

TENDER DOCUMENT

FOR

PROVIDING HOUSEKEEPING SERVICES

AT

"JEEVAN PRAKASH" BUILDING, MUGLISARA, SURAT.

"JEEVAN SAMMRUDHI" BUILDING, NANPURA, SURAT.

&

STAFF QUARTERS

"JEEVAN PARIWAR" CAMPUS,
TIMALIAWAD, NANPURA
SURAT.

&

BRANCH OFFICES
UNDER SURAT DIVISION

Date of issue: 29th November, 2015

Last date of submission: 15th December, 2015, by 12.00 noon.

(Signature of vendor with seal)



LIFE INSURANCE CORPORATION OF INDIA

Divisional Office: "Jeevan Prakash",
Muglisara, Post Box No- 239, Surat-395003
Tele: (0261) 2801002, 2801003

Tender Notice

LIC of India, Surat Divisional Office, Surat intends to hire the services of Agencies/firms/organisations for (1) Security Services (2) Housekeeping services for its premises at "Jeevan Prakash", 'Jeevan Sammrudhi' & 'Jeevan Pariwar', Customer Zone and some of our Branch Offices.

For complete details and tender documents please contact the OS Department, Surat D.O. at the above address between 10.30 am to 3.30 pm or log on to www.licindia.in and click on to "Tender for Security services & Housekeeping Services for offices under Surat Division" under the link "Tenders".

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

Last date for submitting bid documents is 12.00 noon on 15 .12.2015.

Date: 29.11.2015

Sr. Divisional Manager

Place: Surat



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TENDER DOCUMENTS FOR PROVIDING

Serial Number of Category	Name of the Category
02	Housekeeping services

On Contractual Basis for its offices at Surat Division 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.

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Scope of Work for Housekeeping services

1. The successful Bidder will have to provide Housekeeping services to LIC of India, Surat Division for its 'Jeevan Prakash', 'Jeevan Samruddhi' & 'Jeevan Pariwar' premises and also some of the Branch Offices and Satellite offices (as mentioned in 'Annexure-II') by deploying their personnel to the satisfaction of LIC of India, Surat in consistency with LIC of India standards and instructions issued by appropriate LIC of India officials from time to time.
2. The Service Provider shall ensure that all its personnel deployed to provide services shall be efficient, skilled and honest. It shall provide Uniforms to its workmen and also ensure their neatness and cleanliness. The workmen shall also be provided with Identity card by the Service Provider.

SCOPE OF WORK & OTHER TERMS & CONDITIONS

The Service Provider will have to engage suitably qualified and trained personnel to carry out the following Services mentioned below:

For 'Jeevan Prakash' Premises:

1. Sweeping and mopping of all floors, passages, staircases, halls, rooms, lifts, reception area and external area on all 5 floors and wherever directed by the authority at least thrice daily.
2. Sweeping and mopping of all office areas including cabins and attached toilets on all floors at least thrice daily.
3. Emptying of all dustbins and collection of garbage of all the floors and also cleaning of dustbins.
4. Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses of toilets, taps/ fixtures, buckets, mugs, etc; at least four times a day with good quality of detergents and disinfectants on all the concerned floors. Filling and refilling of (i) Liquid Soap, (ii) Air Fresheners (stick / round / etc.), (iii) Naphthalene Balls / Sani Cubes to deal with bad odour and germs. To also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also in case of any problems relating to plumbing, breakage, etc., bringing it to the notice of the designated official of OS Department
5. Weekly cleaning and dusting of tables, chairs, partitions, window glasses, sofas, wooden racks, steel cabinets, etc on all the concerned floors and the cabins.
6. Removing cobwebs weekly and dusting of fans, tubelights and fittings.

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7. Daily sweeping of parking area of the 'Jeevan Prakash' premises before 10 am and collection and proper disposal of garbage/dry leaves etc. Weekly washing of the parking area, preferably on Saturday afternoon.

