from different departments and / or forwarded by O.S./ Deptt, Divisional Office, Office Suitable corrective action there on must be taken immediately. In case of unsatisfactory corrective action, recovery of damages shall be affected by the Corporation as mentioned in the Penalty clause below. The Register must be shown to the authorized officials of the Corporation as and when demanded by them.

- 28) The workmen deployed by Service provider for Office Upkeep and Housekeeping should be of sound mind & major with age not more than 55 years.
- 29) If necessary, the workmen deployed by the Service provider may also be called upon to perform any Office Upkeep and Housekeeping Services in addition to those explicitly stated in this tender. The Service provider shall ensure due compliance of such instructions, issued from time to time ,by the Authorities of the Corporation.
- 30) Complete details of the workmen deployed daily by the Service provider shall be maintained by Service provider and made available for verification as and when demanded by the Corporation.
- 31) The Service provider shall not deploy for Office Upkeep and Housekeeping Services/ or supervision work, any relative(s) of any serving / retired / resigned / deceased employee(s) of the Corporation.
- 32) **Responsibilities of the Service provider would be as under:-**
- (i) To provide disciplined, courteous, trained and quality personnel ever ready to attend Office Upkeep and Housekeeping Services work politely.
 - (ii) The Service provider shall ensure excellent standard of Office upkeep and ensure that entire premises are kept hygienic and clean at all times.
 - (iii) The Service provider shall maintain daily attendance register in respect of its workmen deployed at the Corporation's premises and produce it for inspection as and when demanded. Further, the Supervisors of the Service provider, referred above shall produce the attendance register to the Premises Officers, Divisional Office or the Officers of the Branch Office in the premises for inspection before his workmen enter the Corporation's premises every day. Needless to add, all the workmen of the Service provider entering the Corporation's premises shall be required to display their photo identity card issued by the Service provider.
 - (iv) Except for the cleaning materials, personal bags & belongings of the workmen shall not be allowed to be carried inside the premises.
 - (v) It shall be the responsibility of the Service provider to provide its workmen with all the benefits, remuneration & amenities prescribed under any applicable law.
 - (vi) The Service provider shall be responsible to maintain all Registers, Records and Accounts required for the compliance of any and all statutory provisions /obligations.
 - (vii) The Service provider should ensure that its employees do not smoke while working in the premises of the Corporation. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan / khaini / tobacco etc. They will not play cards or indulge in gambling in the complex.
 - (viii) The Service provider shall maintain a daily record of the cleaning done of the Office premises and toilets and obtain signature from Nodal Officer of each department on each floor in case of LIC building and Officers of the branches located in the building. In respect of the daily record maintained in respect of LIC Building parking area and pump room area, signature shall be obtained from Premises Officer, Divisional Office. The daily record of cleaning of premises(including toilets, parking area, pump rooms etc) maintained by the Contract or as required herein above shall be submitted to OS Dept, Divisional Office for verification as when required by OS Dept, Divisional Office and Photo copies should be enclosed along with bill.
 - (ix) The Service provider shall comply with the written feed-backs, if any, given to it by the Nodal Officer(s), Premises Officers/ Officials of OS Dept, Divisional Office, as the case may be.

(x) All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended/ postponed.

33) **The Service provider shall:**

- (i) Display and maintain inside each toilet, a chart showing the time during which the toilet (s) were cleaned as per the terms of this Contract. The chart shall be initialed by the cleaner (s) along with the time of cleaning and shall also be signed by the supervisor (s) of the Service provider in token of satisfactory cleaning.
 - (ii) Provide proper neat and clean uniform to all the workmen deployed by him for providing Office Upkeep and Housekeeping Services ensure that the same is worn by his workmen during the course of their duties in the premises.
 - (iii) Train personnel regularly so as to keep them abreast with the use of modern techniques of cleaning / sweeping, behaviour, safety etc.
 - (iv) Ensure immediate corrective action on receipt of any complaint against the services provided or against any individual deployed by him in the premises of the Corporation.
 - (v) Arrange and pay for the Policy under the Public Liability Insurance Act, 1991 and insure and keep insured under the notifications issued or that may be issued from time to time under the above Act or any rule framed there under.
- 34) Obtain Group Insurance Policy of Rs.2,00,000/- value in respect of all his workmen deployed for providing Office Upkeep and Housekeeping Services, towards meeting the liability of compensation arising out of death, injury, disablement of work etc. and shall pay premiums regularly as when the same shall become due during the currency of the Contract.
- 35) Comply with the instructions issued by the authorities of the Corporation from time to time relating to the performance of the services, duties and obligations. The services rendered by the Service provider shall be subject to regular review by the Corporation and its decision as to the quality thereof shall be final and absolute.
- 36) Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between CORPORATION and the Service provider 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 Service provider is an independent entity and not an employee, agent, associate or authorized representative of Corporation. The Service provider is not authorized to undertake any obligation or liability in the name of or on behalf of Corporation whatsoever.

37) **Confidentiality & Data Security:**

- a) The Housekeeping Service Provider shall ensure that all information, records, documents and data of the Corporation, whether in physical or electronic form, which may come to the knowledge of the Service Provider or its personnel during the course of execution of the contract, are kept strictly confidential.
- b) The Service Provider shall ensure that its employees and deployed personnel do not disclose, share, copy or misuse any such information for any purpose whatsoever, except for performance of duties under this contract.
- c) The Service Provider shall be fully responsible and liable for maintaining confidentiality and security of the Corporation's data and information at all stages

and throughout the entire duration of the contract. The Service Provider shall be accountable for any act or omission of its deployed personnel in this regard.

d) Any breach of confidentiality or compromise of data security by the Service Provider or its personnel shall be treated as a material breach of the contract and may result in termination of the contract, forfeiture of security deposit and/or any other action deemed fit by the Corporation, without prejudice to its right to recover damages.

