



LIFE INSURANCE CORPORATION OF INDIA

PUNE DIVISIONAL OFFICE II

Pune Divisional Office –II, S.No, 688 A+B2, 4th Floor, Mahaveer Park Building, , Pune–Satara Rd, Bibvewadi,
Pune 411 037, Tele No. 020-24509022, 24509038, E-mail: os.pune2@licindia.com

TENDER DOCUMENT

FOR

PROVIDING HOUSEKEEPING SERVICES

AT

**Pune Divisional Office–II, S.No 688/A+B2, Mahaveer Park Bldg , Pune–
Satara Road Pune.**

&

**Its Branch Offices and Satelite Offices under Pune & Solapur Districts,
DTC and RMF Centre, Nimbut.**

Date of issue: 25/05/2023

Last date of submission: 09/06/2023 Up to 5.00 PM

Signature of the vendor with seal -1-



LIFE INSURANCE CORPORATION OF INDIA
PUNE DIVISIONAL OFFICE-II

TENDER NOTICE for Various Services for LIC Pune DO II

Life Insurance Corporation of India, Pune Divisional Office –II intends to **hire the Services of Agencies/ Firms /Vendors preferably from Pune for following categories:-**

1. Housekeeping Services for its premises at LIC Of India, Pune Division II, Mahaveer Park Building, Pune Satara Road, Bibvewadi, Pune, 411037 and the branch offices and satellite offices located in Pune and Solapur Districts, RMF Centre, Nimbut and DTC.

2. Caretakers and Housekeeping services for guest houses at Laxmi Road(Pune), Solapur and Pandharpur.

For complete details and Tender documents please contact Office Services Department, Pune Divisional Office II at the following address between 10.00 am to 4.30.p.m on working days OR log on to www.licindia.in and click on “Tender for Housekeeping Services for Pune Division-II” under link “Tenders”

The prescribed application forms are also available at the following address. The tenderers have to pay non refundable Tender fee of Rs.1180/- (Rs. One thousand one hundred and eighty only –Inclusive of GST @ 18%) **per tender** either by cash or Demand Draft favoring LIC of India payable at Pune

Manager (OS), LIC Of India, Pune Divisional Office –II,
S.No. 688 A+B2, 4th floor, Mahaveer Park Building,
Pune Satara Road, Bibvewadi, Pune- 411 037
Tel. Nos. 020-24509038, 020-24509022

LIC Of India reserves the right to accept OR reject any/all Tenders in full/part without assigning any reason whatsoever.

Last date for submission of Bid documents is **09.06.2023 till 5.00 pm.** (Office will remain closed on all Saturdays, Sundays and Public Holidays)

Date: 25.05.2023

Sr. Divisional Manager



Pune Divisional Office –II, S.No, 688 A+B2, 4th Floor, Mahaveer Park Building, , Pune–Satara Rd, Bibvewadi, Pune 411 037, Tele No. 020-24509022, 24509038, E-mail: os.pune2@licindia.com

Serial Number of Category	Name of the Category
01	Housekeeping services(Sweeper cum Attendant)

On Contractual Basis for its office at Pune Division II located at Mahaveer Park Building, Pune-Satara Road, Bibvewadi, its Branch Offices, Satellite Offices, DTC and RMF Centre, Nimbut as per locations mentioned in Annexure “II”.

Please check that total number of Pages is 32. Each Page of the Tender Document must be Signed & Stamped by the Tenderer before submission of Tender.

INDEX

Sr.No.	Description	Page from & to	No. of Pages	Remarks
1	Cover page	1	1	
2	Tender Notice	2	1	
3	Index	3	1	
4	Scope of work	4-5	2	
5	Tender Schedule	6	1	
6	Instructions to Bidders	7-11	5	
7	General terms and conditions	12-21	10	
8	Technical Bid form	22-24	3	
9	Financial bid	25-26	2	
10	How to apply	27	1	
11	Checklist of documents-Annex.I	28	1	Annexure 1
12	Copy of Affidavit	29-30	2	
13	Locations	31	1	Annexure II
14	List of Approved Cleaning Material	32	1	
15	Pre – Contract Integrity Pact		8	Annexure -III

(Signature of the vendor with seal)



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Scope of Work for Housekeeping services

A. The successful Bidder will have to provide Housekeeping services to LIC of India, Pune Division II for its Mahaveer Park Building, 3rd and 4th Floor Pune Satara Road Bibvewadi Pune 411037 premises and for the Branch Offices & Satellite offices under Pune Division II, DTC and RMF Centre, Nimbut (as mentioned in ‘Annexure-II’) by deploying their personnel to the satisfaction of LIC of India, consistent with LIC of India standards and instructions issued by appropriate LIC of India officials from time to time.

B. The Service Provider shall ensure that all its personnel deployed to provide services shall be efficient and honest. **It shall provide atleast 2 sets of Uniforms to its workmen and also ensure their neatness and cleanliness. The workmen shall also be provided with Identity card by the Service Provider.** The Service Provider will have to engage suitably trained personnel to carry out the following Services mentioned for Divisional Office Pune II- Mahaveer Park Building 3rd and 4th Floor Pune Satara Road Bibvewadi Pune 411037 premises and its mentioned branch offices & Satellite Offices, DTC and RMF Centre, Nimbut as per Annexure II).

1. Sweeping and mopping of all floors, passages, staircases, halls, rooms, lifts, reception area and external area on all floors and wherever directed by the authority.

2. Sweeping and mopping of all office areas including cabins and attached toilets on all floors daily.

3. Daily Emptying of all dustbins and collection of garbage of all the floors ,disposal of the garbage and also cleaning of dustbins /buckets/mugs and office equipments etc and proper disposal of all waste from the premises.

4. Cleaning of all gents & ladies toilets daily, wall tiles, pots, window panes of toilets, taps/ fixtures, buckets, mugs, etc; daily to undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same twice daily and filling of liquid soap/air freshener/naphthalene ball/sani cubes to deal with bad odour and germs. Also in case of any problems related to plumbing, breakage, etc. bringing it to the notice of the designated official of OS Department.

5. **The ingredients for Housekeeping such as Floor Cleaner, Toilet Cleaner, Liquid Soap, Air Freshners, Brooms, Scrubbers etc.will be provided by the vendor and the materials should be reputed brand.** The list of approved cleaning material is given on page 32 of this tender document.