8. Daily cleaning of the pantry area located at second Floor.

9. Sweeping and mopping of the Sports room at least once daily and cleaning of cobwebs, racks at the room weekly.

10. Maintaining the garden at 'Jeevan Prakash' premises by regular trimming of grass, watering trees and plants and other related gardening jobs on a daily basis

11. Any other work related to above and as instructed from time to time.

The cleaning schedule should commence from 9.00 to 5.00 pm. The cleaning routine is attached herewith for necessary guidance and information.

For 'Jeevan Pariwar' Premises:

Sweeping and mopping of all floors, passages, staircases, reception area and external area of all 9 buildings and wherever directed by the authority at least twice daily.

Collection of garbage and proper disposal of the same from all flats on all floors of all 9 buildings.

Sweeping of all parking areas on a daily basis together with collection and proper disposal of all waste from the compound.

Sweeping and cleaning of internal roads daily.

Terraces of all buildings wherever applicable to be cleaned at least twice in a month.

Maintaining the garden by regular trimming of grass, watering trees and plants and other related gardening jobs.

Trimming of overgrown grass & trees during the pre monsoon and post monsoon season.

The cleaning schedule should commence from 9.00 am to 5.00 pm.

For 'Jeevan Samruddhi' Premises:

Sweeping and mopping of all floors, passages, staircases, halls, rooms, lifts, reception area and external area on all 6 floors and wherever directed by the authority at least twice daily.

Emptying of all dustbins and collection of garbage of all the floors and also cleaning of dustbins.

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Removing cobwebs from corridors & common areas weekly and dusting of tubelights and fittings.

Daily sweeping of parking area of the 'Jeevan Samruddhi' building premises before 10 am and collection and proper disposal of garbage/dry leaves etc. Weekly washing of the parking area, preferably on Saturday afternoon.

The cleaning schedule should commence from 9.00 am to 5.00 pm.

Any other work related to above and as instructed from time to time.

For Branches, SO's & Customer Zone and Surat CBO-7 & CBO- 10:

Sweeping and mopping of floors, passages, staircases, halls, rooms, lifts, reception area and external area of the offices and wherever directed by the authority at least thrice daily.

Sweeping and mopping of all office areas including cabins and attached toilets on all floors at least thrice daily.

Emptying of all dustbins and collection of garbage of all the floors and also cleaning of dustbins.

Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses of toilets, taps/ fixtures, buckets, mugs, etc; at least four times a day with good quality of detergents and disinfectants on all the concerned floors. Filling and refilling of (i) Liquid Soap, (ii) Air Fresheners (stick / round / etc.), (iii) Naphthalene Balls / Sani Cubes to deal with bad odour and germs. To also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also in case of any problems relating to plumbing, breakage, etc., bringing it to the notice of the designated official of OS Department

Weekly cleaning and dusting of tables, chairs, partitions, window glasses, sofas, wooden racks, steel cabinets, etc on all the concerned floors and the cabins.

Removing cobwebs weekly and dusting of fans, tube lights and fittings.

The housekeeping staff may also be required to do any other jobs as directed by the authority.

The cleaning schedule should commence from 9.00 am to 5.00 pm.

Any other work related to above and as instructed from time to time.

For 'Jeevan Chhaya Guesthouse, JS-6 & VVIP Guesthouse.

1. Sweeping and mopping of the floors & reception area and external area in and around the guesthouses and wherever directed by the authority at least twice daily.