- 38) **Period of Agreement:** The agreement shall come into force w.e.f. the date of awarding the contract, and initially valid **for a period of one year, subject to renewal on yearly basis for maximum of two years** on satisfactory performance on the same terms and conditions and upon renewal of license by the Service provider 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** 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 Service provider under these pretext. The Service provider may, **after giving 3 month's notice** to LIC terminate the contract, if he so desires at any time during the course of the currency of this agreement.
- 39) The Service provider should have all the necessary valid licence .It shall also obtain the permission of the Municipality or any other authorities if required under the existing rules.
- 40) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.500 /- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Service provider to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.
- (i) Child Labour (Prohibition & Regulation) Act,1986 as amended (2016)
 - (ii) Employees Compensation Act 1923 as amended
 - (iii) Labour & employment Act 1972
 - (iv) Industrial Employment (Standing Orders) Act 1946
 - (v) Contract Labour (Regulation & Abolition) Act 1970
 - (vi) The Minimum Wages Act 1948
 - (vii) Employees' Provident Fund & Misc Provision Act 1952
 - (viii) The Employees' State Insurance Act 1948
 - (ix) The Payment of Bonus Act, 1965
 - (x) Code on wages ,2019
 - (xi) Industrial Relations Code, 2020
 - (xii) Social security Code, 2020
 - (xiii) Occupational Safety ,Health & Working conditions Code, 2020
 - (xiv) Any other Act or Legislation which may govern the nature of Contract.

- 41) The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EFP & MP Act, Industrial Dispute etc. The Service provider will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Service provider to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Service provider.
- 42) The Successful bidder shall execute and submit Integrity Pact on stamp paper of Rs.500/- as per Part- E in this tender document and submitted along with contract before taking over.
- 43) 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 LICs 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.
- 44) The Service provider shall in terms of the provisions of Sections 16,17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the Service provider in complying with the said provisions, LIC 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 Service provider without prejudice to its other rights and remedies under these presents. The Service provider shall be responsible for proper Office upkeep of all Registers, Records and Accounts so far as these relate to the compliance of any and all statutory provisions/obligations.
- 45) In terms of the provisions of the Four new Labour Codes & the Rules framed thereunder, in case the same are applicable to the Service provider, the Service provider 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 and also keep record for verification. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.
- 46) **PAYMENT TERMS:**
- (i) The billing and payment will depend on actual number of personnel deployed by Service provider and their stipulated minimum wages, according to their respective category, viz unskilled . The Service provider will be paid on monthly basis by NEFT /RTGS only for the services rendered during the particular month for which he shall submit the bill for the agreed amount in the first week of the following month in any case not later than the latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC + VDA+ EPF+ ESIC+ STATUTORY BONUS), Bank name and bank account number.

Housekeeping/LIC/Secunderabad/2026-27

- (ii) Wages shall be paid by the Service provider first and then claimed from LIC. Wages should be paid not later than first week of the following month.
- (iii) The Service provider shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by electronic mode only.
- (iv) TDS at the prevailing rates will be deducted.
- (v) The Service provider shall alone bear all taxes, rates, charges and levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with rendering services except Goods and Services Tax (GST) raised by Service provider in the monthly bill & same will be paid by Corporation along with the other agreed charges for the services of Office Upkeep/housekeeping.
- (vi) All the taxes which the Corporation may be liable to deduct or called upon to so deduct, during the currency of the Contract which are liable to be paid by the Service provider under the law, if not paid, shall be set-off against the bills raised by the Service provider and paid to the respective government department(s) or authorities as may be required under law and the Service provider shall have no claim / objection in respect of any or all such payments.

47) **PENALTY:**

- (i) Deduction on account of unsatisfactory services and improper Office Upkeep & Housekeeping Services of Office premises as mentioned in Part –D, will be made from the monthly bill. The recovery will be decided by the Officer In-Charge. The methodology for deduction will be as under:

Sl No	Description of Deficiency	1 st Instance	2 nd Instance	3 rd Instance
1	In case of non-Office upkeep of cleanliness or lapse of services.	Deduction shall be made @Rs.1000/- per event etc. from the bill of the Service provider, taking into account the loss of goodwill and inconvenience caused		
2	In case of shortage of manpower	Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused		

Housekeeping/LIC/Secunderabad/2026-27

		(if any) and legal action against the Service Provider depending on the gravity of the act		
3	If the employee is found responsible for any theft, loss of material/ articles and damages	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the LIC . Replacement of employee within 2 days.	Payment in actuals, equivalent to the value of the article theft/ lost/ damaged within the period prescribed by the LIC . Replacement of employee within 2 days/ cancellation of contract as decided by the LIC depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value
4	If the employee is found irresponsible/ disobedience/ misconduct	Warning/ counselling of employee as decided by the LIC depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the LIC and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value
5	If the employee is absent or takes leave for more than 2 days without informing LIC or taking prior	Substitute within 2 days of intimation from LIC failing which, up to 15 days, 1day wages of absent resource/s per	Substitute within 2 days of intimation from LIC failing which, up to 15 days, 2 daywages of absent	Cancellation of the contract with cancellation charges @ 10% of the order value

