

TENDER NOTICE FOR PROVIDING HOUSE KEEPING SERVICES WITH MATERIAL

Life Insurance Corporation of India (LIC), Divisional Office Rohtak invites sealed tenders (**Hard Copy Only**) in two bid system from established House Keeping Agencies having an office at **Haryana/Delhi/Chandigarh/NCR** for providing House Keeping services as per the location mentioned in the tables "A" below. {The agency should have minimum annual turnover of `25 Lakhs during any one of the last three financial years and experience of having executing an order of one client worth `10.00 lakhs for any one of the last three financial years.)

(A) House Keeping Services

Sr.No.	Location	Address	Approximate Area (Sq.ft.)
1	Divisional Office, Rohtak	LIC of India, Divisional Office, SCO – 3,4,5 Sector-1, Rohtak- 124001 Phone No. 01262 228329	12500
2	BO Hansi	Opposite Civil Hospital Hisar Road, Hansi-125033(Hisar)- Phone No- 01663 254455	3575
3	BO Bahadurgarh	Shyam Ji Complex Delhi Rohtak Road, Bahadurgarh-124507 Phone No- 01276 230414	4785
4	BO Gohana	Tehsil Road Gohana-124301 Distt Sonapat- Phone No- 01263 252578	4179
5	BO Tohana	SCO-8,9,10 Gupta Colony, Chandigarh Road, Tohana – 126120 Distt Fatehabad- Phone No- 01692 220272	4124
6	BO Hisar-1	Urban Estate No-2 Near Vishwas School Hissar-125005 Phone No – 01662 226038	6379
7	BO Bhiwani	Jeevan Jyoti City Centre Bhiwani-125021 Phone No- 01664 256868	8000
8	BO Hisar-II	Urban Estate No-2 Near Vishwas School Hissar-125005 Phone No- 01662 278891	5074
9	BO Sonapat	Jeevan Jyoti Sector-15 Urban Estate Sonapat- 131001 Phone No- 0130 2218116	8500
10	BO Narnaul	Mini sect. Mohindergarh Road Narnaul- 125001 Phone No- 01282 254088	4501
11	BO Sirsa	Jeevan jyoti Old Hospital Road Sirsa- 125055 Phone No- 01666 220450	8000
12	BO Rohtak	Subhash Road , Opposite Akashwani Rohtak- 124001 Phone N01262	8412

13	S.O. Adampur of Hisar-2 Branch	Shiv Colony, Mandi Adampur- 125052 Distt. Hisar	1627
14	S.O. Barwala of Hansi Branch	Hansi Road, Barwala- 125121	1476
15	S.O. Jhajjar of Bahadurgarh Branch	Kosli Mor, Jhajjar- 124103	898
16	S.O. Kharkhoda of Sonapat Branch	Opposite Tehsil office, Sonapat Road, Kharkhoda- 124402 Distt. Sonapat	1692
17	S.O. Mahendergarh of Narnaul Branch	Narnaul Road, Mehendragarh- 123029.	1150
18	S.O. Meham of Rohtak main Branch	Opposite PNB, Delhi Hisar Road, Meham- 124112	1181
19	S.O. Ratia of Fatehabad Branch	SCF-21, Mandi Township, Ratia- 125051 Distt. Fatehabad.	1633
20	S.O. CLIA Rohtak of Rohtak main Branch	D-Parak . Sheetal Complex, Delhi Road, Rohtak- 124001	1700
21	S.O. CLIA Bahadurgarh of Bahadurgarh Branch	SCF 10 MIE Part-1 Bahadurgarh	985
22	S.O. Ellanabad of Sirsa Branch	Nohar Road, Main Bazar, Near SBOP, Ellenabad- 125102 Distt Sirsa	876
23	S.O. Kosli of Bahadurgarh Branch	Opposite Tehsil, Railway Road, Kosli- 122302 Distt. Bahadurhgrah	1412
24	SO CLIA Bhiwani of Bhiwani Branch	Meenu Complex ,Near Rohtak Gate, Naya Bazar Road Bhiwani-127021	1200
25	S.O. Gannaur of Gohana Branch	Near Tehsil Office , Gannaur- 131101	1517
26	EDMS Rohtak of DO Rohtak	Sadhu Complex, Subhash Road, Near Old Palace Cinema, Rohtak-124001	15511

- 1 Sealed Tenders with requisite **Earnest Money Deposit** of **Rs. 25,000/- (Rupees Twenty Five thousand only)** and **Tender money** of **Rs 590/- including GST (non-refundable)** in the form of demand draft/Bankers' Cheque drawn on any Nationalized/Scheduled Bank, favoring "LIC of India" payable at Rohtak must be submitted **before 3.00 PM on 20.02.2019**. Both the bids must be submitted at the same time giving full particulars, but in separate sealed covers duly super-scribed as "**Technical Bid for providing House keeping services**" and "**Financial Bid for providing House keeping services**". Both these envelopes are to be kept in one big envelope which will be superscribed as "**Tender For providing House Keeping services**", and addressed to :-

Chairman,
Stores Committee,
L.I.C. of India, '
SCO 3, 4, 5 Sector-1
Divisional Office, Rohtak-124001