(Signature of vendor with seal)



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6. Special Weekly cleaning and dusting of tables, chairs, partitions, window glasses, sofas, wooden racks, steel cabinets, etc on all the concerned floors and the cabins.
7. Removing cobwebs weekly and dusting of fans, tube lights and fittings.
8. Daily sweeping of parking area and premises of the said Divisional Office, Branch Offices and Satellite Offices and before 9.30 am, collection and proper disposal of garbage/dry leaves etc., weekly washing of the parking area office floors, stairs and common passages.
9. Sweeping and mopping of the Store room and Conference Hall at least once, daily and cleaning of cobwebs, racks weekly.
10. Cleaning of parking area/basements, Terraces sign boards, gates including boundary walls of the building etc.
11. Cleaning of water tanks with proper hydraulic system.
12. Maintaining the garden in some of our own premises by regular trimming of grass .Providing fertilizers, watering trees and plants and other related gardening jobs on daily basis.
13. Any other work related to above and as instructed from time to time.

The cleaning schedule should commence from 8.00 A.M. and will be up to 4.00 P.M., (in case of 8 hours) and 8.00 A.M to 12.00 noon. (In case of 4 hours).

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TENDER SCHEDULE

Name of Service	Providing Housekeeping services at Pune Divisional Office II premises and for its BOs, and SOs, DTC and RMF Centre, Nimbut, as mentioned in Annexure II.
Tender documents & Tender Fees.	Tender forms will be issued on payment of Rs. 1180/-(Inclusive of GST @18%) in cash during Cash hours, as non- refundable Tender fees from OS Department, Pune D.O.II at LIC of India, ‘Mahaveer Park Building, 4 th Floor Pune Satara Road, Bibvewadi, Pune 411037 from 25/05/2023 during working days. Tender forms may also be downloaded from our website www.licindia.in by clicking on “Tender for Housekeeping services for offices under Pune Division II” under the link “Tenders”.
Earnest Money Deposit	The EMD payable is 2% of the contracted value Rs.530000/- (2% of estimated contract value)
Exemption	*Exemption: 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 filing Entrepreneurs memorandum(Part-II) will be exempted from payment of Earnest Money Deposit and payment of Tender Fees.
Pre-bid meeting	A pre bid meeting of the Tenderers will be held on 05.06.2023 at 12.30 Noon at ‘LIC of India, ‘Mahaveer Park Building, 4 th Floor Pune Satara Road,, OS Dept, Pune 411037 . Modification/amendment in the Tender conditions, if any, consequent to the pre bid meeting shall be published by way of corrigendum on our website under the heading “Tenders”.
Date of Sale of Tender Documents	From 25/05/2023 to 08/06/2023 on working days(except Saturday, Sunday and Public holidays) from 10.00 am to 04.30 pm.
Last date of submission of Tenders	Up to 09/06/2023 at 5.00 pm
Date and time of opening the Technical Bid	12/06/2023 at 12.30 Noon.
Date and time of opening the Financial Bid	Shall be intimated later on.
Contract period	The contract shall initially be for a period of two years w.e.f. 01.11.2023 to 31.10.2025 which may be extended at the discretion of the Corporation and on consent of the contractor/bidder for a further period of one year with the same terms and conditions and rates if the performance of the service provider is satisfactory to LIC of India, Pune Divisional Office II.
Notice period for termination of contract	One month if LIC intends to terminate the services. Three months if the agency intends to terminate the contract.
Validity of Bid	180 days from the opening of the Tenders.

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INSTRUCTIONS TO BIDDERS (FOR HOUSE KEEPING SERVICES)

1. The tender forms will be available from 25/05/2023 to 08/06/2023 from 10.30 am to 4.30 pm on working days (excluding Saturdays, Sundays and Public Holidays) on payment of Rs. 1180/- (Rupees One Thousand+ GST @18%) in cash at the cash counter of Pune DO II or DD drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Pune, from the office at the above address. A receipt showing miscellaneous receipt no. will be issued by the cash department. For the tender forms downloaded from website, DD for Rs 1180/-inclusive of GST (non-refundable) payable at Pune has to be enclosed along with Technical Bid towards the cost of Tender application. Tenders received without requisite Tender Fees are liable to be rejected.

2. The last date for submission of filled in Tenders (both Technical and Financial Bids along with EMD*) is 09/06/2023 up to 05.00 P.M. **The Tenders received after the last date and time specified above will not be considered.**

***Exemption: 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 filing Entrepreneurs memorándum(Part-II) will be exempted from payment of Tender fees and Earnest Money Deposit.**

3. The filled in Tenders for the said category should be submitted to the OS Department, Pune Divisional Office-II at the address as under:

The Sr.Divisional Manager, LIC of India, Pune Divisional Office-II, 4th floor, Mahaveer Park Building Pune Satara Road, Bibvewadi, Pune 411037.

4. The Technical Bid will be opened on 12/06/2023 at 12.30 Noon in the presence of bidders or their authorized representatives who may desire to remain present. The authorized representative must bring an authority letter from the bidder. Only properly sealed Tenders will be opened. **Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be summarily rejected.**

After scrutiny of the Technical Bids, in order to satisfy itself about the nature and quality of services rendered by the Tenderer, LIC of India may depute its Officer (s) or Authorized representative to visit the Institute/Establishments mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document/ testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to LIC of India so that necessary verification is completed without any delay. **In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non-responsive and their financial bids will not be processed and considered.**

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The envelope containing the EMD receipt OR the MSE certificate and the DD for tender fees will be opened first along with the envelop of Technical bid. The Financial bids of only those bidders, whose offers are found suitable to the Corporation, will be opened at a later date. The date of opening of financial bids will be intimated in writing to those bidders.

5. The Tender form consists of the following documents. i.e.

i) Instructions to bidders and Terms & Conditions.

ii) Technical Bid

iii) Financial Bid.

iv) Receipts of Tender fees and EMD **OR** MSE registration certificate in case of MSE Bidders

The offers are to be submitted under Two Bid system i.e., Technical Bid and Financial Bid. The Technical Bid consists of all the required information called for in the questionnaire and shall contain, inter alia, the details regarding the agency/firm viz., name of the agency/firm, address, status of the agency/firm, registration no. etc. (other than the price). **The Technical bid shall be submitted in sealed cover (Marked Envelope – I) superscribed as “Technical Bid for Housekeeping services at Pune Division II”.** The envelope shall contain the addressee’s details and details of the bidder also.