Housekeeping/LIC/Secunderabad/2026-27

	approval without substitute being provided by the service provider.	day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	resource/s per day. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	
6	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the LIC depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value	
7	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)	Rs. 100 per day per resource, warning to Service Provider to deposit the said amount within 7 working days	Rs. 200 per day per resource, hold on all type of payments to Service Provider till the said amount is deposited to respective stakeholders and proof of same is submitted to LIC	Cancellation of the contract with cancellation charges @ 10% of the order value
8	Not wearing of Uniforms by Service provider's employees / untidy Uniform	Rs.100/- per day per person		

TERMINATION:

- 48) Corporation reserves the right to cancel or terminate this contract / agreement by giving **one month** notice in writing without giving or assigning any reasons whatsoever for doing so. In the event of the Service provider wishing to terminate this Contract, the Service provider shall give at least **three months** notice to Corporation in writing and in either case; the Service provider shall hand over the peaceful possession of the space as provided in the tender.
- 49) In the event of earlier termination of the Contract by either parties or on expiry of the contract, the Service provider shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till the Corporation is able to make alternate arrangements for housekeeping services, even if Corporation has agreed in writing to allow the Service provider to discontinue earlier.

50) The contract is also liable to be terminated by the Corporation if:

- (i) The Service provider abandons the work or
- (ii) The Service provider assigns or sublets the work in whole or in part there of or
- (iii) The Service provider makes default in proceedings of the work under the contract, at anytime during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or
- (iv) The Service provider becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
- (v) The Service provider persistently disregards the instructions issued by the Corporation or
- (vi) The Service provider fails to adhere to the agreed schedule of the work or
- (vii) The information submitted by the Service provider in the Tender is found to be incorrect or
- (viii) The Service provider fails to perform its obligations as per terms and conditions of the contract or
- (ix) The Service provider fails to maintain records / registers as required under the terms of this contract

DISPUTES & DIFFERENCES:

- 51) Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions and any other matter relevant to but not covered in the contract shall be referred to/sought from the Senior Divisional Manager, LIC of India, Divisional Office, Office, whose decision in the matters shall be final and binding on the Service provider. All legal disputes will be within the jurisdiction of courts in Hyderabad/Secunderabad.

SECURITY DEPOSIT:

- 52) The successful bidder will have to remit to LIC of India security deposit of **Rs. 13,65,000/- (Rupees Thirteen Lakh Sixty Five thousand Only)** by DD to be drawn in favour of LIC Of India from any Nationalized Bank. The amount will be kept with LIC interest free for the entire period of the contract. The Security Deposit shall be refunded within a period of three months from the date of expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation. In case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security Deposit and balance, if any, shall be refunded without interest to the Service provider.
- 53) The Service provider shall remit ESI and EPF contribution of all his workmen regularly to ESI Corporation and P.F. Authorities respectively and furnish the proof of the same every month to the Corporation with remittance details along with bill. If it is found at any time that ESI and EPF contributions in respect of his employees are not being deposited, LIC of India reserves the right to utilize the amount of Security Deposit for the same or from the amount payable to the said Service provider. The Service Provider 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.
- 54) **IRDAI Compliances:** The Service provider agrees to abide by the regulations if any notified by IRDAI during the currency of Contract in connection with “Outsourcing of Services” by LIC of India
PROVISIONS OF SECTION 33(3) and 33(4) OF THE INSURANCE ACT, 1938 AS AMENDED BY THE INSURANCE LAWS (AMENDMENTS) ACT, 2015:
a) In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents and the data base in the custody of the Service provider in respect of services outsourced by the LIC of India. It shall be the duty of the Service provider to provide such documents / statements / information as may be required by IRDAI within such time as maybe specified by IRDAI.
b) In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, Managing Director or Other Officer of the Service provider or agency where the services are outsourced by LIC of India.
- 55) The Corporation reserves the right to call for any record or requirements from the Service provider at any time in response to any query from the Appropriate Authorities.

Part-D:Scope of Housekeeping/Office Upkeep Service

1)Housekeeping Jobs:

(A): Daily Jobs:

- 1) Sweeping and mopping of all floors, passages, staircases, halls, rooms, toilets and external area of all floors and wherever directed by the authority, at least twice daily.
- 2) Sweeping and mopping of all Office areas including cabins and attached toilets on all floors at least twice daily
- 3) Daily emptying of all dustbins and collection of garbage of all the floors, cleaning of dustbins, buckets, mugs and proper disposal of all wastes from the Office compound.
- 4) Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses, taps/fixtures, buckets, mugs etc. at least twice a day with filling and re-filling of (i) Liquid Soap (ii) Air Fresheners (iii) Naphthalene Balls/ Sani Cubes to deal with bad odor and germs, to also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also bring any problems relating to plumbing breakages etc. to the notice of the designated officials of the OS Department.
- 5) Daily cleaning and dusting of tables, chairs, partitions, doors, window glass panes, walls, sofas, wooden racks, blinds, steel cabinets & almirahs etc. on all the concerned floors and the cabins.
- 6) Removing cobwebs and dusting of fans, tube lights and electrical fittings and AC machines etc. weekly.
- 7) Daily sweeping of parking area/ premises before 10:00 AM and collection and proper disposal of garbage/ dry leaves etc.
- 8) Any other work related to above and as instructed from time to time. The house keeping staff may also require doing any other jobs as directed by the authority from time to time.
- 9) The cleaning, dusting schedule should be over before 10:00 AM daily and the cleaning routine would be as per requirement and instructions of the concerned Office of LIC.
- 10)Upkeep of Inspection rooms.
 - a. Timing for Housekeeping services: For sweeping 8 Hours / 4 Hours on all working days (can be modified as per need)

(B) Weekly Jobs:

1. Washing of floors, stairs with soap / stain cleaner, removing of webs / insects from walls, ceilings, under tables / chairs / Almirahs etc.
- 2.Dusting of all walls, ceilings, curtains, Venetian blinds early in the morning.
- 3.Cleaning of taps,wash basins, flushing system, sinks etc. with help of soap / stain

cleaner.