- 2 Tenders should be filled with neat, legible and correct entries. Indistinct figures should be avoided. The amount/ rates should be filled in figures as well as words. Correction/ Omission/ Overwriting/ Cutting should be dated and initialed. If there is difference in words and figures, the rates written in words shall be taken for calculation.
- 3 The tender should be signed at all places provided therein. Also all pages and corrections/ alterations should be initialed. Each sheet of the tender document is required to be signed along with the seal by the authorised person/ persons submitting the tender in token of his/ their having acquainted themselves with the instructions to tenders, standard conditions, special conditions, financial bid, scope of work and all other clauses of this tender document. Any tender document not so signed may be liable for rejection.
- 4 Contractor will have to give breakup of the amount quoted in the Financial Bid alongwith the bid & if the contractor fails to provide the breakup, tender is liable to be rejected.
- 5 In case the service charges quoted by the contractor in the breakup are found to be less than 7.5% of the total cost excluding the cost of material, the tender is liable to be rejected.
- 6 Amount of service charges quoted will remain constant and will not increase with the increase in the bill due to revision of wages of workers on account of notification by the statutory authorities.
- 7 The successful tenderer shall be intimated about the award of Work and EMD of other Tenderers shall be returned without any interest on the amount deposited within 30 days from the date of final decision of awarding of work. The EMD of the successful bidder will be converted into Security Deposit.
- 8 LIC of India reserves the right to relax any conditions of the tender if required/reject any/ all Tenders without assigning any reason and shall not be bound to accept the lowest tender. Tenderer are advised to carefully note the specifications mentioned in the tender and no compromise in quality will be accepted.
- 9 Bid submitted without EMD will be rejected. Applicants registered as MSME/NSIC are exempted from depositing Quotation fee and EMD provided they attach self attested copy of the relevant certificate from the concerned Department of Govt. of India to this effect with technical bid.
- 10 Conditional Bids are liable to rejection.
- 11 The notice inviting tender and the enclosed instructions to tenderer, standard, conditions, special conditions, covering letter format, financial bid format and scope of work shall form part of tender documents.
- 12 One representative of the vendor may be present at the time of opening of the tender.
- 13 The Vendor/Firm should be registered with GST.
- 14 The "Letter for invitation of Tender" and enclosed Annexure (properly indexed) shall form the part of Tender Documents. Details of various Annexure are as under:

S.No.	Particular			Attached as
1.	Scope of work, Schedules (daily, weekly, Monthly) to be adhered to for House Keeping and estimated Manpower requirement			Annexure- A
	Estimated Requirement for House Keeping	Requirement House Keeping	No. Number of persons to be provided to be decided by contractor on the basis of floor area	Timings 8 am – 4 pm for DO/BO's 9 am – 1 pm for SO's & EDMS
2.	Proforma for Technical Bid			Annexure –B to F
3.	Proforma for Financial Bid			Annexure – G

For complete details and formats of Application Form please log on to Corporation's website www.licindia.in. Application form downloaded from website shall accompany the D.D / Pay Order of `590/- including GST towards non refundable application money and `25,000/- towards EMD at the time of submission of the tender document. **Any change in the terms and conditions or schedule of the tender will be published only on our website www.licindia.in and no advertisements will be published for the same in Newspapers. Tenderers are advised to verify the same before submitting the bids**

Tender fee Rs.590.00 can be deposited in cash at our cash counter F & A department, SCO-3,4,5 Sector-1, Rohtak- 124 001.

Date of issue of Tender : from 25.01.2019 to 18.02.2019
Last date for receipt of Tender : 20.02.2019 up to 3.00 PM
Opening of Tenders received : 21.02.2019 at 11.00 AM

No brokers/intermediaries shall be entertained. The Corporation reserves the right to reject any /all applications without assigning any reason whatsoever.

Sr. Divisional Manager

TERMS AND CONDITIONS OF CONTRACT:

1. Contractor should have an office in Haryana/Delhi/Chandigarh//NCR. Proof to be submitted with technical bid. The agency should have minimum annual turnover of Rs. 25 Lakh during any one of the last three financial years and experience of having executing an order of one client worth Rs. 10 lakhs for any one of the last three financial years.
2. The Contractor shall provide the above said services at such times and in such manner as communicated by the LIC from time to time.
3. The execution of cleaning and housekeeping will be with suitable and uniformed hygiene specialist with mechanized equipments, wherever required, and wet mopping.
4. The cleaning and housekeeping works are to be carried out as per international norms/standards and in such manner that all premises always look neat and clean.
5. The quality and punctuality in rendering of the said services are the essence of the contract and the contractor undertakes to abide by them at all times.
6. Mechanized equipments, wherever required, will be procured by the contractor.
7. The contractor shall ensure that all persons (House keeping persons) employed by him shall be efficient, honest and conversant with the nature of work and language of area/region.
8. No relationship of employer and employee shall be created between the LIC and the employees engaged by the Contractor.
9. The contractor shall provide uniforms to his employees the pattern of which will be different than that of the LIC as followed for its employees and they shall wear them at all time while at work and maintain such uniforms. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc. to its employees.
10. To replace the absent personnel immediately on the same day within one hour of commencement of cleaning/sweeping duty
11. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
12. The contractor alone shall have the right to take disciplinary action against any person(s) engaged/employed by him; while no right whatsoever shall vest in any such person(s) to raise any dispute and/or claim whatsoever against the LIC. The LIC shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the contractor for any purpose whatsoever nor would the LIC be liable for any claim(s) whatsoever of any person(s) of the contractor.
13. In case LIC is required to meet any liability in respect of any person(s) engaged/employed by the Contractor by virtue of their working at the premises of the LIC, it would be open and lawful for LIC to deduct the amount(s) of any such liability from and out of dues payable to the contractor.
14. The contractor shall be responsible for all injuries and accidents to persons, employed by him.
15. The contractor shall be responsible for the conduct and behaviour of his employees. If any employee of the Contractor is found misbehaving with the LIC staff, the contractor shall take necessary and appropriate action immediately.
16. In the event of any loss/damage being occasioned to LIC on account of the negligence of the contractor's employees, the contractor shall make good the loss sustained by LIC either by replacement of the material/equipment or payment of compensation.