06. The Financial bid for the category Housekeeping Services shall contain only financial details i.e., rate per person inclusive of all Taxes (**excluding GST**) and all statutory & mandatory Charges per month for 8-hours duty and 4 hours duty and other financial implications . **The Financial Bid shall be placed in the Envelope - II and superscribed as “Financial bid for Housekeeping services at Pune Divisional Office II, its BOs/SOs, DTC and RMF Centre, Nimbut as mentioned in Annexure II.”.**

07. **Envelope-III will contain** receipt of EMD and the Miscellaneous Receipt of the Tender fee of Rs.1180/-. **OR the MSE registration certificate** superscribed as “EMD receipt and Tender Fee for Housekeeping services for offices at Pune Division II, its BOs, SOs, DTC and RMF Centre, Nimbut .

All the above three envelopes shall be placed in a fourth envelope (Envelope – IV) and sealed properly and submitted to the OS Department at the address given above latest by the last date and time specified. The envelope must be superscribed as “Tender for Housekeeping services, for offices at Pune Division II & its BOs and SOs, DTC and RMF Centre, Nimbut.”

(Signature of the vendor with seal)



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8. In case the Tender form is downloaded from the Corporation's web site, the non refundable Tender fee of Rs.1180/- (Rupees One Thousand + GST @18%) will be required to be remitted by Demand Draft drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Pune. The MSE vendors are exempted from payment of Tender Fees.

9. Refund of EMD: - EMD is payable @ 2% of the estimated contract value. *Exemption: 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 filing Entrepreneurs memorandum(Part-II) will be exempted from payment of Earnest Money Deposit. Certificate to that extent must be accompanied with bid documents.

* In case the successful bidder refuses to sign the agreement within the prescribed time, a notice shall be served to him by giving seven days time to fulfil the conditions and sign the agreement, he will be deemed to have abandoned the work.

LIC of India, Pune, Divisional Office -II, will inform the successful bidder, by letter sent through Courier/Registered Post/E-mail, along with a draft contract for the above services.

10. Successful Tenderer must deposit Security Deposit in the nature of performance guarantee @ 10% of the Contracted Value through DD/Bank Guarantee through scheduled/Nationalised Bank in favour of Life Insurance Corporation of India payable at Pune within 15 days after communication of selection as successful Tenderer and the same amount will be refunded without interest after expiry of the Tender Term on satisfactory performance of the Contract.

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11. The following documents should be enclosed with the Technical Bid:

- a) Certificate of Registration under Companies Act, 1956/Partnership deed with proof of registration of firm/Individual Firm, all duly registered under the Maharashtra Shops & Establishment Act.
- b) Copy of the PAN number, as allotted by the Income Tax Department (Individual PAN for Proprietorship and for Firms/Agency etc. Firm/Company PAN should be submitted).
- c) Certificate of the Labour Licence/Statutory Licences as required by Central or State Govt. Act.
- d) Copy of the GSTN Registration
- e) Copy of the E.P.F. registration
- f) Copy of the E.S.I. registration
- g) Copies of last 03 years I.T.RETURNS/Audited Balance Sheets & Revenue A/C having a turnover of at least 50 lacs for last three Assessment years (2020-21, 2021-22, 2022-23).
- h) An affidavit stating that the applicant is not facing any blacklisting from an establishment of Central Govt or the State Govt or the PSU for breach of agreement.

12. Non disclosure of relevant information or furnishing of incorrect information, documents will attract disqualification.

13 All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign on all the pages of the bids (Technical and Financial bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.

14. Tenderer should note that their Tenders will remain open for consideration for a minimum period of 06 (Six) months from the date of opening of Technical Bid.

15. The financial bids will be opened only if at least two Technical Bids are found suitable. In any case single Financial Bid shall not be opened.

16. It may be noted that no negotiations will be carried out, and therefore most competitive rates should be offered.

17. The L1 bidder will be decided on the basis of the Administrative/Service charges quoted for all the areas (A+B+C) taken together..In case more than one bidder quotes the lowest identical price then decision will be taken on the basis of the agency having higher turnover for the Assessment Year 2022-23.

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18. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises(MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service, Relevant documentary evidence in this regard shall be submitted along with the bid in respect of the offered services. If L-1 is not an MSE and MSE service provider (s) has/have quoted price within L-1+15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

19. Agency/firm must have an establishment having good infrastructure, preferably in Pune city.

20. The agency/firm/service provider must be in the profession for at least 4-5 years in which they should presently have at least 01(one) client who are PSU/Banks/Government Bodies/reputed Pvt. Firm.

21. The Agency should have experience of providing services for at least 3 reputed organizations out of which at least one should be Public Sector or Government Undertaking.

22. The Agency is required to provide its NEFT details along with the Tender documents.

23. The firms/Agency on our panel is also required to apply a fresh, if interested.

24. If the firm/Agency is registered under MSME/NISC Act; Certificate to this effect must be attached.

25. The tenderers are advised to inspect the premises where the services are required to be offered and assess for requirements themselves before submission of the tender. The prospective Bidders may interact with the LIC Officials of OS Dept, Pune Divisional Office II during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of personnel, expected requirements of the Divisional Office and the desired level of services which the Service Provider is expected to render during the contractual period.

26. 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.

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General Terms and conditions for Housekeeping services

The terms and conditions along with the instructions will form part of the Tender to be submitted by the Tenderer to LIC of India, herein after termed as “Corporation”.

1. LIC Of India, Pune Divisional Office -II desires to engage the services of an agency for providing Housekeeping services during working hours and as & when required at the offices /premises at Pune Divisional Office-II and its units under Pune Divisional Office- II. (As mentioned in Annexure-II). **The tentative number of personnel required to be engaged may vary between 100-105.**
2. **Tender which is received late on account of any reason whatsoever including postal delay etc. after the expiry of time and date specified i.e.09/06/2023 at 5.00 PM, fixed for submission of Tenders, shall be termed as ‘LATE’ Tender and will not to be considered. Such Tender shall be returned to the concerned party without opening the same.**
3. All vendors are requested to send/ submit the Tender documents (Technical Bid, The receipt of EMD OR MSE Certificate and Financial Bid) duly filled in with the relevant documents /information in the Tender Drop Box in the OS Department, at the address , **The Sr. Divisional Manager, LIC of India, Pune DO II, OS Department,4th floor, MAHAVEER PARK BUILDING, PUNE SATARA ROAD,BIBVEWADI, PUNE 411037.**
4. All columns of the Tender documents must be duly filled in legibly and no column should be left blank. All the pages of the Tender documents are to be signed by the Authorized signatory of the Tenderer. Any overwriting or use of white ink is not allowed. **The Corporation reserves the right to reject the incomplete Tenders or in case where information submitted / furnished is found incorrect.**
5. **In case the Administrative /Service charges quoted by the bidder in financial bid is less than 3% (Three Percent) of the monthly wage bill for each area A,B and C(Wages include Basic Pay +VDA), the tender will be liable for rejection.**
6. In case the space in the tender document is found insufficient, the vendors may attach separate sheets.
7. The offer should remain valid at least for a period of 06 months (Six months) to be reckoned from the date of opening of “Technical Bid”.
8. There should not be any deviation in Terms and Conditions as have been stipulated in the Tender documents. However, in the event of imposition of any other condition, which may lead to a deviation with respect to the terms and conditions as mentioned in the Tender document, the vendor is required to attach a separate sheet marking “list of deviations”.