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2. Emptying of all dustbins and collection of garbage of all the floors and also cleaning of dustbins.
 3. Dusting of all furniture like chairs, tables, sofas, cabinets on daily basis.
 4. Daily cleaning of the kitchen areas at the guesthouse including kitchen platforms, shelves, gas stove, etc.
 5. Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses of toilets, taps/ fixtures, buckets, mugs, etc; at least four times a day with good quality of detergents and disinfectants on all the concerned floors. Filling and refilling of (i) Liquid Soap, (ii) Air Fresheners (stick / round / etc.), (iii) Naphthalene Balls / Sani Cubes to deal with bad odour and germs. To also undertake regular inspection of the toilets and ensure necessary cleaning and mopping of the same. Also in case of any problems relating to plumbing, breakage, etc., bringing it to the notice of the designated official of OS Department
 6. Weekly cleaning and dusting window glasses, doors, glass fixtures etc,
 7. Maintenance of the garden at 'Jeevan Chhaya' guesthouse, by ensuring trimming of the grass & lawn, watering the plants and also conducting pre & post monsoon trimming.
 8. Removing cobwebs weekly and dusting of fans, tubelights and fittings.
 9. Any other work related to above and as instructed from time to time.

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TENDER SCHEDULE

Name of Service	Providing Housekeeping services at various offices/premises of Surat Division
Tender documents	Tender forms will be issued on payment of Rs. 250/- in cash as non- refundable tender fees from OS Department, (Ground Floor) Surat D.O. at LIC of India, 'Jeevan Prakash' Building, Muglisara, Surat-395003, between 10.45 am to 3.30 pm from 30.11.2015 to 14.12.2015.(10.45 am to 12.30 pm on Saturdays). Tender forms may also be downloaded from our website www.licindia.in by clicking on "Tender for Housekeeping services & Housekeeping Services for offices under Surat Division" under the link "Tenders".
Earnest Money Deposit	EMD of Rs. 35000/- (Interest free) by Pay order / Demand Draft in favour of LIC of India, payable at Surat should be enclosed along with the Technical Bid.
Pre-bid meeting	A pre bid meeting of the tenderers will be held on 11th December 2015 at 12 noon at 'LIC of India, 'Jeevan Prakash' Building, OS Dept, (Ground Floor) Muglisara, Surat-395003. Modification/amendment in the tender conditions if any consequent to the pre bid meeting shall be published by way of corrigendum in our website under the heading Tenders.
Date of Sale of Tender Documents	From 29th November, 2015 to 14th December 2015.
Last date of submission of Tenders	12.00 hours on 15/12/2015.
Date and time of opening the Technical Bid	3.00 pm (15.00 hrs) on 15.12.2015
Date and time of opening the Financial Bid	Shall be intimated later on.
Contract period	One year term, which can be renewed on the same terms and conditions for second /third years if the performance of the service provider is found satisfactory to LIC.
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	90 days from the opening of the tenders

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INSTRUCTIONS TO BIDDERS (FOR HOUSEKEEPING SERVICES)

1. The tender forms will be available from 29.11.2015 to 14.12.2015 between 10.45 am and 3.30 pm on week days and between 10.45 am and 12.30 pm on Saturdays (excluding Holidays and Sundays) on payment of Rs. 250/- (Rupees Two hundred fifty only) in cash at the cash counter of Surat DO or DD drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Surat from the office at the above address. A receipt showing miscellaneous receipt will be issued through the cash department. For the tender forms downloaded from website, DD for Rs 250/-(non-refundable) payable at Surat to be enclosed along with Technical Bid towards the cost of tender application.

2. The last date for submission of filled in tenders (both technical and financial bids along with EMD amount) is 15.12.2015 upto 12.00 noon. The offers received after the last date and time mentioned above will not be considered.

3. The filled in tenders for each category should be submitted at the OS Department, Surat Divisional Office (Ground Floor) addressed as under:

**The Chairman
Stores Committee
LIC of India
Jeevan Prakash Building,
Surat Divisional Office,
Surat -395003.**

4. The technical bid will be opened on 15.12.2015 at 03.00 pm in the presence of bidders or their authorized representatives who may like to be 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 further and EMD will be forfeited.

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The envelope containing EMD shall be opened simultaneously with the opening of technical bid and the EMD will be encashed (accounted for) into account of the Corporation.