- 4.Cleaning (dry)/washing basement and Open area adjoining the Building of D.O/B.Os/S.Os/ RMF centres.

(C) Monthly Jobs:

1. Removal of cob webs from Office premises.
- 2.Cleaning of window panes from inside as well as outside.
- 3.Cleaning of dust tube lights security grill.
- 4.Cleaning of partitions.
- 5.Cleaning of rooftop top and staircases
- 6.Cleaning of parapet walls.
- 7.Cleaning of wall mounted fans/ceiling fans.
- 8.Cleaning of main holes (gutters) in the periphery of Office

Description/brand of materials to be used:

Function	Chemical Description/Brand
Cleaning and sanitizing of surfaces of toilets/washrooms	Harpic/Domex/Standard Make
Cleaning of floors and walls	Lizol/Domex/Standard Make
Cleaning of toilet windows,mirrors	Collin
Cleaning of WCs,Urinals	Domex/Harpic
Removal of oil/grease stains	Colin
Removal of hardstains from walls of washrooms and fittings	Harpic/Domex/Lizol
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	SoapWater/Dusters(checks)
Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases	Lobby/DryMop

Mopping floors, lift lobbies,entrance lobbies,toilets, stairs and staircases	Wet Clip Mop
Toilet freshener	Odonil/Garden Fresh/Godrej Air
Plastic dustbins, mugs and small buckets for use (Dustbins with plastic garbage bags)	ISI brand
Sani cubes	Homacol/Odonil/Any other ISI marked brand
Cleaning WCs,Urinals	Toilet brush
Sweeping area, garage area, pump room area,ledges	Hard broom
Wet cleaning of area, pump room area, Canteen gate staircases	Jetpump/Special Cleaning once in a month using air field maintenance vehicle(AMV)

General points about materials for housekeeping:

- i. The description/brand of materials to be used for various house-keeping activities shall be as specified above.
- ii. All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand-wash ,liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc. shall be provided and arranged by the Contractor at his/her 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– Hardbrush/ 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 us periodically.
- v. In case of any problems relating to plumbing, breakage of pipe etc.,the Contractor shall arrange to carry out the necessary plumbing work within 24 hours from the report of problem.
- vi. Dustbins, mugs, small buckets in all office areas toilets (common and attached) shall be provided by the Contractor and replaced as and when informed by LIC to the Contractor.
- vii. Dustbins shall be provided with disposable garbage bags and the same shall be replaced daily.

The cost of cleaning material will be reimbursed on production of the bills on monthly basis.

2) Office upkeep Jobs:

The following works to be discharged in the timing 09:30 AM to 05:30 PM.

Housekeeping/LIC/Secunderabad/2026-27

- 1) Cleaning of tables, Chairs, Telephones, side racks, computers, printers and other Office equipments.
- 2) Moving of papers, files and articles from one department to another and also to other Offices.
- 3) Helping the Office in arranging the files and filing of papers.
- 4) Assisting the Office for dispatch of documents, letters/files and articles.
- 5) Helping the Office in destruction of old and unwanted records.
- 6) Help the Office in keeping Office file and equipments clean and tidy.
- 7) Shifting, arranging and rearranging of Office equipments.
- 8) Any other work assigned from time to time by the head of the Office.

PART E – PRE CONTRACT INTEGRITY PACT:

General: This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of 2026 , 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 **Divisional office at NTR Stadium Road,Gandhi Nagar, Secundrabad, – 500080. (here in after called the “LIC ”** 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 LIC proposes to procure House keeping services for Office premises in Secunderabad Divisional Office’s Jurisdiction and the BIDDER/Seller is willing to offer/has offered the House Keeping Services for office premises in Secunderabad Divisional Office’s jurisdiction area.

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 LIC 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 LIC 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 LIC will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

1.Commitments of the LIC

1.1 The LIC undertakes that no official of the LIC , 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, organization 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 LIC 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 LIC 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 LIC with full and verifiable facts and the same is prima facie found to be correct by the LIC, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the LIC 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 LIC the proceedings under the contract would not be stalled.

3. 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 LIC, 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 LIC 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 LICs 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 LIC s or associates, Agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the LIC 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 LIC 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 LIC 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.

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 Bharatiya Nyaya Sanhita(BNS) / Provision of corruption (PC) act .Further improperly, for purposes of competition or personal gain, pass on to others, any information provided by the LIC 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 LIC , or alternatively, if any relative of an officer of the LIC 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 LIC .

3.14 The Bidder(s) / Contractor(s) who have signed the integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process. 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. Earnest Money :

5.1 While submitting commercial bid, the BIDDER shall deposit an amount **Rs.5,46,000/-** (Rupees Five Lakh Forty Six thousand only) by Demand Draft as Earnest Money as applicable/Security Deposit, with the LIC through any of the following instruments:

(i) Bank Draft or Pay Order in favour of LIC.