17. The contractor shall not appoint any sub-contractor to carry out any obligations under the contract.
18. The contractor shall take proper instructions from LIC for the execution of the contract at the different places and will faithfully comply with the same during the currency of the contract.
19. All members of staff employed by the contractor will be subjected to security check by the LIC's staff while leaving the premises
20. The contractor shall be required to provide **Contact details of the supervisory staff/Controlling Official** so as to ensure proper control for executing the job smoothly and efficiently.
21. The contractor shall give the services on all days during the period of contract as per the LIC's requirement
22. The Contractor's employees will make their own arrangements for food and snacks while at work at their own cost and the LIC will not entertain any financial expenditure or provide any canteen facility.
23. Should the contractor commit any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the LIC from time to time , it shall be open and lawful for the LIC to terminate this agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or contractor at the risk and cost of the contractor and the contractor shall have no right to claim any compensation whatsoever on this account.
24. In the event of any dispute or difference arising out of operation of this agreement, the same shall be referred to the sole arbitrator and the sole arbitrator will be appointed by the Sr Divisional Manager (I/C) of the LIC whose decision shall be final and binding on both the parties. The venue of arbitration shall be at Rohtak. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration.
25. In case of any new addition/change in the areas due to new construction/ relocation of office after submission of the tender, pro-rata rates will be allowed on such additions/changes.
26. All the services under the contract and any other work of similar nature, which will be entrusted to the Contractor from time to time by the LIC are to be rendered without causing any hindrance or disturbance to any staff member of the LIC working during the normal working hours. The work shall be carried out efficiently in consonance and in conformity with the standards of a neatly and hygienically maintained premises.
27. The contractor shall frame appropriate procedure for taking immediate action as may be advised by LIC from time to time.
28. The LIC shall always have the right to conduct a search of the contractor's employees/agents and/or any of their vehicles used for transportation of materials while entering/going out of the LIC's premises or inside the premises.
29. If the LIC notices that the personnel of the contractor has/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the contractor who will devise corrective steps immediately to avoid recurrence of such incidents and report to the LIC its action plan.
30. If any of the personnel of the contractor indulges in theft or any illegal/irregular activities, misconduct, the contractor will take appropriate action against its erring personnel and intimate accordingly to the LIC & will also be responsible for the activities of the persons employed and bear the losses if any in this regard.

31. The contractor shall at all time indemnify and keep indemnified the LIC against any/all claims of/by its employees including but not restricted to the claims under the Workmen's Compensation Act, 1923; payment of Wages Act; Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Minimum Wages Act, 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 personnel of the contractor or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made thereunder, by any person whether in the employment of the contractor or not, who provided or provides the said services under this Agreement. **(On Rs.100/- stamp paper-draft attached)**
32. The employees/agents of the contractor shall never be considered to enjoy any right to enter the premises of LIC by virtue of this agreement or otherwise at any time except with the prior permission of LIC.
33. In the event of failure of the contractor to provide the services or part thereof, as mentioned in this agreement for any reasons whatsoever, the LIC shall be entitled to procure services from other sources and the contractor shall be liable to pay forthwith to the LIC, the difference of payments made to such other sources, besides damages @ Rs. 200.00 per day for the period of failure in providing the services or part thereof.
34. If, at any time, during the operation of this Agreement or thereafter the LIC is made liable in any manner whatsoever by any order, direction or otherwise of any Court, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the present or ex-personnel of the Contractor or to any third part, the contractor shall immediately pay to the LIC all such amounts and costs also and in all such cases/events the opinion of the LIC shall be final and binding upon the contractor. The LIC shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/or from any pending bills of the contractor and if such amount is not fully recovered, the LIC shall be entitled to recover the balance amount through legal recourse.
35. The Contractor further agrees to absolve the LIC from all the liabilities in regard to any statutory enactments to the extent applicable to the service provided by the contractor. It is clearly understood that should the LIC be called upon to make any payment to any authority, the contractor shall reimburse such amounts to the LIC whether such liability arises during the currency of this agreement or after expiry of the period of this agreement. If there would be any claim on the LIC for any default of the contractor or its employees committed during the operation of this Agreement, the contractor shall pay the LIC such amount on demand without protest.
36. It is clearly understood by the contractor that the persons employed by the contractor for providing services as mentioned herein, shall be the employees of the contractor and not of LIC. The number of persons to be employed and the individual person to be employed for providing the said services, shall be decided by the contractor on the basis of his assessment of area and services to be provided who shall be liable to make payments to its said employees towards their monthly wages/salaries and other statutory dues like EPF, ESI, minimum wages, bonus, gratuity, etc.