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9. The Technical bids will be opened on **12/06/2023 at 12.30 Noon** in the presence of Tenderers or their respective authorized representative at our above office. All Tenderers or their authorized representatives are advised in their own interest to be present on that date, at the specified time. The authorized representative must bring an authority letter from the bidder.

10. The Corporation reserves the right to accept or reject any or all the Tenders without assigning any reason thereof.

11. Canvassing in any form will disqualify the Tenderer.

12. The short-listed agencies/firms will be informed in writing by the Corporation for arranging their office inspection.

13. All payments to the successful vendor shall be made by NEFT only.

14. The Agency shall ensure the compliance of all provisions of Contract Labour Act (Regulation and abolition Act 1970), Minimum Wages Act 1948, Payment of Wages Act 1935, ESI Act, Employees Provident Fund and Misc. Provisions Act, The Child Labour (Prohibition and Regulation) Act 1986 and such other statutory enactments, amended from time to time. Any Rules and Regulations promulgated by the Government and Local Bodies, coming into force that may apply to the contract shall be the Agency's sole responsibility including any liability on account of non-compliance or violation thereof. The Agency shall also comply with all the requirements of laws with regard to provision of labour and ensure that an appropriate license from State/Central Labour Commissioner is obtained. In the event of any liability of any nature whether relating to statutory compliances or payment of wages or otherwise, is saddled on "the Corporation" with regard to Personnel engaged and deployed by "the Agency Providing Housekeeping services", "the Corporation shall be entitled to recover the same from the EMD/Security/running bill held with the Corporation. The Agency would undertake to indemnify and to make good the loss to the full extent to "the Corporation," failing which "the Corporation" shall be within its right to take appropriate action in law for recovery of the said amount. It will be the responsibility of the Agency to pay the wages and all statutory amounts and then claim the bill from LIC which will be settled as per terms and conditions of the contract/agreement.

15. It is particularly agreed that "the Corporation" shall in no way be held responsible for any bodily injuries sustained or death of any employee(s) of "the Agency". "The Agency" shall alone be liable to pay all statutory compensations which may be awarded or payable to such employee or his/her dependent. If under any circumstances "the Corporation" is made liable to pay any such compensation, "the Agency" will indemnify / reimburse "the Corporation" in full extent.

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16. Uniform is mandatory and should be provided within 15 days of awarding the Tender and deployment of personnel.

a. The personnel must be in uniform on all working days, failing which 1% to 5% of total bill may be imposed / deducted as penalty.

b. If the schedule as laid down in the scope of work is not adhered to by the contractor, a penalty of 500/- per week will be imposed.

c. Recovery of 200/- per day for supervisor not visiting daily will be imposed.

17. The Agency Providing Housekeeping services shall provide the names, local and permanent addresses, and mobile no if any, and the police verification report of the personnel deployed to “the Corporation.

18. The applicant should not be a sub-contractor to any other entity/person.

19. The Corporation will not issue Identity Cards to the housekeeping personnel deployed by the agency and any type of communication from such deployed personnel would not be entertained. **The housekeeping personnel will have to carry a valid Identity Card issued by the agency at all time.**

20. The Corporation will not be entitled to retain any control, supervision or the manner of their discharge, dismissal or retrenchment of the personnel engaged and deployed by the Agency Providing Housekeeping services. However in case the Corporation is not satisfied with the work of any person deployed by the agency, the Corporation may ask the agency to replace him. The Agency will be responsible for the supervision of personnel and it would provide the name of supervisor with his contact number to the Corporation for supervision purposes.

21. In case of failure of the “service provider to provide the housekeeping services on any date, the Corporation will be at liberty to engage the same from any other Service Agency, and the “Service Provider” at default shall make good the expenses incurred for such purpose and also the “Service Provider “shall make good any loss or damage that the Corporation may suffer thereby.

22. No advance payment shall be made against the work order/services.

(Signature of vendor with seal)



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23. It should be clearly understood and agreed that no relationship of Employer or Employee is created between “the Corporation and the housekeeping personnel deployed & providing Housekeeping services by “the Agency.”

24. It will be the responsibility of “the Agency providing Housekeeping services to pay wages to its personnel through NEFT **on or before the 7th of the following month without fail** according to the prevailing rates which shall not be less than the minimum wages approved by Central Government/State Government whichever is higher. **The contractor/service provider shall ensure that No amount by way of commission or otherwise is deducted or recovered from their wages and shall also ensure compliance of all the Labour Laws and statutory requirements/obligation applicable.**

25. The Service Provider/Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations/Law/Statute in force. **The Service Provider/Contractor will not link the payment of wages to the workers with settlement of his bills by the LIC of India. The Service Provider/Contractor has to first pay the wages to the Workers and then submit his bill for payment.** Payment of bills will be made on monthly basis through NEFT only, provided that the Housekeeping services provided were/are satisfactory during the month and subject to deduction of Penalty imposed, if any, as per terms and conditions of Tender/contract. The monthly bill payment will be made subject to the Service Provider/Contractor submitting the attested photocopies of the following documents:

(i) Muster Roll/Attendance sheet of the workers signed by the Service provider/Contractor for the month on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules, 1971.

(ii) Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules.

(iii) **Deposit Challan showing the individual figure of deposit of contribution of provident fund of employees’ and employers’ share, with the appropriate authority.**

(iv) **Deposit Challan showing the individual figure of deposit of contribution of ESI of employees’ and employers’ share, with the appropriate authority.**

(vi) Receipt and Statement of Bonus paid to the employees (To be submitted in the following Month after making payment)

(vii) **Deposit of contribution of provident fund and contribution of ESI of employees and employer should be with a challan separately for LIC of India. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Contractor.**

(Signature of vendor with seal)



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(vii) If payment to worker is made by cheque, then a copy of Bank account statement of previous month showing debit of wages/benefits in favour of workmen should be submitted every month with the bill by the Service provider /Contractor. If payment is made through NEFT, then a copy of the statement sent to the Bank duly acknowledged by the Bank should be submitted every month.