(ii) A Demand Draft of **Rs.13,65,000/-** (Rupees Thirteen Lakh Sixty Five Thousand only) drawn on any Indian Nationalized Bank, promising payment of the guaranteed sum to the LIC on demand within three working days from the date of allotment of work order, without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the LIC shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP/Tender:

5.2 The Earnest Money /Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the LIC , including warranty period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the LIC to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the LIC to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. Sanctions for Violations:

6.1 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 LIC 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 LIC and the LIC 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 LIC ,

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the LIC , 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 LIC resulting from such cancellation/recession and the LIC 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 LIC .

(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 LIC with the BIDDER, the same shall not be opened.

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

6.2 The LIC 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 Bharatiya Nyaya Sanhita, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the LIC 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.

7. Fall Clause:

7.1 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 LIC , if the contract has already been concluded.

8. Independent External Monitors:

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

Sri. Sanjay Kumar Srivastava, IAS(Retd.)	Sri. Jose T. Mathew, IFS (Retd.)
C – 11 2475, Vasant Kunj,	House No.37/930, Ebrahim Pillai Lane
New Delhi – 110 070.	Via Kakkanad, Thrikkakara – 682021
	Dt. Ernakulam, Kerala.
E mail ID : srivastava.sk001@gmail.com	E mail ID : jtmat507@gmail.com

8.2 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.

8.3 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.

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

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC., by the LIC .

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the LIC 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.

8.7 The LIC 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.

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

9. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the LIC 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.

10. Law and Place of Jurisdiction:

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

11. 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.

12. Validity:

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months or the complete execution of the contract to the satisfaction of both the LIC 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.

Housekeeping/LIC/Secunderabad/2026-27

12.2 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.

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

LIC BIDDER

Name of the Officer

Designation Deptt./MINISTRY/PSU

Witness1..... 1.....

(Signature)

(Signature)

Name & Address Name address

2..... 2.....

(Signature)

(Signature)

Name & Address Name address

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

Signature of Authorized person

Date: - Full Name: -

Place: -

Seal:-

Annexure “A”-Bidder’s Profile:

1	Name of the Firm / Agency / Company (Attach certificate of Registration)	
2	Date of Establishment / Incorporation	
3	Name of the Proprietor/ Director of the Firm / Agency / Company	
4	Full Address of Registered Office Telephone number/s Mobile Number/s E-mail address	
5	Full Address of Operating Office /Branch /Telephone number/ Mobile number/s E-mail address	
6	Name of the Chief Executive with his present address, Mobile / Telephone Number	
7	Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs, with mobile number.	
8	Banker of the Company Firm / Agency/ Company Telephone Number of Banker	
9	Status :Proprietary/ Partnership / Private Limited Company / Public Company	
10	Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)	
11	Registration certificate with Labour Department (for any existing contract)	

12	PAN NUMBER (Attach certified copy)		
13	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			
14	E.P.F. Registration No. (Please enclose attested photocopy of certificate)		
15	ESI Certificate Number Certified copies required)		
16	Details of Tender fee and EMD		
17	Details of Demand Draft	Tender Fee of Rs 1500/- + GST=1770.00	EMD of Rs. 5,46,,000/-
18	Demand Draft/Pay order No.		
	Date of Demand Draft/Pay order		
	Name of Issuing Bank		
	Branch of Issuing Bank		
	Address of Issuing Bank		
19	State the latest Income Tax Assessed year and the amount of Tax Assessed.		

	(Copies of last 3 years IT Returns, Balance Sheets & Revenue A/c. to be enclosed)				
20	Details if registered with any other Government Authority(ies)				
21	Date of obtaining ISO 9001-2015 certificate and its validity period (Please enclose attested copy of certificate), if any.				
22	Details of empanelment with any office of LIC of India and/or PSU/any other Corporate Offices. (Please enclose list giving full details and name and telephone number of person/s who may be contacted for confirmation.				
23	Work Experience of agency in the field of Office Upkeep and House keeping Services. 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 Housekeeping persons engaged	Annual contractual amount of maintenance of Office upkeep & House Keeping Services (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.					
24	Furnish the details of Office Upkeep and House Keeping services annulled/broken services before the end of contractual period, if any,				
25	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(if not prepared, Provisional)				

ANNEXURE “B”-Financial Bid**Area “A” (For 8 hr Duty)**

Sl.No.	Particulars	Housekeeping/Office Upkeep	
		Rs.[In Figures and Words]	
1	Basic + VDA wages per day as per latest order dated 02/04/2026 by the Ministry of Labour & Employment Office of the Chief Labour Commissioner(C) New Delhi .	Area ‘A’	
2	<u>EPF@ 13.00%</u>	Area ‘A’	
3	<u>ESI@0.00</u>	Area ‘A’	
4	Bonus as per rules	Area ‘A’	
5	Total for one day ((1)+(2)+(3)+(4)) (A)	Area ‘A’	
6	Agency Commission/ Administrative Charges/Service charges [inclusive of all charges][should be more than or equal to 3.85 % of wages quoted in Sr.No.5above and it has to be rounded off to 2 decimal places only]	% of (A) above %	
		Amount (B)	Area ‘A’
7	TOTAL in (5) and (6) (A+B)	Area ‘A’	

Area “A” (For 4 Hr Duty)