37. The parties hereto have considered, agreed to and have a clear understanding on the following aspects:
- This Agreement is for providing Housekeeping and is not an Agreement for supply of Contract Labour.
 - The LIC shall not be liable for any obligations/responsibilities, contractual, legal or otherwise, towards Contractor's employees/agents or to the said employees/agents directly and/or indirectly, in any manner whatsoever.
 - That the employees/personnel of contractor rendering the services under this Agreement, shall never be deemed to be the employees of the LIC in any manner whatsoever and shall not be entitled for employment, salary/wages, damages, compensation or anything arising from their deployment by contractor for rendering the said services.
38. In case of any statutory increase in the wages of workers in accordance with the minimum wages notification issued by the appropriate authorities under the Minimum Wages Act from time to time after submission of the tender, the increase shall be set off by the LIC by giving amount payable as per amended/modified minimum wages as mandated by Statutory Authorities.
39. Earnest Money Deposit: EMD of Rs.25000/- should be paid to the Corporation by way of DD or Pay Order payable at Rohtak at the time of submission of tender. EMD of unsuccessful tenderer shall be refunded within one month from the date of finalization of tender. It will not carry any interest. In case of successful tenderer the EMD shall be refunded once the service provider pays Security Deposit to the tune of 10% of value of yearly work order.
40. Number of persons to be provided for housekeeping services is to be decided by the contractor as per their own assessment of the area and services to be provided. In case number of persons mentioned by the applicant is found to be unusually low, the bids submitted by such applicants are liable to be rejected.
41. Entire House Keeping work should be completed before **09:30** hrs on all working days.
42. Timings of the House Keeping Staff may vary according to type of office; it may be Full Day or Half Day with variation in timings. **Housekeeping staff should report for duty at 8.00 AM and remain available up to 04.00 PM (with 1/2 hour lunch break) in the Branches & Divisional Office However the Housekeeping staff should report for duty at 9.00 AM and remain available up to 01.00 PM in all the SO's & EDMS Centre.**
43. LIC of India reserves its right to evaluate the Financial bids comprehensively on the basis of better Technical qualification in case of more than one eligible bidder quoting the same eligible lowest(L-1) rates.
44. In case after opening of the Financial Bids, it is found that there are two eligible bidders who have quoted the same eligible lowest (L-1) rates, then the contract will be split between these two eligible lowest (L-1) bidders in proportion as decided by the Sr. Divisional Manager, LIC of India, Rohtak DO.
45. In case after opening of the Financial Bids, it is found that there are more than two eligible bidders who have qualified the same eligible lowest (L-1) rates, then the contract will be split between the top two eligible L-1 bidders based on the criteria of Average Annual Turn Over of the bidder company/Firm during the last three financial years (I.e. FY 2015-16, FY 2016-17, FY 2017-18) and others factors/ Criteria as the Corporation may deem fit.

46. The applicant shall visit and examine all the sites, adjacent area & roofs wherever applicable and satisfy as to the nature and correct dimensions of work. It shall also obtain its own information on all matters affecting the execution of work. No extra charge made in consequence of any misunderstanding or incorrect information on any of these points on the ground of insufficient description will be allowed. All expenses incurred by the applicant in connection with obtaining information for submitting the application including visit to site and efforts in compiling the application shall be borne by the applicant and no claim for reimbursement thereof shall be entertained.

47. Further the applicant is advised to comply with the provisions amended by the Insurance Laws (Amendments) Ordinance, 2014 as under:

“In terms of provisions of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Ordinance, 2014. Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of 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”.

“In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance, 2014, 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) Ordinance, 2014, who may examine on the oath any Manager, Managing Director or Other Officer of the service provider or contractor where the services are outsourced by LIC of India.”

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 or by the State Government /Central Government and/or any authority constituted by or under any law.

49. The contractor shall adhere to and comply with all the laws that may be applicable to him and will extend all the benefits/privileges as applicable to persons engaged/employed by him including that of Provident Fund, ESI, Workmen’s Compensation Act, Bonus, Gratuity, Minimum Wages Act and Leave, etc. In case of any breach of any law, rules, 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, agent, representative, attorney, person(s) engaged/employed by him for discharging the obligations under this agreement.

50. The Contractor shall obtain appropriate license under the Contract labour(Regulation and Abolition)Act 1970 and the Rules as amended up to date and shall comply with all terms and 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 maintain all registers required under various Acts, which may be inspected by the LIC as well as the appropriate authorities at any time.

52. The Contractor will have to produce the Register of Wages or the Register of Wages-cum-Muster Roll of the preceding month alongwith the bill to be submitted on the 3rd day of every calendar month for verification, to the concerned office of the LIC. The contractor shall ensure that payment credited directly into bank accounts of his employees **through NEFT only**.
53. The material to be used shall be of reputed make as specified or approved by LIC.
54. One month material should always be in stock of the contractor.
55. Details of Workers: Contractor shall provide a list of workers engaged for the services mentioned in the tender along with KYC details of each worker including Photograph etc. Any replacement if any required will be done by the vendor under intimation to LIC.
56. Housekeepers will be paid by the Service Provider wages payable to unskilled workers as per the minimum wage notification issued by appropriate authority of State/Central Govt., whichever is higher.
57. Contractor will also have to produce evidence of having remitted PF & ESI amount of each worker with the concerned authorities every month along with the bills.
58. Applicants registered as MSME/NSIC are exempted from depositing Quotation fee and EMD provided they attach self attested copy of the relevant certificate from the concerned Department of Govt of India to this effect with technical bid).
59. Any change in the terms and conditions of the tender will be published only on our website www.licindia.in and no advertisements will be published for the same in Newspapers. Tenderers are advised to verify the same before submitting the bids.
60. If the Corporation feels that the cleaning/services is improper, the corporation has got the right to direct the vendor to improve the services without any extra payment.
61. The contractor shall pay wages directly to his workmen/employees. The Contractor shall also ensure that no amount by way of commission or otherwise is deducted & recovered from their wages except Statutory Deductions permitted. The contractor will have to produce the sheet with amount on which the worker/employee has received their wages with full details.
62. The contractor should display on the notice board showing rates of wages, no of workers, details of payment of wages, name & address of the inspector etc. as per relevant rules of the Labor Laws.
63. The contractor shall give an undertaking by the 22nd of the following month in favour of the LIC that he has complied with all his statutory obligations.
64. One month is equivalent to all working days in a particulars month excluding all Sundays, 2nd & 4th Saturdays and all holidays under negotiable instrument act.
65. If on any special occasion Corporation needs any assistance from the contractor's housekeeping staff on any holiday that will be paid as rates decided per person per day.