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 part.
- iii) Financial part.
- iv) EMD and Tender Fee

The offers are to be submitted in 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**) superscribing as "**Technical Bid for Housekeeping services at Surat Divisional Office**". The envelope shall contain the addressee's details and details of the bidder also.

06. The price bid for the category Housekeeping Services shall contain only financial details i.e., rate per person inclusive of all Taxes(excluding Service Tax) and all statutory & mandatory Charges per months for 8-hours duty and other financial implications .

The Financial Bids will be placed in the **Envelope - II** and superscribed with "**Financial bid for Housekeeping services at Surat Divisional Office**".

07. **Envelope-III** will contain DD for EMD amount of Rs.35000/- in the form of Demand Draft in favour of "**Life Insurance Corporation of India**" payable at Surat and the Miscellaneous Receipt of the tender fee of Rs.250/-. superscribing as "**Earnest Money Deposit and Tender Fee for Housekeeping services for offices at Surat Division.**"

All the above three envelopes will be placed in a fourth envelope (**Envelope – IV**) and sealed and submitted to the OS Department at the address given above before the last date and time. The envelope must be super scribed with "**Tender for Housekeeping services, for offices at Surat Division.**"

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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.250/- (Rupees two hundred fifty only) will be remitted in the form of DD drawn on any nationalized/Scheduled Bank in favour **of Life Insurance Corporation of India payable at Surat.**

9. Refund of EMD: - EMD shall be refunded as under:

(i) EMD of all disqualified Vendors / bidders shall be refunded within one month's time after scrutiny and submission of Technical Assessment Report by the Relevant Committee/Competent authority.

(ii) EMD of other bidders (except lowest 1) shall be refunded within one month's time after opening of Financial Bids/declaration of successful bidders.

* EMD of lowest bidder may be adjusted against the amount of Security Deposit.

* In case the lowest (L1) vendor / bidder refuses to sign the agreement within the prescribed time, a notice shall be served to him by giving seven days time to fulfill the conditions and sign the agreement, failing which his EMD amount lying /retained with us shall be forfeited without any further correspondence and he will be deemed to have abandoned the work.

(iii) EMD shall not earn any interest.

Sr. Divisional Manager, Surat Division will be the competent authority to refund / forfeit the EMD amount.

LIC of India, Surat Divisional Office, 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 Bank in favour of Life Insurance Corporation of India payable at Surat 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 Gujarat Shops & Establishment Act.
- b) Copy of the PAN no., as allotted by the Income Tax Department.
- c) Certificate of the Labour Licence/Statutory Licences as required by any Central or State Govt.Act.
- d) Copy of the Service Tax 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/Balance Sheets & Revenue A/C having a turnover of at least 50 lakhs for last three years.
- 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 03 (three) 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. In case of identical lowest bid by more than one bidder, the selection will be made by giving priority to the agency having more turn over. In case more than one bidder quoting the lowest identical price then decision will be taken on the basis of the agency having highest turn over for the year 2014-15.

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18. Agency/firm must have an establishment having good infrastructure in South Gujarat preferably in Surat city.
 19. 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.
 20. The Agency should be on the approved panel of at least 03 reputed organizations of Surat out of which at least one should be Public Sector or Government Undertaking.
 21. The Agency is required to provide its NEFT details along with the tender documents.
 22. The firms/Agency who are on our panel are also required to apply a fresh, if interested.
 23. 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 DO, (Ground Floor) Surat 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 etc.
 24. 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, Surat Divisional Office desires to engage the services of an agency for providing Housekeeping services during working hours and as & when required at the offices /premises at Surat. The tentative number of personnel required may vary between 25-30.

2. Tender which is received on account of any reason whatsoever including postal delay etc. after the expiry of time and date i.e 15.12.2015 at 12.00 noon 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, EMD and Price Bid) duly filled in with the relevant documents / information in the Tender Drop Box in the OS Department, at the address given below :

OS Department, (Ground Floor)

"Jeevan Prakash' Building,

LIC of India, Surat Divisional Office,

Muglisara, Surat- 395003.