Sl. N	Particulars	Housekeeping/Office Upkeep	
		Rs.[In Figures and Words]	
1	Basic + VDA wages per day as per latest order dated 02/04/2026 by the Ministry of Labour&Employment Office of the Chief Labour Commissioner(C) New Delhi .	Area‘A’	
2	<u>EPF@ 13.00%</u>	Area‘A’	
3	ESI@ 3.25%	Area‘A’	
4	Bonus as per rules	Area‘A’	
5	Total for one day ((1)+(2)+(3)+(4)) =(A)	Area‘A’	
6	Agency Commission/ Administrative Charges/Service charges [inclusive of all charges][should be more than or equal to 3.85 % of wages quoted in Sr.No.5above and it has to be rounded off to 2 decimal places only]	 %	
		Area‘A’	
7	TOTAL in (5) and (6) = (A+B)	Area‘A’	

Area “C”-(For 8 Hr Duty):

Sl. N	Particulars	Housekeeping/Office Upkeep	
		Rs.[In Figures and Words]	
1	Basic + VDA wages per day as per latest order dated 02/04/2026 by the Ministry of Labour&Employment Office of the Chief Labour Commissioner(C) New Delhi .	Area‘C’	
2	<u>EPF@ 13.00%</u>	Area‘C’	
3	ESI@ 3.25%	Area‘C’	
4	Bonus as per rules	Area‘C’	
5	Total for one day ((1)+(2)+(3)+(4)) =(A)	Area‘C’	
6	Agency Commission/ Administrative Charges/Service charges [inclusive of all charges][should be more than or equal to 3.85 % of wages quoted in Sr.No.5above and it has to be rounded off to 2 decimal places only]	 %	
		Area‘C’	
	Amount (B)		
7	TOTAL in (5) and (6) = (A+B)	Area‘C’	

Area “C”-(For 4 Hr Duty):

Sl. N	Particulars	Housekeeping/Office Upkeep	
		Rs.[In Figures and Words]	
1	Basic + VDA wages per day as per latest order dated 02/04/2026 by the Ministry of Labour&Employment Office of the Chief Labour Commissioner(C) New Delhi .	Area‘C’	
2	<u>EPF@ 13.00%</u>	Area‘C’	
3	ESI@ 3.25%	Area‘C’	
4	Bonus as per rules	Area‘C’	
5	Total for one day ((1)+(2)+(3)+(4)) =(A)	Area‘C’	
6	Agency Commission/ Administrative Charges/Service charges [inclusive of all charges][should be more than or equal to 3.85 % of wages quoted in Sr.No.5above and it has to be rounded off to 2 decimal places only]	 %	
		Area‘C’	
7	TOTAL in (5) and (6) = (A+B)	Area‘C’	

Annexure “C”:

Following Documents to be uploaded (Self Attested):

- 1) Attested copy of Firm/ Agency /Company Registration
- 2) Copy of Registration Certificate, issued by Shop and Establishment Act.
- 3) Attested copy of PAN/ GIR Number
- 4) Attested copy of PF Registration Certificate
- 5) Attested copy of ESI Regn Certificate
- 6) Attested copy GST registration certificate of Telangana
- 7) Proof of Office in Telangana
- 8) Attested Copy of last 3 years IT Returns filed by Firm /Company ie. **2023-24, 2024-25 & 2025- 26**(if not filed for 2025-26,Provisional statement).
- 9) Certified copy of Profit and Loss Accounts of last three years i.e. **2023-24, 2024-25 & 2025- 26**(if not prepared for 2025-26 Provisional Statement,duly attested by CA).
- 10) Attested copies of Balance sheets of last 3 financial years, ie..**2023-24, 2024-25 & 2025- 26**(if not prepared for 2025-26 Provisional Statement,duly attested by CA).
- 11) Solvency Certificate from any Nationalised/Scheduled Bank
- 12) One Copy of the tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Agency/ Company in token of their acceptance.
- 13) Affidavit as per Annexure-E in a stamp paper of Rs.500.00.
- 14) Declaration in Firm's letter head as per Annexure-H
- 15) Bid Security Declaration in Firm's letter head as per Annexure-I

Annexure -“D”:

BRANCH WISE PERSONNEL REQUIRED FOR HOUSEKEEPING/MAINTENANCE				
Sl.No.	Name of Office	City	No. of workers – Type wise Duty	
			8 – Hour	4 - Hour
1	Divisional Office	A	15	0
2	Customer Zone	A	1	0
3	EDMS	A	0	2
4	City Branch – 4	A	3	1
5	Malkajgiri SO	A	1	1
6	City Branch – 8	A	2	0
7	City Branch – 10	A	2	1
8	City Branch – 12	A	2	1
9	ECIL SO	A	1	1
10	City Branch – 14	A	2	1
11	Medchal SO	A	1	1
12	City Branch – 20	A	2	1
13	BHEL	A	2	1
14	Patancheru SO	A	1	1
15	Armoor	C	2	1
16	Bhongir	C	2	1
17	Mothkur SO	C	1	1
18	Devarakonda	C	2	1
19	Mall SO	C	1	1
20	Kamareddy	C	2	1
21	Medak	C	1	1
22	Miryalaguda	C	2	1
23	Halia SO	C	1	1
24	Nalgonda – 1	C	2	1
25	Nakrekal SO	C	1	1
26	Nizamabad	C	2	1
27	Kanteswar SO	C	1	1
28	Sangareddy	C	2	1
29	Suryapet	C	2	1
30	Thirumalagiri SO	C	1	1
31	Bodhan	C	1	1
32	Banswada SO	C	1	1
33	Choutuppal	C	2	1
34	Kodad	C	2	1
35	Huzurnagar SO	C	1	1
36	Nalgonda – 2	C	2	1
37	Siddipet	C	2	1
38	Gajwel SO	C	1	1
39	Zaheerabad	C	2	1
40	Narayankhed SO	C	1	1
TOTAL FOR THE DIVISION			75	38