PRE BID MEETING

A Pre bid meeting will be held on **06.02.2019 at 11.00 AM** for clarification if any regarding this tender Any Corrigendum/ modification will be published on our website www.licindia.in and will form part of the original tender.

TERMINATION

1. Either party can terminate this Agreement by giving one month's written notice to the other without assigning any reason and without payment of any compensation, thereof. However, the LIC shall give only a 24 hours' notice for termination of this Agreement to the contractor when there is a major default in compliance of the terms and conditions of this Agreement or the contractor has failed to comply with its statutory obligations. In that eventuality the contractor will move out of the premises of the LIC with his men and material immediately. This discretion of termination of this Agreement by the LIC will be exercised judiciously since the Contractor is rendering the essential and public utility services.
2. If contractor commits breach of any covenant or any clause of this agreement, the LIC may send a written notice to the Contractor to rectify such breach within the time limit specified in such notice. In the event the contractor fails to rectify such breach within the stipulated time, the Agreement shall forthwith stand terminated and the contractor shall be liable to the LIC for losses or damages on account of such breach.
3. This Agreement may be terminated forthwith if either party becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this Agreement.
4. Either party's liabilities for any charges, payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination, and such amounts (if not otherwise due on an earlier date) shall be immediately due and payable on the termination date.
5. Any obligations under this Agreement which either expressly or by their nature are to continue after termination or expiration of this agreement shall survive and remain in effect.

PERIOD OF THE CONTRACT

The contract shall initially be for a period of one year, which may be extended at the discretion of the Corporation by another year and thereafter for a further period of one year on satisfactory performance of the contract on mutual understanding.

SECURITY DEPOSIT

The successful bidder shall provide a cash security for an amount equivalent to 10% of the annual value of the contract through DD/Bank Guarantee amount in favour of "LIC of India" within a period of 15 days from the date of issue of letter of intent. The EMD submitted along with the bid will be adjusted against the Security Deposit, if so desired by the successful bidder.

PAYMENTS

1. The contractor shall submit the bills on a monthly basis (for calendar month) of the Divisional Office building to The Manager (OS) LIC of India, Rohtak Divisional Office and to the office Incharge of the concerned Branch office for the concerned Branch Office/ Satellite Offices under the jurisdiction of the branch along with proof of remittance of ESI, PF and other statutory remittances of the previous month. The payments of bill will be made within 7days from the date of submission the bills. If bills are not settled within seven days on presentation by the contractor, the LIC shall pay on account payment to the extent 75% of the bill amount which shall be accounted for while finally settling the bills.
2. Payment to the Contractor will be made after he provides the requisite documents of having fulfilled all statutory obligations of payments of wages and contributions towards EPF & ESI with the statutory authorities of the preceding month.
3. Tax at source will be deducted as per the Income Tax Rules applicable from time to time.

PENALTY CLAUSE

- a. If Daily Schedule as per 'Clause a' of Annexure "A" is not adhered to by the contractor, a penalty of 200/- per day will be imposed.
- b. If Weekly Schedule as per 'Clause b' of Annexure "A" is not adhered to by the contractor, a penalty of 200/- per week will be imposed.
- c. If Monthly Schedule as per 'Clause c' of Annexure "A" is not adhered to by the contractor, a penalty of 200/- per month will be imposed.
- d. For not using approved material as per 'c' of Annexure "A", MRP of each item not used will be deducted from the bill.
- e. Recovery of ` 100/- per day for supervisor not responding.
- f. Shortfall in the Supply of the House Keeping Material /Manpower will be made good by LIC Office at the cost of the vendor with a provision of penalty of Rs. 200.00 per day.

Annexure- A

SCOPE OF WORK OF HOUSEKEEPING SERVICES:

(1) Scope of Work of Housekeeping persons at Divisional Office, Rohtak Building.

House keeping work Divisional Office, SCO – 3,4,5 Sector-1, Rohtak- 124001	• Sweeping and mopping of passage. • Sweeping and wet mopping of reception area, General office Area and Cabins etc with deodorant disinfectants. • Clearing and wet cleaning of waste paper baskets. • Dusting of partitions, doors, walls and Venetian Blinds. • Cleaning of window glasses from inside. • Cleaning of main entrance glass doors/wooden doors. • Cleaning of all cermet/wooden walls. • Cleaning of wash basin, urinals and mirrors etc. in all the toilets. • Scrubbing and Cleaning of all toilets flooring. • Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins at regular intervals(at least twice a day) throughout the day • Cleaning of Chambers, cubicles, reception area, service area common area, passages, lift area, pantry etc. • Wet cleaning of staircase of all floors with the help good quality soap. • Sweeping and mopping of open terraces. • Sweeping and mopping of fire exit staircase. • Cleaning Office Equipments etc. • Cleaning (Dry) of Car parking area, entire premises within the boundary walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated. • All the waste, garbage collected, malwa etc should be removed from every floor and the premises. (All equipments/materials required for cleaning as described above will be provided by the Contractor)
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NOTE: Vendors are requested to visit the above mentioned premises/ locations before quoting their rates between 11 am to 4 pm from Monday to Friday.

(2) Scope of Work of Housekeeping persons at all the 11 branches under the jurisdiction of Rohtak DO and their 13 S.O.'s & EDMS Centre located at various places

Housekeeping work	Work to be done
i) All the 11 branches of DO, 13 S.O.'s & EDMS Centre located at various places on page no 1 & 2.	• Sweeping and mopping of passage. • Sweeping and wet mopping of reception area, General office Area and Cabins etc with deodorant disinfectants. • Clearing and wet cleaning of waste paper baskets. • Dusting of partitions, doors, walls and Venetian Blinds. • Cleaning of window glasses from inside. • Cleaning of main entrance glass doors/wooden doors. • Cleaning of all cermet/wooden walls. • Cleaning of wash basin, urinals and mirrors etc. in all the toilets. • Scrubbing and Cleaning of all toilets flooring. • Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins at regular intervals(at least twice a day) throughout the day. • Cleaning of Chambers, cubicles, reception area, service area common area, passages, lift area, pantry etc. • Wet cleaning of staircase of all floors with the help good quality soap. • Cleaning, sweeping and mopping of open terraces. • Sweeping and mopping of fire exit staircase. • Cleaning Office Equipments etc. • Cleaning (Dry) of Car parking area, entire premises within the boundary walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated. • All the waste, garbage collected, malwa etc should be removed from every floor and the premises. (All equipments/materials required for cleaning as described above will be provided by the Contractor).

NOTE: Vendors are requested to visit the above mentioned premises/ locations before quoting their rates between 11 am to 4 pm from Monday to Friday

2. (a) DAILY SCHEDULE:

Daily Schedule for Cleaning/Sweeping shall be as under:

1. Sweeping and mopping of all cabins & area- twice in a day with Phenyle.
2. Dusting of all furniture, walls, ceiling, curtains, venation blinds early in the morning before 9.30 a.m.
3. Cleaning, Washing & replacing the dustbins after removing the waste material from the dustbins.
4. Dusting and cleaning of doors, windows, glass panes, partition walls, AC machines, water cooler, fridge etc.
5. Cleaning toilets, removing stains on floors & walls, keeping air fresheners, filling liquid soap of approved quality in the morning & keeping urinal cubes etc.
6. Cleaning and drying all the toilets at least twice a day.
7. Pantries- removing muck, cleaning and washing of platform drains, sink etc. twice a day.
8. Cleaning of Buckets/Mugs by liquid soap /cleaner on daily basis.
9. Cleaning (Dry) of Car parking area and entire premises within the boundary walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated
10. The waste and the eatables in dustbins and waste papers baskets should be removed daily at regular intervals during office Hours without fail
11. The entire building area housing the offices (including the basement, and open area) corridors, staircases
12. Cleaning of carpets, curtains & sofa manually with brush.
13. Cleaning of window panes, frames and grills etc.
14. Provision of branded Air freshener spray for the chambers of all managers.
15. Providing good quality (approved list) soaps/liquid soap in good soap dispenser wherever needed, in sufficient quantity, based on consumption/need at all times—to be checked twice in a day.

(b) WEEKLY SCHEDULE:

1. Washing of floors with soap/stain cleaner, removing of webs/insects from walls, ceiling, under tables/chairs/cup boards etc. with vacuum cleaner.
2. Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap, stain cleaner.
3. Polishing of floors.
4. Vacuum cleaning of carpets, curtains and sofa.
5. Brass polishing preferably on Saturday.
6. Wet Cleaning of all dustbins and waste paper baskets.
7. Cleaning, sweeping & mopping of all open terraces.
8. Cleaning of cermet/wooden walls.
9. Wet cleaning of staircase of all floors with the help good quality soap.
10. Sweeping and mopping of fire exit staircase.
11. Cleaning, Sweeping and mopping of all open terraces/roofs in the premises.
12. Removal of all the waste, broken furniture or malwa if any.

(c) MONTHLY SCHEDULE

1. Cleaning of the Over Head water Tanks/under Ground water Tanks at least once in Three months

(c) LIST OF APPROVED MATERIAL:

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

S.No.	Description of Material required	Manufacturing and Brand Names
1.	Flush Cleaner, Phenyle, lizol	Harpik, Bengal Chemicals/ similar brands
2.	Odonil/Air freshener installation/ refilling	Dabur (India)/Ambipur / similar brands
3.	Stain/Glass cleaner	Colin/ similar brands
4.	Toilet paper roll	Sandal, Lavender/ similar brands
5.	Liquid Soap	Dettol, Lifebuoy/ similar brands
6.	Cleaner/	Scorch Brite scrubbers/Vim bar/ similar brands
7	Any other material required for house keeping	Reputed brands material

However, the scope of work may be varied by the LIC with prior notice to the contractor.

TECHNICAL BID

ANNEXURE-B

(Application on the service provider's letterhead)

To

**Chairman,
Stores Committee,
L.I.C. of India, '
SCO 3, 4,5 Sector-1
Divisional Office, Rohtak-124001**

Sub: Tender for providing Housekeeping services.

Dear Sir,

With reference to the above, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for giving housekeeping services at the mentioned premises.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the tender. We also confirm that the offer shall remain valid for Six Months from the date of the offer.

We understand that the Corporation is not bound to accept the offer either in part or in full and that the Corporation has right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose Demand Draft/Pay Order payable at Rohtak for Rs. 590/- including GST (towards non refundable application fee) and `25000/- towards EMD favoring LIC of India. Details of the same are as under:

Details of Demand Draft	Application Fee of ` 590/- including GST	EMD of ` 25,000/-
Demand Draft / Pay Order No.		
Date of Demand Draft / Pay Order		
Name of Issuing Bank		

Yours faithfully,

Authorised Signatory
(Name / Designation and Seal of the firm / company)
Date:

TECHNICAL BID

Annexure C

SERVICE PROVIDER PROFILE

1. Name of the Organization and Address
2. Year of Establishment
3. Status of the Organization
(Whether Pvt. Ltd. Company / Public Ltd. Company / Partnership Firm / Proprietorship)
4. Name of Directors / Partners / Proprietor

Sr.No.	Name	Phone No.	Mobile No.	E-mail ID

5. Whether registered with the Registrar of Companies / Registrar of Firms? If so, submit duly certified copies of Partnership deed, Certificate of Incorporation, etc...
6. (a) Name and address of Bankers
 - i)
 - ii)
- (b) Turnover of the Company /Partnership Firm/ Proprietorship for the Financial Year 2015-16, 2016-17, 2017-18, (Please attach a copy of audited Balance Sheet and Profit & Loss Account for all the three years.)

Sr.No.	Financial Year	Turnover (` in Lakh)
1	2017-18	
2	2016-17	
3	2015-16	

7. Whether an assessee of Income Tax?. If so, mention Permanent Account Number. Furnish duly certified copies of Income Tax Returns of any of the 3 Financial Years out of last 4 Financial Years i.e 2014-15, 2015-16, 2016-17 & 2017-18
8. Is your company/firm ISO Certified: Yes/No (If yes, attach self attested copy of latest ISO certification)
9. Since when and how long your Company / Firm has been providing Housekeeping/Attendant Services:
10. Total No. of workers deployed by you as on the date with various clients: _____ (Attach copies of latest ESI mly contribution statement & PF ECRs filed with the Authorities)
11. TAN no.-
12. Are you registered under GST Act. _____ (Attach self attested copy of latest GST Return)
13. Have you ever been blacklisted by any organization: Yes/NO (If yes, furnish details)

Authorised Signatory

(Name / Designation and Seal of the firm / company)

Date:

TECHNICAL BID

ANNEXURE-D

DECLARATION

1. I / We have read the instructions appended to the Proforma and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Corporation, on the basis of the information given by me / us can be treated as invalid by the Corporation and I / We will be solely responsible for the consequences.
2. I / We agree that the decision of the Corporation in selection of Service providers will be final and binding on me / us.
3. All the information furnished by me hereunder is correct to the best of my/our knowledge and belief.
4. I / We agree that I / We have no objection if enquiries are made about the work performance with clients mentioned in ANNEXURE-E.
5. I / We further declare that I/We am/are not black listed in any of the LIC Office/ banks/PSU/Govt./Semi Govt./Quasi Govt. Departments in India as on date of submission of BID
6. I/We hereby confirm that we have visited the areas/offices mentioned in the tender document and have quoted the rates after assessing the requirements mentioned therein.

SIGNATURE:

NAME & DESIGNATION:

SEAL OF THE FIRM / COMPANY:

PLACE:

DATE:

TECHNICAL BID

ANNEXURE-E

Details of existing clients:

(Separate page must be submitted for each Client- Minimum three clients)

Name of the Company	
Address of the Company	
Name, designation of contact person with telephone no. and e-mail ID	Name: Designation: Landline No.: Cell No. : Email ID:

**AUTHORISED SIGNATORY
NAME / DESIGNATION AND
SEAL OF THE FIRM / COMPANY**

Date :

TECHNICAL BID

Requirement of Technical Bid

ANNEXURE-F

Parameter	Requirements	Document enclosed YES/ NO/ N.A.
1. Application	Application as per Annexure B	
2. Service provider's profile	Service provider's profile as per Annexure C.	
3. Declaration by service provider	Declaration by service provider as per Annexure D.	
4. Notarized stamp paper	Notarized stamp paper of `100/- giving undertaking as per para 31 of Terms & condition	
5. Registration in case of Partnership Firm / Company	Copy of Partnership deed, Certificate of Incorporation, etc..	
6. Copies of audited balance sheet & P&L A/c.	Certified copies of audited balance sheet & P&L A/c for the year 2017-18,2016-17 & , 2015-16	
7. Details of existing clients.	Details of existing clients as per Annexure E.	
8. Application fee and EMD	DD/Pay Order of `590/- & `25000/- respectively towards application money and EMD respectively.	
9. Minimum annual turnover of `25 lakhs' during any one of the last three years.	As per sr.no.6 above	
10. Experience of having executed an order of one client worth `10.00 lakhs for any one of the last 3 years.	Certified copies of work order (s) / Agreement (s).	
11. ESI Certificate	Certified copy of ESI Registration Certificate	
12. Registration under Employee Provident Fund Act, 1952	Certified copy of Registration under Employee Provident Fund Act, 1952	
13. PAN Card	Certified copy of PAN Card	
14. Income Tax Returns	Certified copies of IT Returns of any of the 3 FYs out of last 4 FYs i.e. 2017-18,2016-17,2015-16 & 2014-15	
15. GST IN registration	Certified copy of GST registration	
16.No.of person to be engaged for housekeeping (As per clause 40 of Term & Conditions of Tender Notice)		
17.Firm registration as MSME/NSIC	attach proof if any	
18. whether the proprietor /owner of the firm belongs to SC/ST	please specify & attach proof	

AUTHORISED SIGNATORY

NAME / DESIGNATION AND SEAL OF THE FIRM / COMPANY

Date:

AFFIDAVIT

(To be given on stamp paper of `100/-)

I / We, authorized representative of _____, being Indian Company / Sole Trading Company / Partnership Firm, registered under _____ bearing registration no. _____ having office at _____ do hereby solemnly affirm and state as under :-

Whereas Life Insurance Corporation of India has floated a tender for Appointing House Keeping in respect of the same, I / we being one of the Bidders, confirm that I / We strictly follow various laws as mentioned in para 29 of General Instructions and other pages of this tender.

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.

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

Solemnly affirmed at _____ this _____ day of _____ 201.

Before me

Notary

**Signature of the Vendor
NAME / DESIGNATION AND
SEAL OF THE FIRM / COMPANY**

Date:

FINANCIAL BID INSTRUCTIONS FOR HOUSE KEEPING SERVICES ANNEXURE –G

**(To be submitted in a separate sealed cover and marked as “Financial Bid”)
(For 01 Div.office + 11 BO’s + 13 S.O.’s + 01 EDMS)**

- Rates should be quoted as per Central/State Wages Act (whichever is higher) for housekeeping staff on per month & per person basis (and other by law applicable inclusive of statutory liabilities, taxes levies etc)
- Bidders are required to provide the full breakup of the amount quoted (Wages + Material cost+ Service charges+ESI+PF+ Labour welfare fee)
- Material should comprise of Branded items as given in Approved list and the rates should be quoted according to area inspected.
- 7.5% Service charges (minimum) should be mentioned in the bid excluding cost of material
- In case the administrative/service charges quoted by the contractor in the breakup are found to be less than 7.5% of the total wages excluding the cost of material mentioned the tender is liable to be rejected. Administrative/service charges should be specified correctly and will not change during the period of contract.
- Number of persons to be provided for housekeeping services to be decided by the contractor as per their own assessment of the area given on page no-1 (A) and proper & efficient services are to be provided.
- Minimum wages will vary as per Government notification from time to time.

NOTE: Rates to be quoted on Monthly Basis, inclusive of all charges, but excluding GST which will be reimbursed separately as per prevailing rates.

LIC of India reserves its right to evaluate the Financial bids comprehensively on the basis of better Technical qualification in case of more than one eligible bidder quoting the same eligible lowest(L-1) rates.

In case after opening of the Financial Bids, it is found that there are two eligible bidders who have quoted the same eligible lowest (L-1) rates, then the contract will be split between these two eligible lowest (L-1) bidders in proportion as decided by the Sr. Divisional Manager, LIC of India, Rohtak DO.

In case after opening of the Financial Bids, it is found that there are more than two eligible bidders who have qualified the same eligible lowest (L-1) rates, then the contract will be split between the top two eligible L-1 bidders based on the criteria of Average Annual Turn Over of the bidder company/Firm during the last three financial years (I.e. FY 2015-16, FY 2016-17, FY 2017-18) and others factors/ Criteria as the Corporation may deem fit.

Seal and Signature of Authorized Signatory of the Company

Dated:

Financial Bid for House Keeping Services
ANNEXURE – G
(To be submitted in a separate sealed cover and marked as “Financial Bid”)
Annexure G –i

Total Charges for Housekeeping work of all locations (Amount in figures)	Amount in words

Complete Breakup of above G (i) (amount to be provided below)
Annexure G -ii

Sr No	Item	Amount
1	Wages (For one Housekeeping worker)	
2	PF	
3	ESI	
4	Labour Welfare Fee	
5	Total Wage for one worker	
6	Service Charge (one person)	
7	Total Cost for each worker	
8	No of Housekeeping persons. as per contractor's assessment * Give details in annexure G - iii	
9	Total cost for all workers (6 X 7)	
10	Cost of material * Give details in annexure G - iii	
11	Any other item	
12	9 + 10+11 (Gross value of the Housekeeping Services)	

- GST will be reimbursed separately as per the prevailing rates.
- Bidders are required to provide the full breakup of the amount quoted (Wages + Material cost+ Service charges)
- **NOTE:** Rates to be quoted on Monthly Basis, inclusive of all charges, but excluding GST which will be paid separately as per the prevailing rates.

Seal and Signature of Authorised Signatory of the Company

Date

Financial Bid for House Keeping Services [Complete Breakup of above G (ii), amount to be provided below]

Annexure G- iii

Sr. No	Name of Office	Minimum wages (for one house keeping worker) 1	EPF 2	ESI 3	Labour Welfare Fee 4	Total Wage for one worker 5	Admn./Service charges for one worker 6	Gross wages for each worker 7	No. of persons as quoted 8	Total cost of all workers 9	Cost of Material 10	Any other item 11	Total cost 12
1	RohtakDO												
2	Hansi												
3	Bahadurgarh												
4	Gohana												
5	Tohana												
6	Hisar-1												
7	Bhiwani												
8	Hisar-2												
9	Sonepat												
10	Narnaul												
11	Sirsa												
12	BO Rohtak												
13	Adampur												
14	Barwala												
15	Jhajjar												
16	Kharkhoda												
17	Mahendrgarh												
18	Meham												
19	Ratia												
20	CLIA Rohtak												
21	CLIA B.garh												
22	Ellenabad												
23	Kosli												
24	CLIA Bhiwani												
25	Gannaur												
26	EDMS												
	Grand Total												

Seal and Signature of Authorised Signatory of the Company

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OS Department, Divisional Office, SCO- 3,4,5 Sector-1, Rohtak-124001
Tel: 01262 228329, E-mail: os.rohtak@licindia.com