All payments to the agency shall be made by Electronic Fund Transfer only after Tax Deducted at Source (T.D.S.) as per the provisions of Income Tax Act as amended from time to time and a certificate to this effect shall be provided to the agency.

26. The contractor shall ensure that the supervisor is supervising all the jobs properly and attending the complaints promptly and ensure satisfactory corrective actions. The remuneration of the supervisor will be borne by the contractor only.

27. Payment Register containing the signature of representative should be produced at the time of disbursement of wages amount. The Payment Register is to be produced for verification along with the Bills. The Agency will submit copy of challan as proof of payment made to the Personnel with statement of the Personnel showing deposit of PF and ESI contribution every month with bill without fail. In case of disbursement of wages through e-payment/NEFT, a signed statement must be produced for verification along with bills. Also the Agency shall produce forthwith documents in proof of other statutory compliances.

28. The Service Provider/Contractor shall raise the invoice/bill and LIC of India agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/Contractor shall be made by NEFT subject to deductions, withholding of all applicable, taxes and charges from time to time in force.

29. The Office will have an approximate requirement of around 100-105 housekeeping personnel and the number may be increased/reduced from time to time as per our requirement. The Tenderer should also be able to provide additional personnel at a short notice as and when required on same terms and conditions.

30. The contract shall initially be for a period of two years from the date of entering into the contract with a provision to renew the contract on the same terms and conditions and rates, with mutual consent for one year. Corporation reserves the right to pre-mature termination of the contract / agreement without assigning any reason thereof by giving one months notice before the expiry of the contract period.

31. Selected Bidder should submit the deed of Agreement/Contract with LIC Of India, Pune Divisional Office - II duly executed on a non judicial stamp paper of Rs 100/-, as per the draft conditions provided by LIC of India, within 15 days (maximum) of receipt of intimation as above. Failure to sign and non submission of deed of agreement and

(Signature of vendor with seal)



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Security Deposit in the nature of performance guarantee @ 10% of the Contracted Value within 15 days of intimation as above may result in the forfeiture of EMD and cancellation of selection as successful bidder. However LIC of India at its discretion may cancel the Tender and the decision of the Competent Authority will be final and binding to all. On signing of the agreement, the Corporation will issue work order and the Agency shall start its work within the stipulated period informed by the Corporation.

32. In the event of the Agency not fulfilling the conditions of the Contract and the work order, LIC of India reserves the right to forfeit the Security deposit placed with the LIC Of India herein above mentioned, in part or in full and to take such other decision as may be required in the interest of the Corporation.. The decision of the LIC of India shall be final and binding on the Agency in this matter.

33. The Personnel provided by the Agency are required to have minimum 3 years experience and possess the minimum qualifications as under:

Sweepers-cum-attendants (Un-Skilled): 3 years Experience and 8th Class Pass.

34. The Corporation reserves the right to Remove/ Black list Firm/Agency/Organisation/Service provider for a period of five to ten years for any deviation from the agreed Terms and Conditions if any activity is observed which is detrimental to the interest of the Corporation. However any order of blacklisting or removal shall be passed after offering a reasonable opportunity of hearing/show cause to the agency concerned.

35. During the CONTRACT PERIOD, if the rate of minimum wages payable to the personnel deployed by “the Firm/Agency/Organization/Service provider” increases and if the increase extends beyond the above agreed rate, then “the Corporation shall increase the above accepted rate to the extent of the difference amount only and the above agreed rate shall be deemed to have been modified accordingly. No other increase in the amount quoted by the successful Tenderer shall be entertained on any account during the period of the contract. **However the administrative charges will remain fixed throughout the period of the contract.**

36. **Agreement Period: The contract for Housekeeping services shall be valid for Two Years from the date of execution of agreement and issuance of work order. After further review and evaluation, can be renewed further for one more year on the same terms, conditions and rates if mutually agreed.** However, in case of non performance or bad performance, the agreement may be terminated by the Competent Authority at any time before completion of above period by giving an opportunity to show cause. The competent authority may also terminate the contract simply by giving one month prior notice or wages in time thereof without assigning any reason.

37. The Corporation reserves the right to cancel the contract/ rate contract without assigning any reason at any time by giving 30 days notice in advance in case of simple termination contract/ rate contract but in case of breach of the terms of the contract, rate contract may be terminated and the security deposit shall also be forfeited, other action such as blacklisting may follow.

(Signature of the vendor with seal)



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38. Non- Disclosure of Confidential Information will be the sole responsibility of the Contractor. For this the Agency shall depute persons of good integrity and honesty who will not divulge information in his possession by virtue of his working with the Corporation. Agency shall be liable for any loss caused to the Corporation due to any such wrongful disclosures.

39. The firms who are on our panel are also required to apply a fresh, if interested.

a). The Agency Providing Housekeeping services shall ensure that all personnel deployed by it shall be efficient, honest, disciplined, courteous, trained and ever ready to attend housekeeping work politely.

b) As maintaining cleanliness is the essence of the housekeeping work, selected service provider shall deploy workers to ensure quality work. The successful service provider shall clearly mention the same in the covering letter.

c) To provide proper and adequate number of sets of uniform, hand gloves, shoes, etc. to all the persons engaged in providing housekeeping services.

d) Regular training should be provided to the personnel deployed so as to keep them abreast of the use of modern techniques of cleaning/ sweeping, behavioural training, safety, etc.

e) To ensure immediate corrective action on receipt of any complaint against the quality of services provided or against any individual deployed by them in the premises of Corporation.

f) All persons engaged by the successful service provider for carrying out the work would be deemed to be successful service provider's employees for all purpose and he shall make regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engaged by the successful service provider is attributable to the Corporation. These persons, engaged by the successful service provider, will not be entitled to claim any kind of employment with the Corporation. Selected service provider has to ensure regular medical check up of all the personnel employed by him / her at his / her cost.

g) To replace the absent personnel immediately on the same day within one hour of commencement of cleaning/ sweeping duty.

h) None of the personnel of the successful service provider shall enter into any kind of work other than provided under this contract, within the complex.

i) The personnel deployed by the successful service provider shall be of good conduct, character and health. They should be in proper uniform and with identity cards. In case of any complaint against any of the personnel deployed by the selected service provider, the concerned service provider is bound to remove such person and arrange for replacement of removed person as and when advised to do so, by the Corporation.

j) The successful service provider shall be solely responsible for the integrity of the personnel deployed. If any of the staff of successful service provider is found misbehaving with employees of the Corporation or with any other person in the premises, the service provider shall terminate the services of such persons forthwith.

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k) No residential accommodation would be provided by the Corporation to selected service provider and / or to the persons engaged by him.

l) The selected service provider shall not at any time do cause or permit anyone to do or cause any nuisance on the site or do anything which shall cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation.

40. The agency has to provide housekeeping services at premises mentioned in Annexure-II as per requirement of the office.

41. The agency will carry out all the expectations, instructions, directions etc. given from time to time by the Corporation and shall take prompt action when informed of any such trespass.

42. The agency will check their personnel in respect of the attendance /duties/vigilances regularly and will maintain complete records in this regard which shall be made available for inspection by authorized official of the Corporation at all times in the respective buildings/offices.

43. The Agency shall give the duty allocation chart mentioning the names of the personnel deployed at various locations to the Competent Authority.

44. In case of any dispute arising out of the acceptance/agreement ,shall be referred to, for “Arbitration” to the Sr. Divisional Manager, Pune Division- II and his/her decision shall be binding on the firm/agency/service provider. The firm/agency/service provider shall not raise any question on the competence of the Sr. Divisional Manager to act as “sole arbitrator”.

45. In terms of provision of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory Development Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by the IRDAI.

46. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance, 2014, Insurance Regulatory Development Authority of India (IRDAI) if it considers expedient to do so, may direct any person hereinafter referred to as the ‘Investigating Officer’, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Sec 33(2) of The Insurance Laws (Amendment) Ordinance, 2014, who may examine under oath any Manager, Managing Director or other Officer of the service provider or contractor where the services are outsourced by LIC of India.

47. Any dispute arising out of or relating to this Tender/agreement shall be deemed to have arisen in Pune and shall be under adjudication of a Court in Pune only.

(Signature of vendor with seal)



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OBLIGATIONS OF THE CONTRACTOR : STATUTORY COMPLIANCE.

48. The contractor being the employer in relation to persons engaged/employed by him for providing the services under this agreement, shall alone be responsible and liable to pay wages/salaries to such persons which in any case will not be less than the minimum wage as fixed or prescribed for the category of workers employed by him from time to time,.

49. The contractor shall adhere to and comply with all the laws that may be applicable to him and will extent all the benefits /privileges as applicable to persons employed by him including that of PF, ESI, Workmen's Compensation Act, Bonus, Gratuity, Minimum Wages Act and leave etc. In case of any breach of any law, rules or notifications applicable to the employees of the contractor, the contractor alone shall be responsible and liable for any act(s) of omission and/ or commission committed by any employee engaged by him.

50 The contractor shall obtain appropriate license under the Contract Labour (Regulation & Abolition) Act 1970 and the rules amended up to date and shall comply with all terms & conditions thereof strictly and shall keep such license duly validated and/or renewed from time to time throughout the currency of this Agreement.

51. The contractor shall give an undertaking by the 22nd of the following month in favour of LIC that he has complied with all his statutory obligations.

52. One month is equivalent to 26 working days.(All Sundays being holidays)

53. The services on any holiday, on requirement by LIC, have to be rendered by the contractor and for which payment will be made at rates decided per person per day.

54. If any complaint is received orally or in writing against the contractor, that is less payment of wages or any amount is demanded for engagement of the duty etc. the same will be viewed seriously and if such complaint is found truthful then this contract may be terminated immediately.

(Signature of vendor with seal)



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DECLARATION:

I hereby agree to all the Terms & Conditions mentioned above without any condition whatsoever. I also further agree that all the deficiencies will attract penalty and the recovery will be affected without any notice to me.

(Signature of Vendor with Seal)



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APPLICATION FORM FOR TENDER (Technical Bid)

Profile of the Tenderer

Name of the Agency/Firm/Vendor (In Block Letters)	
Status of the Agency. (Whether Sole Proprietorship/ Firm/Pvt. Co.	
Date of Incorporation/Establishment	
Correspondence address and Telephone No. & E- mail ID	
Address of Head Office, (If Separate) and Telephone No.	
Names of the Partners /Directors	
Name of Chief Executive with his present addresses and Telephone Nos.	
Name of Contact person with Designation who would be calling on us and attending to our jobs & contact phone No.	
Address of Pune office, Contact no and e-mail id Name of contacting person	
Name of your Bankers with Addresses & telephone nos.	
Name of the beneficiary:	
Beneficiary's Account Number:	
Account type : (Savings Account, Current Account, etc.)	
Beneficiary's Bank – Branch:	
Bank's MICR code:	
Beneficiary's Bank IFSC Code:	
Beneficiary's contact number/email id if any:	
Total number of housekeeping staff on roll (as on 31.03.2023)	
PAN (Individual Card in case of Proprietorship OR Firm's PAN card in other cases)	
TAN	
Service tax registration No	
GSTIN No.	

(Signature of the vendor with seal)



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Whether holding Certificate under Shops & Establishment Act, duly renewed	
Reg. No. & Date	
Licence No. under Contract Labour (Regulation & Abolition) Act, 1970 & Contract Labour (Regulation & Abolition) Central Rules, 1971.	
ESI Registration No.	
PF Registration No.	
Registration under MSME/NSIC or the District level authority	
Name of offices where you have carried out work during past 3 years	
Name of at least four of your most valued clients at the present time	
Average Turnover of the Agency for the last three years. Submit copies of I.T returns, Audited Balance Sheets & P/L accounts for last three assessment Years.	A.Y 2020-21 A.Y.2021-22 A.Y.2022-23
Are you agreeable to abide strictly by the Terms and Conditions of the Tender Contracts?	

Attested Copies of all the above documents must be attached along with Application Form

Particulars of Tender Fee/EMD:-

(1) Tender Fees: Cash/DD Rs.1180/--. (1000+GST @18%)

(2) Amount of EMD: Cash/DD Rs. 530000/-(2% of estimated contract value) **OR**

Certificate of MSE Registration (The MSE vendors are exempted from payment of EMD and Tender fees)

(Signature of the vendor with seal)



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Note: Please type this form or fill it legibly in ink. If space provided is insufficient, please type or write the replies on a separate sheet giving appropriate question number and attach it to the form. All the pages of application form and documents submitted must be signed with seal.

DECLARATION

I/We _____

__request Life Insurance Corporation of India, Pune Divisional Office, II, to consider my/our application and Tender for the above mentioned category. We agree with all terms and condition and to give full satisfaction to the Corporation in the event of their doing so.

Dated at.....this.....day of..... 2023

Signature with Seal

Name & Designation

Note: The Corporation reserves the right to cancel the tender of the firm/Agency/Service provider at its absolute discretion without assigning any reason.

(Signature of the vendor with seal)



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Financial Bid for Housekeeping services- Unskilled Workers

Wages payable **per workman** as per Order dated 03/04/2023 by office of the Chief Labour Commissioner (C) ,Ministry of Labour & Employment, Government of India. Wages are subject to change in VDA as declared by Govt of India, Ministry of Labour & Employment from time to time.

	Office in Area A		Offices in Area B		Office in Area C	
	Charges for		Charges for		Charges for	
	8 Hours	4 hours	8 Hours	4 hours	8 Hours	4 hours
Minimum wages Per Day (Basic+VDA)	736.00	368.00	616.00	308.00	494.00	247.00
Minimum Wages per month Min Wages(Basic + VDA) per day X 26 Days	19136.00 (A)	9568.00 (B)	16016.00 (C)	8008.00 (D)	12844.00 (E)	6422.00 (F)
Administrative/Service Charges to be mentioned as % of A,B,C,D,E,F	_____% of 19136.00	_____% of 9568.00	_____% of 16016.00	_____% of 8008.00	_____% of 12844.00	_____% of 6422.00

* Administrative/Service charges include, Administrative Charges, Cost of cleaning material and any other non statutory charges.

* The Administrative/ Service Charges will remain fixed irrespective of any increase/ decrease in rates of Minimum wages (Basic + VDA).

* In case the Administrative /Service charges quoted by the bidder in financial bid is less than 3% (Three Percent) of the monthly wage bill(Wages include Basic Pay +VDA), the tender will be liable for rejection.

The following is the minimum (mandatory) percentage of various Deductions/Payments to be made as per statutory provisions and applicable rules:-

1. EPF @ 13% of Minimum Wages
2. ESIC @ 3.25% of Minimum Wages
3. Bonus @ 8.33% of Minimum Wages

a) Area A - Pune city b) Area B – Solapur City c) Area C - Pune District and Solapur District area

Minimum wages stated above are as per Order Ref no 1/5/(5)2023-LS-II Dated 03/04/2023 issued by Govt of India , Ministry of Labour & Employment ,Office of the Chief Labour Commissioner(C) New Delhi.**It is Mandatory for agencies to pay Minimum wages as above and not less than as prescribed vide above Order.**

(Signature of the vendor with Seal)



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- Minimum Wages shall be based on the prevailing Central Act i.e. 01.10.2017. However the companies are free to pay more but not less. EPF, ESI, BONUS contribution to be paid for personnel employed by the Tenderer shall be responsibility of Tenderer.
- For every six days, one day off should be given. The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, bonus, gratuity, profits etc., and tax whatsoever payable and given in service charges Adherence to statutory requirements is the sole responsibility of the company.

OTHER MANDATORY REQUIREMENTS:-

1) Proof of remittance of PF / ESI will be required to be produced every month while submitting the bill for the following month, failing which the payments will not be made.

2) Payment Register containing the signature of our representative will be required to be produced at the time of disbursement of wages amount. The Payment Register is to be produced for verification along with the Bills.

In case of disbursement of wages through e-payment/NEFT, a signed statement, acknowledged by the bank must be produced for verification along with bills.

3) Uniform is mandatory for all Personnel on duty, failing which 1% to 5% of total bill may be imposed as penalty.

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

Date:

Name:

Designation:

Address:

(Signature of Tenderer with Seal)



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How to Apply

Tender for Housekeeping services

- This Tender consists of two parts, viz., Technical Bid including Instructions to Bidders, Terms and Conditions and Financial Bid containing expected price/rate only.
- The Technical Bid, Financial Bid and Bid Security Declaration in lieu of EMD should be sealed in envelope. The use of envelopes will be as under :
- Envelope marked as I : The duly completed Tender form , Instruction to bidders General Terms and Conditions along with supportive relevant papers/evidence to be put in this envelope and sealed super scribed as ‘Technical Bid for Housekeeping services at Pune Division II’.

The envelope shall contain the addressee’s details and details of the bidder also.

- Envelope marked as II: The duly completed Financial Bid to be put in this envelope and sealed super scribed as ‘ Financial Bid for House Keeping Services at Pune Division II’. The envelope shall contain the addressee’s details and details of the bidder also.
- Envelope marked as III : “Receipt of EMD or certificate of registration of MSME” and “Cost of Tender fee” in the form of DD or the M.R of the required value be put in this envelope and sealed super scribed as “ EMD receipt and Tender Fee for Housekeeping Services at Pune Division II. ” The envelope shall contain the addressee’s details and details of the bidder also.
- Envelope marked as IV : All the above three envelopes shall be placed in envelope marked IV and sealed (i.e. Envelopes marked as IV , will contain three envelopes marked as I , II & III) and send/submitted in the Tender Box on the above mentioned address, in sealed condition super scribing as “Tender for Housekeeping services at Pune Division- II..” The envelope shall contain the addressee’s details and details of the bidder also.

(Signature of vendor with seal)



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Annexure-I

Check list of attested copies of documents to be enclosed along with the Technical Bids:

1	Agency Registration/Incorporation certificate
2	Whether holding certificate under Shops & Establishment Act, duly renewed (Copy should be enclosed)
3	Licence under Contract Labour (Regulation & Abolition) Act, 1970 & Contract (Regulation & Abolition) Central Rules, 1971.
4	Status of the Firm (Individual/Sole Proprietor/Partnership/Company) submit related document copies.
5	Proof for PF Registration number
6	Proof for ESI Registration Number
7	TAN Copy
8	PAN (Individual Card in case of Proprietorship OR Firm's PAN card in other cases)
9	Copy of Registration Certificate of Service tax
10	Income tax returns for the past 3 Assessment years 20-21, 21-22, 22-23
11.	Audited Final Accounts for the last three financial years (IT returns of A.Y.2022-23)
12	Details of organisations where you are providing House Keeping services currently, with nature of duties & period of contract.
13	Registration under MSME/NSIC Act or the District level authority, if any.
14	Copy of Registration Certificate of GSTIN
15	Integrity Pact on stamp of Rs 500/-

(Signature of vendor with Seal)



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AFFIDAVIT (To be given on stamp paper of Rs.100/- value)

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

Hereby solemnly affirm and state as under:-

Whereas Life Insurance Corporation of India Pune DO- II has floated a Tender for hiring House Keeping 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 Para 13 of General Instructions and other pages of this Tender.

I/We confirm that we are neither black listed nor facing any blacklisting from an establishment of Central/State Government or the PSU for breach of agreement.

I/We shall at all time indemnify and keep indemnified the LIC against any /all claims of /by it's employees including but not restricted to the claims under the workmen's compensation act 1923 , payment of wages act, Payment of Bonus Act, Employees Provident Funds and Miscellaneous Provision Act, Payment of Gratuity Act, Minimum Wages Act, Employee State Insurance Act or any other Act(s) or Statutory modifications thereof or otherwise for or in respect of any claims for damage or compensation payable in consequence of any accident or injury sustained by any worker or other personals of our firm or in respect of any claim, damage or compensation under labour laws or any other laws or rules made there under ,by any person whether in the employment of our firm.

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 employer and it shall be at liberty and is hereby empowered to deduct the amount of any damages, compensation costs, charges and expenses arising or occurring of any claim of damages, from any sum or sums due or to become due to us.



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

Signed before me (Notary)

Signature of the Vendor

NAME / DESIGNATION AND SEAL OF THE FIRM / COMPANY

Date:

(Signature of vendor with seal)



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ANNEXURE-II
(Details of the Offices)

Sr.No.	Name of Office	Location	Office in Area
1	PUNE DIVISIONAL OFFICE II	DIVISIONAL OFFICE II, 4 TH FLOOR, PUNE SATARA RD, BIBVEWADI, PUNE 37.	A
2	BRANCH 951	PUNE UNIVERSITY ROAD, PUNE	A
3	SATELLITE OFFICE	AUNDH	A
4	BRANCH 952	LAXMI ROAD PUNE	A
5	SATELLITE OFFICE	HINJEWADI	A
6	BRANCH 955	NC KELKAR ROAD PUNE	A
7	SATELLITE OFFICE	SINHGADH ROAD PUNE	A
8	BRANCH 988	LAXMI ROAD PUNE	A
9	BRANCH 95A	PUNE UNIVERSITY ROAD PUNE	A
10	BRANCH 95K	KOTHRUD	A
11	BRANCH 95L	SWARGATE PUNE	A
12	SATELLITE OFFICE	KONDHAWA PUNE	A
13	BRANCH 95M	HADAPASAR PUNE	A
14	SATELLITE OFFICE	URULI KANCHAN	A
15	BRANCH 9215	KHADKI PUNE	A
16	BRANCH 958	BARAMATI	A
17	SATELITE OFFICE	SASWAD	A
18	SATELITE OFFICE	INDAPUR	A
19	Divisional Training Centre(DTC)	NC KELKAR ROAD PUNE	A
20	BRANCH 944	SOLAPUR	B
21	SATELLITE OFFICE	JULE SOLAPUR	B
22	BRANCH 94B	SOLAPUR	B
23	BRANCH 95R	SOLAPUR	B
24	BRANCH 94C	PANDHARPUR	C
25	SATELLITE OFFICE	AKLUJ	C
26	SATELLITE OFFICE	SANGOLA	C
27	BRANCH 825	BARSHI	C
28	SATELLITE OFFICE	TEMBHURNI	C
29	SATELLITE OFFICE	KARMALA	C
30	BRANCH 9202	DAUND	C
31	RMF Centre, Nimbut	RMF Centre of EDMS, Nimbut	C

a) Area A - Pune city b) Area B – Solapur City c) Area C - Pune District and Solapur District area

Total approximate required persons: 100 to 105

(Signature of vendor with seal)

Annexure- III

LIST OF APPROVED CLEANING MATERIAL

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

Sr. No.	Description of Material required	Manufacturer and Brand Names
1	Flush Cleaner, Phenyl	Harpic, Lizol, Bengal Chemicals/ similar brands/ ISI marked
2	Air freshener installation, refilling	Dabur (India)/ Odonil/ Ambipure/ similar brands
3	Stain/ Glass cleaner	Colin/ euivalent brands
4	Toilet paper roll	Reputed Brand
5	Liquid Soap	Lifebuoy, Dettol, similar brands
6	Disposable bags for garbage collection	e Standard Make (biodegradable)

If material/ equipments as mentioned in the table above is/are not used, appropriate penalty as decided by the Buyer will be imposed and recovered.

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, disinfectant, air fresheners , hand-wash, liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc shall be provided and arranged by the Contractor at its own cost. All the material used should be of reputed brands and eco-friendly.
- III. The Contractor shall arrange for all cleaning equipments such as – Hard brush / Soft brush, Soft / Hard duster , Mops, Multi Wash, Dry mops kit, Glass Cleaner , WC cleaner, Vacuum cleaner , Jet-pump etc.
- IV. Dustbins(with biodegradable disposable garbage bags), mugs, small buckets in all office areas toilets (common and attached) shall be provided by the Contractor and are to be replaced as and when informed by Office to the Contractor.

Seal and signature of Bidder

On stamp paper Rs 500/- (Rs Five hundred)

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2019. , between, on one hand, the 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 corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/srepresented by Shri..... .(Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure (*Name of the Stores/ Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

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

NOW, THEREFORE,

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

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service 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/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

1. Commitments of the BUYER

- 1.1** The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2** The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3** All the officials of the BUYER will report to the "**Chief Vigilance Officer**" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

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

Commitments of BIDDERS

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

- 3.1** The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third

party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 3.2** The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.
- 3.3** Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.
- 3.4** BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5** The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6** The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7** The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- 3.8** The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9** The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any

electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

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

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

3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

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

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.

4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

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

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as

decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To 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 BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (vii) 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.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

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

6. Independent Monitors:

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor(s):

*Shri. Rajni Kant Mishra, IPS (Retd.)

*Shri. Arun Chandra Varma, IPS (Retd.)

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

6.3 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 as confidential.

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

6.5 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.**

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

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recues himself / herself from that case.

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

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

6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. 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.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2 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.

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

BUYER

BIDDER

Name of the Officer:

CEO:

Designation

Deptt.

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider/Stores/equipment/item/service/Bidding process/ bid evaluation/process of availing services. Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)