Annexure- “E” – Affidavit

(To be given on stamp paper of Rs.500/-and Notarized)

I / We, authorized representative of, being Indian Company/Sole Trading Company / Partnership Firm/Proprietor, registered under _____ bearing registration no _____, having Office at _____

do hereby solemnly affirm and state as under:-

- 1) Whereas Life Insurance Corporation of India, Divisional Office, Secunderabad, has floated a tender for Housekeeping/Office upkeep Services and in respect of the same, I / We being one of the Bidders, confirm that I / We strictly follow various laws as mentioned in General Instructions and other pages of the tender.
- 2) I/We understand that LIC of India, reserves the right to accept any tender or to reject any or all tenders at its sole discretion without assigning any reasons thereof and shall not be bound to accept the lowest tender.
- 3) I / We confirm that we are neither black listed nor facing any blacklisting from an establishment of Central Govt/ State Govt or PSU for breach of agreement.
- 4) I/We shall at all time indemnify and keep indemnified the LIC of India against any/all claims of/by its workers including but not restricted to the claims under the Workmen’s Compensation Act, 1923; payment of Wages Act; Payment of Bonus Act; Employees’ Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Minimum Wages Act, Employees’ State Insurance Act or any other Act(s) or statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by any worker or other workers of our firm or in respect of any claim, damage or compensation under Labour Laws or any other law so rules made there under, by any person whether in the employment of our firm or not.
- 5) I / We further state that I / we shall indemnify Life Insurance Corporation of India against all claims, which may be made upon the Life Insurance Corporation of India being Service receiver and it shall be at liberty and is hereby empowered to deduct the amount of any damages, compensation, costs, charges and expenses arising or occurring of any claim of damages, from any sum or sums due or to become due to us.

- 6) I / We state that Life Insurance Corporation of India has considered my / our bid on the basis of the statement made by me /us in this Affidavit. I / We further state that non-compliance of any provisions, being a statutory requirement, any mis- statement made shall be sufficient reason for Life Insurance Corporation of India to terminate the Agreement and forfeiture of Security Deposit paid by us, besides taking recourse to other legal remedies available in the Agreement.

Signature, Name, Designation and Seal of the service provider

Signed before me

Signature & Seal of Notary

Annx “F” - MSME Questionnaire

Sl No.	Question	Answer
a)	Whether your firm belong to the category of Micro, Small & Medium Enterprises as defined in the Micro, Small & Medium Enterprises Development Act, 2006 “ If yes ,specify the category of Micro ,Small or medium Enterprises and whether the enterprise is in manufacturing or service industry.	
b)	Whether registration by filing entrepreneur’s memorandum part –II, with the respective District Industries Centre has been done OR is registered under Single Point Registration Scheme of NSIC? If yes then the Entrepreneur memorandum Number is to be mentioned and copy of Acknowledgement of Entrepreneurs memorandum –II and /or Single point registration certificate to be submitted.	
c)	Whether the MSME is owned by SC/ST entrepreneurs and if so, attested true copies of SC/ST Certificate issued by the District Authority to be submitted.	

Date Signature of the Bidder

Place Seal of the Bidder

Annex “G”: ESG Screening:

Sl No	Sub Code	Requirement for Vendor Assessment (Technical Assessment)	Yes (Y), Partial (P), No (N) or Not Applicable (NA)	Evidence/ Remarks
1		Does your organization have Written Code of Conduct or Ethics Policy?		
2		Does your organization have Anti-bribery and Anti-Corruption policy?		
3		Does your organization have Whistleblower or Grievance Mechanism available?		
4		Please confirm compliance with applicable laws and licenses:		
	i	The Child Labour (Prohibition and Regulation) Act, 1986		
	ii	The Employees' State Insurance Act, 1948		
	iii	Employees Provident Funds and Miscellaneous Provisions Act 1952		
	iv	Code on Wages, 2019		
	v	The Occupational Safety, Health and Working Conditions Code, 2020		
	vi	Industrial Relations Code, 2020		
	vii	Code on Social Security, 2020		
	viii	Prevention of Sexual Harassment at Workplace (POSH) Act, 2013		
5		Does your organization have any proceedings ongoing for violations of the provisions of the laws stated above?		
6		Does any of your employee/ owner/ management/ promoter or any responsible person have any proceedings ongoing for violations of the		

		provisions of the laws stated above?		
7		Are there ESG/Sustainability responsibilities assigned and to whom?		
8		Do you have data privacy and information security controls?		
9		Does your organization have Business continuity or disaster recovery plan?		
10		Environmental Systems		
	i	Does your organization have Environmental policy in place?		
	ii	Does your organization have Environmental compliance monitoring conducted?		
	iii	Does your organization have Environmental permits/consents obtained?		
	iv	Does your organization have ISO 14001 or equivalent certification?		
11		Energy & Emissions		
	i	Does your organization track its electricity consumption?		
	ii	Does your organization track its fuel consumption?		
	iii	Does your organization measure GHG emissions (Scope 1 & 2). If yes, provide the emissions for last 2 years.		
	iv	Has your organization implemented any energy efficiency initiatives? If yes, please provide details.		
	v	Does your organization have renewable energy usage in its energy mix? If yes, what percentage.		
	vi	Does your organization have Emission reduction targets or plans defined? If yes, kindly provide details.		
12		Water & Waste		