4. All columns of the tender documents must be duly filled in legibly and no column should be kept 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 to be duly initialled by the tenderer. The Corporation reserves the right to reject the incomplete tenders or in case where information submitted / furnished is found incorrect.

5. In case the space in the tender document is found insufficient, the vendors may attach separate sheets.

6. The offer should remain valid at least for a period of 03 months (Three months) to be reckoned from the date of opening of "Technical Bid".

7. 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".

8. The Technical bids will be opened on 15.12.2015 at 15.00 Hrs (3PM) 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.

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9. Corporation reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

10. Canvassing in any form will disqualify the tenderer.

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

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

13. 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 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.

14. 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 circumstance "the Corporation" is made liable to pay any such compensation, "the Agency" will indemnify / reimburse "the Corporation" full extent.

15. 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 out in the scope of work is not adhered to by the contractor, a penalty of 500/- per week will be imposed.

c. For not using approved material (as given in Annexure-III) MRP of each item not used will be deducted from the bill.

d. Recovery of 200/- per day for supervisor not visiting daily.

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16. The Agency Providing Housekeeping services shall provide the names, local and permanent addresses, and mobile no if any of the personnel deployed to "the Corporation.

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

18. 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.

19. 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.

20. 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.

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

22. 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."

23. It will be the responsibility of "the Agency Providing Housekeeping services to pay wages to its Personnel by way of cheque or 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 should also ensure compliance of all the Labour Laws and statutory requirements/obligation applicable.

24. 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 put up 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:

(Signature of vendor with seal)



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(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)

(vi) 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.

(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.

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 Department as amended from time to time and a certificate to this effect shall be provided to the agency.

25. 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.

26. 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.

(Signature of vendor with seal)



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27. The Office will have an approximate requirement of around 25-30 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.

28. The period of contract is for one year from the date of approval of the tender with a provision to renew the contract on the same terms and conditions with mutual consent for second and third years. Corporation reserves the right to pre-mature termination of the contract / agreement without assigning any reason thereof by giving three months notice before the expiry of the contract period.

29. Selected Bidder should submit the deed of Agreement/Contract with LIC Of India, Surat Divisional Office 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 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 Lowest1 bidder. However LIC of India at its discretion may cancel the tender and the decision will be final and binding. On signing of the agreement, the Corporation will issue work order and the Agency shall start its work within three days from the date of receipt of work order.

30. 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 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.

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

The Workers/Helpers of the Contractor are required to have minimum experience and possess the minimum qualifications as under:

Cleaners/sweepers (Un-Skilled): 3 years Experience and 7th Class Pass.

32. 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/showcause to the agency concerned.

33. 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

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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 selected tenderer shall be entertained on any account during the period of the contract.

34. Agreement Period: The contract for Housekeeping services shall be valid for One Year from the date of execution of agreement and issuance of work order. After further review and evaluation, can be renewed further for one or two more years on the same terms and conditions. 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.

35. 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.

36. 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.

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

38 The Agency Providing Housekeeping services shall ensure that all personnel deployed by it shall be efficient, skilled and 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 adequate number of workers to ensure quality work. The selected service provider shall clearly mention the same in the covering letter.

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

d) Regularly training personnel that would be provided so as to keep them abreast with the use of modern techniques of cleaning/ sweeping, behavioural training, safety, etc.

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

f) All persons engaged by the selected service provider for carrying out the work would be deemed to be selected service provider's employees for all-purpose and he shall make

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regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engaged by the selected service provider is attributable to the Corporation. These persons, engaged by the selected 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 selected service provider shall enter into any kind of work other than provided under this contract, within the complex.

i) The personnel deployed by the selected service provider shall be of good conduct, character and health. They should be in proper uniform and necessary identity cards are to be obtained from Security Officer of the Corporation. In case of any complaint against any of the personnel deployed by the selected service provider, selected 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 selected service provider shall be solely responsible for the integrity of the personnel deployed. If any of the staff of selected service provider 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.

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

All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand wash, liquid soap, sani cubes, detergent powder, naphthalene balls, etc. shall be provided and arranged by the selected service provider at its own cost. All the material used should be of standard and good quality. (Refer Annexure-III)

ii. The selected service provider 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, etc..

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

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

40. 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.

41. 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.

(Signature of vendor with seal)



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42. The Agency shall give the duty allocation chart mentioning the names of the personnel deployed at various locations to the Competent Authority one week in advance.

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

44. In terms of provision 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 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.

45. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance, 2014, Insurance Regulatory 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.

46. Any dispute arising out or relating to this tender/agreement shall be deemed to have arisen in Surat and shall be under adjudications of a Court in Surat only.

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.

Date:

(Signature of vendor with seal)

Place :

(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	
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.	

(Signature of vendor with seal)



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Name of your Bankers with Addresses & telephone nos. Name of the beneficiary: (Vendor's name as in bank records.) 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 31.10.2015)	
PAN TAN Service tax registration No	
Whether holding certificate under Shops & Establishment Act, duly renewed (Copy should be enclosed) Reg No.. & Date	
Licence No. under Contract Labour (Regulation & Abolition) Act, 1970 & Contract Labour(Regulation & Abolition) Central Rules, 1971.	

(Signature of vendor with seal)



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10. ESI Registration No. (Copy to be enclosed)	
PF Registration No. (Copy should be enclosed)	
Name of offices where you have carried out work during past 3 years (copies of Certificates to be enclosed)	
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, Balance Sheets & P/L accounts for last three years.	F Y 2014-15 FY 2013-14 FY 2012-13
18 Are you agreeable to abide strictly by the Terms and Conditions of the Tender Contracts.	

Particulars of Tender Fee/EMD:-

(1) Cash/DD Rs.250/--.

(2) Amount of DD for EMD- Rs.35000/-

DD No. /MR No..... DD number-

Date of DD/deposit-

Date of DD-

(Signature of 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 application form and documents submitted must be signed with seal.

DECLARATION

I/We _____ request

Life Insurance Corporation of India, Surat Divisional Office, Muglisara, Surat, 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.....,2015

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 vendor with seal)

Financial Bid for Housekeeping services

Quote rate as per minimum wages rules.

Serial No. (A)	Specification of housekeeping staff (B)	Duration of duty hours (C)	Rate per person inclusive of all charges(all statutory & mandatory Charges but excluding Service Tax) (D)
	Housekeeping staff(Unskilled)	8 hours	

Note:- Bifurcation of rate mentioned in the Column (D) above should be given in the under mentioned format taking into A/C minimum wages approved by the Central Government/State Government whichever is higher (copy of latest Notification to be enclosed) for basic rates and Variable Dearness Allowance payable to employees employed in unskilled workers in area " B " & for area 'C' - as follows

FINANCIAL BID FOR HOUSEKEEPING SERVICES

Rates in Rs.		For Offices in Surat 'B' area	For Offices at other Location(Refer Annexure -II) 'C' area
Sr.No.	Components	Charges for 1 unskilled person per month (8 hours)	Charges for 1 unskilled person per month (8 hrs)
1	Minimum wages (26 days) @X26		
2	Statutory Liabilities		
	EPF.@13.61% of Minimum wages		
	a) ESI @4.75%. of Minimum wages		
	b) Bonus		
	c) Off Duty		
3	Total		
4.	Material charges		
5	Administrative/ Service Charges		
6	Grand Total		

(Signature of vendor with seal)



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Minimum Wages shall be based on the prevailing Central Act wef **01.10.2015**. 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 taxes whatsoever payable and given in service charges(S NO:4)
- Adherence to statutory requirements is sole responsibility of the company.

OTHER MANDATORY REQUIREMENTS:-

1) Proof of remittance of PF / ESI will 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 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

5) 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

(Signature of vendor with seal)



LIFE INSURANCE CORPORATION OF INDIA

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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 the Earnest Money Deposit (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 superscribed as '**Technical Bid for Housekeeping services at Surat Division**'.

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

(b) **Envelope marked as II:** The duly completed Financial Bid to be put in this envelope and sealed superscribed as '**Financial Bid for Security Services at Surat Division**'. The envelope shall contain the addressee's details and details of the bidder also.

(c) **Envelope marked as III :** The DD for " Earnest Money Deposit" 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 superscribed as "**EMD and Tender Fee for Housekeeping Services at Surat Division.**" The envelope shall contain the addressee's details and details of the bidder also.

(d) **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 under mentioned address, in sealed condition superscribing as "**Tender for Housekeeping services at Surat Division..**" 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

Checklist of Self 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 and related document copies.
5.	Proof for PF Registration number
6.	Proof for ESI Registration number
7.	TAN Copy
8.	PAN Copy
9.	Copy of Registration Certificate of Service tax
10.	Income tax returns for the past 3 fin years
11.	Audited Final Accounts for the last three financial years (IT returns of A.Y.2014-15)
12.	Details of organisations where you are providing securityservices currently, with nature of duties & period of contract.

(Signature of vendor with seal)



LIFE INSURANCE CORPORATION OF INDIA

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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 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 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.

Signed before me
Notary

Signature of the Vendor

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

Date:

(Signature of vendor with seal)

ANNEXURE-II

Name of Office	Location	Housekeeping Services.
Entire Ground Floor, First, Second, Third, & Fourth Floor & 5th Floor, (West Wing) Jeevan Prakash Bldg., Muglisara, Surat. (For Sweeping/Cleaning)	Surat	5 Full time (8 hrs.) 2 Full time (for cleaning bathrooms)(8 hrs) 1 Full time (Sports room & compound & 5 th Floor, Garden)(8 Hrs)
Guest House at 'Jeevan Chhaya', "Jeevan Samruddhi" & 'Jeevan Pariwar' campus.	Surat	4 Full time (8 hrs)
Customer Zone and Satellite offices at Citylight ,& Ved Road	Adajan, Surat.	3 Full time each for (8 hrs)
Surat CBO- 5	Udhna, Surat	1 Full time (8 hrs)
Surat CBO-6, Varachha Branch,	Varachha, Surat	1 Full time (8 hrs)
Surat CBO-7 & CBO-10,	Timaliawad, Surat	2 Full time (8 hrs)
Surat CBO-9,	Katargam, Surat	1 Full time (8 hrs)
Surat CBO-11,	Pandesara, Surat	1 Full time (8 hrs)
Surat CBO-12	Ring Road Surat	1 Full time (8 hrs)
Navsari Branch-I	Navsari	1 Full time (8 hrs)
Valsad Branch-II	Valsad	1 Full time (8 hrs)
Chikhli Branch	Chikhli	1 Full time (8 hrs)
Bilimora Branch	Bilimora	1 Full time (8 hrs)
Bardoli Branch	Bardoli	1 Full time (8 hrs)
Vapi Branch	Vapi	1 Full time (8 hrs)
TOTAL		28 persons.

(Signature of vendor with seal)



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Annexure-III

LIST OF APPROVED MATERIAL:

1. The material 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 the Office premises.

S.No.	Description of Material required	Manufacturing and Brand Names
1.	Flush Cleaner, Phenyle, Lizol	Harpik, / similar brands
2.	Odonil/Air freshener installation/ refilling	Dabur (India)/Sanifresh / similar brands
3.	Stain/Glass cleaner	Colin/ similar brands
4.	Liquid Soap	Dettol, Lifebuoy

(Signature of vendor with seal)