Housekeeping/LIC/Secunderabad/2026-27

	i	Is Water consumption monitored?		
	ii	Is Water conservation initiatives implemented?		
	iii	Is Waste segregation practiced?		
	iv	Is Hazardous waste handled as per regulations?		
	v	Is Waste segregation practiced?		
	vi	Are Hazardous waste handled as per regulations?		
	vii	Are e-waste disposed through authorized recyclers?		
	viii	Plastic/packaging waste reduction initiatives been taken?		
13		Declaration to observations of:		
	i	No child labor or forced labor		
	ii	Compliance with minimum wage laws		
	iii	Compliance with working hours regulations		
	iv	Non-discrimination and equal opportunity policy		
	V	Freedom of association respected		
14		Health & Safety		
	i	Occupational health & safety policy		
	ii	Whether Risk assessments conducted		
	iii	Whether Safety training provided		
	iv	Whether Personal protective equipment provided		
	v	Whether Incident/accident reporting system maintained		
	vi	Whether Emergency preparedness plan is in place		
	vii	Whether ISO 45001 or equivalent certification been obtained		
15		Employee & Community Practices		
	i	Whether Employee grievance redressal mechanism is in place		
	ii	Whether Training and skill development programs		

Housekeeping/LIC/Secunderabad/2026-27

		is in place		
	iii	Whether Local hiring/community engagement initiatives are in place		
	iv	Whether major labor disputes have occurred in last 3 years		
16		Responsible Supply Chain:		
	i	Whether ESG criteria applied to own suppliers/subcontractors		
	ii	Whether traceability of key materials/services is taking place		
	iii	Whether preference for local or sustainable sourcing is being promoted		
	iv	Whether supplier compliance monitoring conducted		
	v	Whether there is ability to share ESG or sustainability data when requested		
17		Certifications & Disclosures		
	i	Whether ISO 14001 – Environmental Management System certified		
	ii	Whether ISO 45001 – Occupational Health and Safety Management System certified		
	iii	Whether ISO 27001 – Information Security Management System certified		
	iv	Whether SA 8000 – Social Accountability certified		
18		Important Compliances:		
	i	Do you Issue appointment letters and wage slips to all workers		
	ii	Do all workers receive induction and task-specific safety training?		
	iii	Is PPE provided and enforced (helmets, harnesses, gloves, etc.)?		
	iv	Do you maintain accident/incident logs and conduct		

	investigations?		
v	Do you provide onsite first-aid kits and trained first-aiders?		
vi	Do you enforce a strict prohibition on child labour?		
vii	Do you follow pollution/dust/noise control norms onsite?		
viii	Do you segregate and responsibly dispose waste?		
ix	Are working hours, weekly offs, and overtime fully compliant?		
x	Do you have a valid POSH Internal Committee (≥ 10 employees)?		
xi	Are staff trained annually on anti-harassment and workplace conduct?		
xii	Do female staff work only in safe shifts/areas with required safeguards?		
xiii	Do you provide training on chemical handling and PPE use?		
xiv	Do staff wear uniforms and carry valid ID cards?		
xv	Do you use safe, authorised, or eco-friendly cleaning chemicals?		
xvi	Do you maintain Material Safety Data System (MSDS) for all chemicals used?		
xvii	Do you follow waste-segregation guidelines (wet/ dry/ recyclable/ hazardous)?		
xviii	Do you conduct background verification for all deployed staff?		
xix	Are you compliant with DPDP Act requirements (notices, consent, rights, breach SOP)?		
xx	Do you have an Information Security Policy aligned		

		to ISO 27001 or equivalent?		
	xxi	Are support staff (security, office boys, drivers under subcontract) compliant with labour norms?		
	xxii	Do you minimise single-use plastics (cutlery, cups, containers)?		
	xxiii	Do you have valid labour licences for each location		
	xxiv	Do you maintain a backup manpower roster to ensure no service disruption?		
	xxv	Are electrical appliances regularly inspected to prevent short circuits?		
	xxvi	Do you train staff on sustainable practices and resource conservation?		
	xxvii	Do you implement energy-saving initiatives (LEDs, timers, shutdown protocols)?		
	xxviii	Do you have on-site supervisors available during operational hours?		

Annexure- “H”

DECLARATION

1. I, Son/Daughter/Wife of Shri _____, Proprietor/Director/Authorized Signatory of the Firm/Agency/Company mentioned above, am 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 them. The information and documents furnished along with the application are true and authentic to the best of my knowledge and belief. I/We am/are fully aware that furnishing any false information or fabricated documents may lead to the rejection of my/our tender at any stage, in addition to liabilities under the applicable law.

Signature of Authorized Person

Full Name: _____

Seal: _____

Date: _____

Place: _____

Annexure-“I”.

Bid Security Declaration.

I / We hereby declare that if I/We withdraw or modify our bid during period of validity of the Corporation has right to suspend/removal from list/blacklisted for 1year to participate in bids.

Signature of the Authorized signatory

Name:

Designationn

Contact Nos:

LandLineNo.:

MobileNo.

Date Place: