

**LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE, AHMEDABAD
“JEEVAN PRAKASH”, TILAK ROAD, AHMEDABAD- 380001
Ph. No. 079-25508832,25500233**

Invitation of Tenders for Security Services

Life Insurance Corporation of India, Ahmedabad Division, intends to invite tenders for providing **Security Services** at their various offices/staff quarters in Ahmedabad city area in sealed envelopes from reputed licensed Organizations/individuals having sound financial capacity and proven track record of at least 3 years in the field with an annual turnover of Rs. 01 crore and above with an experience of providing such services to large Institutions/PSUs/Hospitals/Hotels etc.,. The tenderers meeting the criteria specified in the tender shall only be considered for further evaluation. Tender format containing Terms & Conditions for Security Services at different locations mentioned in Ahmedabad city area is available on our website www.licindia.in from 15.06.2016 to 04.07.2016. Last date for submission of duly filled in tenders to our office will be on 05.07.2016 before 04.00 p.m. Tenderers, will have to send a DD for Rs.250/- (Rupees Two hundred fifty only) towards tender fee along with the completed tender.

The Sr. Divisional Manager, LIC of India, Ahmedabad reserves the right to reject/issue the tender to any agency at his sole discretion without assigning any reason whatsoever.

Date: 15.06.2016.

Senior Divisional Manager.

LIFE INSURANCE CORPORATION OF INDIA
DIVISIONAL OFFICE, "JEEVAN PRAKASH", TILAK ROAD, AHMEDABAD- 380001
Ph. No. 079-25508832,25500233

TENDER SCHEDULE

Sr. No.	Description	
1	Name of work	Providing Security Services at various offices and staff quarters of LIC,Ahmedabad Divisional Office in Ahmedabad city.
2	Cost of tender document (Non refundable)	Rs.250.00 (Rupees Two hundred fifty only)
3	Earnest Money Deposit	Rs.50,000/- (Rupees fifty thousand only)
4	Date of sale of tender document	From 15.06.2016 to 04.07.2016 between 11.00 AM and 3.45 PM on week days and between 11 AM and 01.00 PM on Saturdays (excluding Holidays and Sundays) from the above office on payment of non refundable tender cost by Demand Draft /Pay Order in favour of " LIFE INSURANCE CORPORATION OF INDIA " payable at Ahmedabad.
5	Last Date & Time for submission of tender documents.	05.07.2016 (Tuesday) upto 4.00 p.m.
6	Date & Time of opening of Technical Bids	The "Technical Bids" will be opened on 07.07.2016 at 12.00 noon in the Presence of bidders or their authorized representatives who may wish to remain present.
7	Date & Time of opening of Financial Bids.	Shall be intimated later on.

Date : 15.06.2016.

Sr Divisional Manager.

INSTRUCTIONS TO BIDDERS

The tender forms will be available from **15.06.2016 to 04.07.2016** between **11.00 AM and 3.45 PM** on **week days** and between **11.00 AM and 01.00 PM** on **Saturdays**.

(excluding Holidays and Sundays).

1. The last date for submission of duly filled in tenders/offers (both technical and financial bids) is 05.07.2016 (Monday) upto 4.00 p.m. The offers received after the last date and time mentioned above will not be considered.
2. The duly filled in tenders/offers should be submitted to the address given below :
The SENIOR DIVISIONAL MANAGER
L.I.C. OF INDIA, DIVISIONAL OFFICE, ESTATE DEPARTMENT,
7th floor, "JEEVAN PRAKASH", TILAK ROAD, AHMEDABAD- 380001
3. The **technical bid** will be opened on 07.07.2016 at 12.00 noon in the presence of bidders or their authorized representatives who may wish to remain present. After scrutiny of the technical bids and assessment of the offers, 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 to those bidders whose offers are found suitable.
4. The tender form consists of the following documents. i.e.,
 i) Instructions to bidders and Terms & Conditions, eligibility criteria/conditions, scope of work etc..
 ii) Technical part.
 iii) Financial part.
5. The offers are to be submitted through Two Bid system i.e., Technical Bid and Financial Bid. The Technical Bid shall consist of all the required information (regarding the bidder) solicited in the questionnaire (other than the price). The Technical Bid shall be submitted in sealed cover (**to be marked as Envelope – I**) superscribing it as "Technical Bid-TENDER FOR SECURITY SERVICES – LIC, DIVISIONAL OFFICE , Ahmedbad ".

Documents to be enclosed along with Technical Bid in Annexure "A" in this envelop-I:

Self attested photo copies of the following documents:

- (1). Certificate of Registration with office of the Regional Provident Fund Commissioner.
- (3). Certificate of Registration with employees State Insurance Corporation.
- (4). Certificate of registration for Service Tax.
- (5). Certificate of Registration with Labour Department, Government of Gujarat
- (2). Audited financial statements (Profit and Loss and Balance Sheet) for the last three financial years.
- (6). Income tax assessment order /returns for the last three financial years.
- (7). Certificate of Income Tax PAN Number.
- (8). Awards of contracts which are presently in operation and also those of the completed Contracts.
- (9). Tender form duly signed by the bidder on all pages in token of having accepted all the terms and conditions of the tender.

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

6. The price bid shall contain only financial details i.e., rate and other financial implications. The Financial Bids is to be placed in the envelop (to be marked as **Envelope - II**)and should be superscribed as "Financial Bid-TENDER FOR SECURITY SERVICES – LIC, DIVISIONAL OFFICE , Ahmedbad ". The envelope shall contain the addressee's details and details of the bidder also.
7. **EMD of Rs. 50,000/- (Rupees Fifty thousand only) and tender fee of Rs. 250/- (Rupees two hundred fifty only) has to be sent in the form of Demand Drafts / Pay Orders in favour of " Life Insurance Corporation of India" payable at Ahmedabd (or alternatively Miscellaneous Receipts for the EMD and tender fee deposited in our office) in sealed cover (to be marked as Envelope –III) and superscribed as "Earnest Money Deposit-TENDER FOR SECURITY SERVICES – LIC, DIVISIONAL OFFICE Ahmedabad. "The envelope shall contain the addressee's details and details of the bidder also.**

All the above three envelopes will have to be placed in a fourth envelope (**marked as Envelope – IV**) which has to be sealed and superscribed with "TENDER FOR SECURITY SERVICES – LIC, DIVISIONAL OFFICE Ahmedabad and submitted to the LIC OF INDIA, DIVISIONAL OFFICE, Ahmedabad at the address given above.

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 only) may be remitted in the form of Demand draft / Pay order drawn in favour of " Life Insurance Corporation of India" payable at Ahmedabad.**
9. **Refund of EMD :-** EMD shall be refunded as under :
 - (i) EMD of all unsuccessful Vendors / bidders (whose bids do not qualify for financial bidding) shall be refunded within one month's time after scrutiny and submission of Technical Assessment Report by Divisional Committee to the **SENIOR DIVISIONAL MANAGER.**
 - (ii) EMD of the bidders (except lowest/successful bidder) whose bids qualify for financial bidding shall be refunded within one month's time after opening of Financial Bids.
 - (iii) EMD of lowest bidder/ successful shall be refunded separately or adjusted against the Security Deposit.
 - (iv) In case the lowest/ successful vendor / bidder refuses to undertake the contract/render services after issue of work order/contract-allotment letter , a notice shall be served to him by giving **30 (thirty) days'** time failing which his EMD amount lying / retained with us shall be forfeited without any further correspondence.

Sr. Divisional Manager is the competent authority to refund / forfeit the EMD amount.

10. All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign 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.
11. Tenderers may note that their tenders shall remain open for consideration for minimum period of 03 (Three months) months from the date of opening of “Technical Bids”.
12. The Tender Inviting Authority reserves the right to accept any tender or to reject any or all tenders at his sole discretion without assigning reasons thereof. The Tender Inviting Authority does not bind to accept the lowest tender.

Place :

Date :

Signature of vendor with seal

Instructions regarding Tender/offer submission :

This tender consists of two parts, viz., Technical Bid shall also include Instructions to Bidders , Terms and conditions and Financial Bid shall contain the expected price only. Separate Technical and Financial bids are to be submitted for each proposal. The Technical Bid Financial Bid and the Earnest Money Deposit (EMD) should be sealed in envelopes . The use of envelopes will be as under :

- (a) **Envelope marked as I :** The duly completed **Technical Bid along with other tender documents to** be placed in this envelope and sealed.
- (b) **Envelope marked as II :** The duly completed **Financial Bid** be placed in this envelope and sealed.
- (c) **Envelope marked as III :** The DD or Bankers cheque for “ **Earnest Money Deposit**” and “**Cost of tender document/tender fees**” or the M.R of the EMD and tender fees if paid in our office to be placed in this envelope and sealed.
- (d) **Envelope marked as IV :** All the 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 has to be submitted to LIC of India, in sealed condition “ Superscribing it as “TENDER FOR SECURITY SERVICES – LIC, DIVISIONAL OFFICE, AHMEDABAD” Last date for its submission is **05.07.2016 upto 04.00 p.m.**

Instructions regarding Terms and conditions of the tender:

1. The terms and conditions along with the instructions will form part of the tender/offer to be submitted by the tenderer to LIC of India, , herein termed as Corporation.
2. Tender which is received ,on account of any reason whatsoever including postal delay etc. after the expiry of time and date **i.e on 05.07.2016 up to 4.00 p.m.** fixed for submission of tenders shall be termed as '**LATE**' tender and shall not be considered. Such tender shall be returned to the concerned party without opening the same.
3. All vendors are requested to submit the tender documents (Technical Bid and financial Bid) duly filled in with the relevant documents / information at the following address :

**THE SENIOR DIVISIONAL MANAGER,
L.I.C. OF INDIA, DIVISIONAL OFFICE,
ESTATE DEPARTMENT, 7TH FLOOR,
"JEEVAN PRAKASH", TILAK ROAD,
AHMEDABAD.**

Place :

Date :

Signature of vendor with seal

ENVELOP – 1. ANNEXURE “A”
Tender for Security Services
LIC OF INDIA, AHMEDABAD DIVISION
TECHNICAL BID

1	Name of the Firm / Organization (In Block Letters)	
2	Date of Establishment / Incorporation	
3	Registration No. for registration under Companies Act,1956 (Please enclose photo copy of the certificate)	
4	Correspondence address and Telephone No.	
5	Address of Head Office (If other than 4 above) and Telephone No.	
6	Status : Proprietary / Partnership / Private Limited Company / Public Limited Company	
7	Name(s) of the Proprietor/ Partners / Directors	
8	Name of the Chief Executive with his present address, Mobile / Telephone No.	
9	Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs	
10	Name of Bankers with addresses & Telephone Nos. & IFSC Code. (Please enclose copy of passbook and cancelled cheque.)	
11	PAN No. allotted by Income Tax Dept. (Please enclose attested photocopy)	
12	Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)	
13	Service Tax Registration No. (Please enclose attested photocopy of certificate)	
14	E.P.F. Registration No. (Please enclose attested photocopy of certificate)	
15	ESI No. (Please enclose attested photocopy of certificate)	

16	Turnover for last 3 years F.Y. 2015-16 F.Y. 2014-15 F.Y. 2013-14 (Please enclose proofs.)	
17	State the latest Income Tax Assessed year and the amount of Tax Assessed (copies of last 3 years IT Returns, Balance Sheets & Revenue A/c to be enclosed)	
18	Registration No as per Private Security Act,2005(Copy to be enclosed)	
19	Date of obtaining ISO 9001:2008 certificate and its validity period (Please enclose an attested copy of certificate), if any.	
20	Details of empanelment with any office of LIC of India and/or PSUs /any other Corporate Offices. (Please enclose list giving full details and name and telephone no. of person/s who may be contacted for confirmation)	
21	Details of your Past Experience and Present contracts undertaken in the field of Security Services. (Enclose the certificates from the relevant institutions)	
22	Furnish the details of Security Services annulled/broken services before the end of Contractual period, if any.	
23	Details of registration if registered with any other Government Authority (ies)	
24	Mention any other specialties of your establishment	
25	Particulars of permission (If any required) from Police Authorities for operation of Security Agency. Please enclose copy of the permission.	

NOTE:

Please type out the above format or fill it up legibly in ink. If space provided is insufficient, please attach separate sheet/s of paper by giving appropriate question numbers and answers thereto duly authenticating the same with signature and seal.

I / We _____ request Life Insurance Corporation of India, Ahmedabad Division to consider bid of our agency . I / We agree to abide by all the **ELIGIBILITY CRITERIA/CONDITIONS AND OTHER TERMS AND CONDITIONS** prescribed in your tender formats and assure to render the services to the fullest satisfaction of the Corporation.
Dated at _____ this _____ day of _____, 2016.

**Signature of the Contractor
Name & Address Seal**

NOTE: The Corporation reserves the right to accept or cancel tender of any of the Agencies at their absolute discretion without assigning any reason.

Applications received with incomplete information or alterations will not be considered.

Note: Documentary evidence wherever applicable should be enclosed.

(Copies of the credentials & Certificates issued by any other institution may be enclosed)

ENVELOP – II ANNEXURE “B”
Financial bid
Tender for Security Services
LIC OF INDIA, AHMEDABAD DIVISION

The consideration for Security services shall be as under:

Rates in Rs.		For Offices in Ahmedabad city- Zone 01
Sr.No.	Components	Charges for 1 unskilled person per month (8hrs)
1	Minimum wages (Including VDA) Rate per day ::	
2	Statutory Liabilities	
	EPF	
	ESI	
	Bonus, If any payable.	
3	Total	
4	Administrative/ Service Charges	
5	Grand Total	

Minimum Wages shall be based on the prevailing State Government rates/ Act (as applicable from time to time). However, the bidders are free to pay more but not less than as prescribed from time to time by relevant Government notifications. EPF, ESI, BONUS contributions to be paid for persons employed by the tenderer shall be responsibility of tenderer. The tenderer will have to bear the cost of allowing paid weekly duty-off to the persons engaged by them. The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, other benefits payable should be shown under the head “ Administrative/Service Charge” .Cost of supervision will have to be born by the contractor and will not be paid separately by LIC OF India, Ahmedabad. No guard will be asked to work for more than one shift per day. Adherence to statutory requirements is sole responsibility of the bidder/tenderer.

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 that myself /ourselves will abide by them.

Date:
Name:
Designation:
Address :

Signature of the Contractor
Name & Address
Seal

ANNEXURE "C"
LIST OF LOCATIONS

Building	No of guards	Shift wise distribution of guards	Jusification for need	Remarks
J. Prakash (Own premise)	06	02 *03 (shifts)	Bldg houses Div office & 07 branches	1 guard at main gate of campus, 1 at main entrance of premise for all days
J. Prakash (Own premise)	02	02*01 (General shift ie 10 am to 6 pm)	Bldg houses Div office & 07 branches	1 addl guard at main entrance of premise ,1 at rear entrance (01 shift for working days only).
J .Prabha (Own premise)	03	01*03(shift)	Bldg houses 02 branches	1 at main entrance of premise (each shift) for all days.
J. Jyoti (Own premise)	03	01*03(shift)	Bldg houses 02 branches & guest house	1 at main entrance of premise in each shift for all days.
J. Jyoti (Own premise)	01	01*01(General shift ie 10 am to 6 pm)	Bldg houses 02 branches & guest house	1 at rear entrance (parking) for day shift for working days only.
J. Sadan (Own premise)	03	01*03(shift)	Bldg houses 02 branches	1 at main entrance of premise(each shift) for all days.
J.Abha (Own premise)	01	01*01(shift)	Bldg houses STC & Audit Centre	1 at main entrance of premise for day shift for working days only.
J.Vikas(Bimanagar) (Own premise)	03	01*03(shift)	Bldg houses 02 branches, ZUS, B&AC	1 at main entrance of premise(each shift) for all days.
Model flat(Open plot Bimanagar) (Own plot)	03	01*03(shift)	Open plot +Model flats	1 at the plot for each shift for all days.
Bimanagar open Plot (Own plot)	03	01*03(shift)	Open plot +04 SQs	1 at the plot for each shift for all days.
J. Basera (Own premise)	03	01*03(shift)	06 SQs (Including SDM's qtr)	1 at main entrance of premise(each shift) for all days..
J.Shikha (Own premise)	03	01*03(shift)	Vacant Premise	1 at main entrance of premise(each shift) for all days..
Naranpura/P&GS (Own premise in a GHB complex)	01	01*01(shift)	Bldg houses 02 branches	1 at main entrance of premise(night shift 10 pm to 6 am) for all days..

SSOs (08 No)+ (Rented Premise)	08	01*01(shift)	Small units with only 03 officers/ Cash security	1 at main entrance of branch (day shift 10 am to 6pm) at each branch for working days only.
Jeevan Sudha	01	01*01(shift)	The campus houses 16 staff quarters.	1 at main entrance of premise for day shift for all days only

Remarks : requirements of no of guards and their shift re allocation may vary from time to time as per need of LIC OF INDIA Ahmedabad Division.

+ Guards posted at SSOs will have to attend the house-keeping work of the respective office in addition to security service.

Sr. Divisional Manager.

Signature of the Contractor
Name & Address
Seal

Eligibility Criteria & Requirements

1. The applicant must be a Registered / Licensed Organization / Partnership firm / Sole proprietorship.
2. The applicant must have a proven track record of minimum 3 years with reputed clients in rendering Security services.
3. The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.
4. The applicant must have annual turnover of Rs.1 crore and above during the last three financial years.
5.
 - a. The applicant must produce relevant documentary evidences along with the tender application form.
 - b. Non disclosure of relevant information or furnishing of incorrect information / documents will suffer disqualification.
6. The applicant must not have been at any time declared as insolvent or convicted for any offence.
7. The applicant shall comply with all the requirements of labor laws, obtain all licences / approvals / permissions to carry on the business of Security services.
8. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority.
9. The applicant should not have rescinded/abandoned any Security contract awarded by any of his clients before the expiry of prescribed period of contract.
10. The applicant should neither be a sub-contractor to any other entity/ person nor has at any time sub-let the contract awarded to the applicant to any other person.
11. The applicant has not suffered any disqualification to render the security services at any time in respect of matters not enumerated herein.
12. The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.
13. The tenderers are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender.
14. LIC of India is not responsible in any manner for the postal delay / loss / non receipt of the tender.
16. The validity of the tender shall be for 3 months.
17. The rates to be quoted shall be inclusive of everything i.e., charges for providing Security services inclusive of all taxes (except service tax), other charges, levies etc., if any. Income Tax will be deducted as per the prevailing rates.
18. The tender should be submitted so as to reach Office on or before the date and time specified in the covering letter.
19. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
20. The quotation should be either typewritten or neatly and legibly hand written in dot-pen.
21. Technical Bid & Financial Bid should be placed in separate individual sealed covers and these two individual covers should be placed in a sealed cover. Quoting of price openly or submission of financial bid along with technical bid without putting in a separate sealed cover will result in disqualification of the tender.
22. Any tender not complying with eligibility criteria and requirements either wholly or partially shall be liable for rejection.

23. The successful tenderer will be required to deposit an amount of Rs. 6,00,000/- (Rupees six Lacs only) or 10 % of the tender value whichever is higher by way of a crossed A/c payee demand draft favouring LIC of India, drawn upon any nationalized bank payable at Ahmedabad, towards security deposit. This deposit will be refunded only on successful completion of the agreement period. No interest will be payable on this security deposit. The EMD of the successful tenderer will be adjusted towards such Security Deposit, allowing the tenderer to deposit the balance amount.
24. If the successful tenderer fails, in course of the agreement period, to comply with the terms and conditions of the Agreement, the security deposit may be forfeited in full or in part as decided by Sr Divisional Manager, LIC OF INDIA, Ahmedabad .
25. Sr Divisional Manager, LIC OF INDIA, Ahmedabad reserves the right to change the relevant dates; to accept or reject all or any of the applications; to accept any higher bid; or cancel all tenders without assigning any reasons whatsoever.
26. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Gujarat and shall be subject to adjudication of a competent court in Ahmedabad.
27. The applicant must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the application form.
28. The contractor must be ready to produce books of accounts, registers, other documents and data in his custody or power, before investigating officer and to furnish him with any information and statement related to affairs of the insurer or their intermediary.

Signature of the Contractor
Name & Address
Seal

ELIGIBILITY CONDITIONS

The eligibility condition to participate in the tender :-

1. The applicant must have minimum three years experience providing security services to reputed organizations and should have at present at least 100 guards on their roll.
2. Applicant must have an average turnover of Rs.01 crore during the last three financial years.
3. The tenderer should have its Head/ Zonal/ Regional/Branch Office in Ahmedabad- with suitable training facilities for security personnel.
4. The tenderer should be possessing / holding a valid license issued under the Private Security Agencies (Regulations) Act 2005 and rules framed there under.
5. The tenderer should possess valid Provident Fund Registration Number, ESI Registration Number and Service Tax Registration Number.
6. The tenders from Individuals / Firms / Organizations (including its partners / Shareholders / Directors) who have been blacklisted / Prosecuted by any department / Statutory bodies in any state or by any Court of law shall not be entertained.

In addition to the above eligibility criteria, the applicant should follow all instructions and satisfy all other terms and conditions of appointment which is stipulated in this tender.

Signature of the Contractor
Name & Address
Seal

Terms & Conditions

1. The Contractor/Service Provider shall provide services related to Security Services, as listed out in Annexure titled **Scope of Service**.
2. The Contractor/Service Provider should possessing/holding a valid license issued as per Private Security Agencies (Regulation) Act, 2005 and rules framed there under.
3. The security personnel should have good health & physique with good eye sight and hearing. The security guards should be in the age group of 18-50 years, with minimum qualification of 9th std., they should have been trained in operating fire fighting equipments and all related security equipments. They should be able to speak in regional language (Gujarati). There will be a preliminary screening of the guards by our officials before deploying their services in our buildings.
4. The rates quoted should be per shift, category-wise for the posts of security guard & security supervisor. (All posts without arms)
5. The rates shall be inclusive of minimum wages notified by the State Government, including your contribution towards PF,ESI,BONUS, weekly off, holidays, leave, reserve staff and all other charges/statutory liabilities applicable as on date of Tender i.e. 15.06.2016. The financial bid should clearly classify the costs without any ambiguity.
6. The shift should be of 8 hour duration. No guard should be permitted to work for two shifts continuously. Each guard should be given one day off after every six continuous days of work.
7. The Contractor/Service provider will arrange proper uniform, shoes, torch lights, batteries and rain coat for the Security Guards. The cost of maintenance/replacement shall be borne by the service provider.
8. The rates quoted in the Financial Bid shall be binding on the Contractor/Service provider throughout the contract period.
9. PENALTIES: If the standard of services, as mentioned above or elsewhere in the tender documents is not maintained to the satisfaction of LIC OF INDIA, appropriate penalty will be imposed and amount thereof will be deducted from the monthly bill and/or Security deposit.
10. The Service Provider/Contractor shall be responsible for any loss caused to LIC of India due to negligence of the Security Guards deployed by them in performing their duties.
11. The earnest money will be forfeited if (i) the Tenderer withdraws his Tender during the period of Tender validity (ii) the successful Tenderer fails to deposit additional amount of Rs. 600000/- (Rupees six Lacs only) or 10 % of the contract value which ever is higher towards security deposit within Fifteen days of award of work. The return/refund of EMD to the unsuccessful/non-responsive Tenderer (s) will be made within 30 days after the successful award of work to the selected bidder whose bid is found to be responsive and lowest. No interest shall be payable on it under any circumstances.
12. In the event of the Service Provider/Contractor not fulfilling the conditions of the contract, LIC of India reserves its right to forfeit the **security deposit of** Rs. 6,00,000/- (Rupees six Lacs only) or 10 % of the contract value which ever is higher placed with LIC of India, Ahmedabad Division (herein above mentioned). The decision of the LIC of India, Ahmedabad Division shall be final and binding on the contractor, in respect of such confiscation of the security deposit.
13. The regularity of the performance of the service will be the essence and shall form a central factor, while evaluating the performance from time to time. The Service Provider/Contractor shall take all possible steps to ensure and to maintain its performance as determined by LIC of

- India from time to time. If LIC of India notices that the personnel of the Service Provider/Contractor has/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider/Contractor who will take corrective steps immediately to avoid recurrence of such incidents and report to LIC of India.
14. If any worker of the Service Provider/Contractor indulges in theft, negligence or any illegal/irregular activities, the Service Provider/Contractor shall take appropriate action against its erring worker and intimate accordingly to LIC of India or LIC of India itself can take action in accordance with law.
 15. The Service Provider/Contractor, being the employer in relation to workers employed by it to provide the services under the terms and conditions, shall alone be responsible and liable to pay wages/salaries to such persons. The wages/salaries shall be as fixed as prescribed under the Minimum Wages Act 1948 for the category of workers employed by it from time to time by the State Government . He will ensure compliance of all the relevant labour laws.
 16. The Service Provider/Contractor shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which at LIC of India's option would be subject to verification at any time. LIC of India may refuse entry into its premises to any worker of the Service Provider/Contractor for not bearing such identity card or not being perfectly uniformed as prescribed by LIC of India.
 17. The Service Provider/Contractor will pay the wages as per the Minimum Wages Act and disburse the wages in the presence of authorized officer of LIC of India on or before the 7th of every month. The Service Provider/Contractor will be required to submit the deposit challans showing the individual figure of PF and ESI money of workers deposited with appropriate authorities for the previous month along with the monthly bill.
 18. The Service Provider/Contractor shall for all purposes and interpretations be the employer of Security Guards at LIC of India, Ahmedabad Division and shall be responsible for all consequences out of such employment. In case LIC of India incurs any liability or damages, the Service Provider/Contractor shall at all times indemnify and keep indemnified LIC of India against any such claims or damages on account of injury/disability/death of any of its workers caused while providing the services to LIC of India which may be made under the Employees Compensation Act 1923 or any other Acts or any other 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 the workers of the Service Provider or in respect of any claim, damage or compensation under Labour laws or other laws or rules made there under by any person whether in the employment of the Service Provider/contractor or not who provided or provides the service at premises of LIC of India.
 19. The Service Provider/ Contractor shall at all times indemnify and keep indemnified the LIC of India against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at LIC's premises or before and after that.
 20. In case the Service Provider/contractor discontinues the contract before the expiry of the period of contract, his Security Deposit shall be forfeited.

21. LIC of India reserves the right to cancel or terminate this agreement by giving thirty days notice in writing without giving or assigning any reason(s) for doing so, and **in the event of the Contractor wishing to terminate this agreement, the Contractor shall have to give at least three months notice to LIC of India in writing** and in either event, the Contractor shall hand over the peaceful and vacant possession of the space (accommodation) as provided in the tender.
22. In the event of the earlier termination by either parties to the contract or expiry of the contract, the Service Provider/Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the contract, till such time as LIC of India is able to make any alternative arrangement or LIC of India has agreed in writing to allow the contractor to discontinue earlier.
23. LIC of India or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Service Provider/Contractor.
24. In case of any pilferage, theft of or breakage etc to the property/assets of LIC of India the Service Provider/ Contractor will be responsible for such losses. LIC of India will be at liberty to deduct the amount of such loss from the monthly bills/security deposit of the Service Provider/ Contractor after holding an enquiry. The decision of LIC of India to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/contract, the contract shall be liable to be cancelled and security deposit will be forfeited.
25. The Service Provider/Contractor shall not sub let the contract to any other Concern/Individual. The Service Provider/Contractor shall itself perform the services, all obligations and duties as per tender/contract except with the prior written permission from LIC of India. Neither the benefit nor the burden of the tender/contract shall be assignable/ sublet to any other agency.
26. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to/sought from the Sr. Divisional Manager, LIC of India, Divisional office, Ahmedabad whose decision in the matters shall be final and binding on the Service Provider/Contractor. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Manager(E&OS), LIC of India, Divisional office, Ahmedabad whose decision will be final and binding on the Service Provider/Contractor.
27. The Service Provider/Contractor shall comply with the instructions provided by LIC of India, Divisional Office, Ahmedabad from time to time relating to the performance of the services, duties and obligations under this agreement. The services rendered by the Service Provider/Contractor shall be subject to regular review by LIC of India and its decision as to the quality thereof shall be final and absolute.
28. The Service Provider/Contractor shall abide by the rules, guidelines, policies and procedures applicable to LIC of India at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
29. 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/RTGS subject to deductions, withholding of all applicable taxes and charges from time to time in force.
30. The Service Provider/Contractor represent and undertake that:
 - (i) It has full power and authority to enter into the agreement with LIC of India and perform the services and it has the necessary expertise to duly perform the services under this agreement.

- (ii) It shall render the services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this agreement, or as are issued from time to time by LIC of India for the performance of the services to the satisfaction of LIC of India.
- (iii) It shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold LIC of India harmless for any liability in this connection.
- (iv) It shall be responsible for ensuring that all workers engaged by the Service Provider/ Contractor to provide services to LIC of India shall hold at all times the necessary expertise and shall abide by LIC of India's instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the services.
31. LIC of India shall have the right to deduct from the money due to the Service Provider/Contractor, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non-fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or nonobservance of the Regulations.
32. Nothing in this tender shall be deemed to create any partnership, joint venture, agency between LIC of India and the Service Provider/Contractor or their Representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Service Provider/Contractor is an independent contractor and not an employee, agent, associate or authorized representative of LIC of India and the Service Provider/Contractor undertakes that it shall not undertake any obligation or liability in the name of or on behalf of LIC of India, whatsoever.
33. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed/engaged by the Service Provider/Contractor for rendering the services, are employees of LIC of India or engaged by LIC of India. The Service Provider/Contractor shall be deploying workers who shall be in sole employment of the Service Provider/contractor and Service Provider/contractor shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no Circumstances shall LIC of India be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on LIC of India for any reason, the Service Provider/Contractor shall keep LIC of India indemnified against the same. In order to give effect to this, **the Service Provider/Contractor shall incorporate suitable clause in the appointment letters to be issued to its workers mentioning that the workers are employees of the Service Provider/Contractor, a copy of which should be given to LIC OF INDIA for perusal and record.**
34. The Service Provider/Contractor & the workers deployed by him at the LIC of India Premises shall maintain confidentiality of any information in their possession during their working at LIC of India & thereafter.
35. The Service Provider/Contractor shall wholly and solely be liable for all disputes and liabilities in respect of the workers deployed by him/them to LIC of India under this tender.
36. If at any stage, it is revealed that documents/certificates/testimonials submitted by the Service Provider/Contractor are forged or have been manipulated, the work order issued to the Service Provider/Contractor shall be cancelled and Security amount deposited with LIC of India shall be forfeited without any claim whatsoever on LIC OF INDIA and the Service Provider/Contractor shall be liable for action as appropriate under the relevant laws.

37. Without prejudice to any of the rights or remedies under this contract, if the Service Provider/Contractor dies, LIC of India shall have the option of terminating the contract without compensation to the legal or other heirs of the Service Provider/Contractor.
38. LIC of India, Divisional office, Ahmedabad shall accept no liability explicit or implicit for, nor any financial or other consequences arising from sickness, injury, damages or death of the personnel of the Service Provider/Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
39. The Service Provider/Contractor shall maintain proper records about the attendance of their staff in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with Contract Labour (Regulation and Abolition) Rules, 1971 and would ensure that full staff strength is maintained. If due to any exigency, any worker is absent the Service Provider/Contractor should take immediate steps to provide its substitute subject to the compliance of relevant Rules & regulations/laws/ Statute.
40. 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 RTGS/ NEFT only, provided that the Security 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 following billing process, the Service Provider/Contractor shall submit the attested photocopies of the following documents:
 - (i) **Muster Roll/Attendance sheet of the workers signed by the Service provider/Contractor for the month on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules,1971.**
 - (ii) **Penalty register in respect of Security Guards**
 - (iii) **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,1971.**
 - (iv) **Deposit Challan showing the individual figure of deposition of Contribution of ESI of employee's share, with the appropriate authority.**
 - (v) **Deposit Challan showing the individual figure of deposition of contribution of ESI of employee's share, with the appropriate authority.**
 - (vi) **Receipt and Statement of Bonus paid to the employees (To be Submitted in the following Month after making payment)**
 - (vii) **Deposit of contribution of provident fund and contribution of ESI of employees and employer should be with a challan separately for LIC of India. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Contractor.**
 - (viii) **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.**

41. The Service Provider/Contractor will deduct ESI contribution and Provident fund contribution of the employees from the minimum wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time.
42. The Service Provider/Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.
43. The Contractor/Service Provider shall ensure that the Security Guards are deployed at the buildings, premises of LIC OF INDIA and they observe the timings as prescribed therein or as amended by LIC of India at any time as per requirement. In case the Service provider/Contractor fails to render the services as laid down in the Tender Document, LIC of India may impose penalty as deemed fit.
44. The Service Provider/Contractor himself or their authorized representative must visit the premises/building at least once in a week and/or whenever required and contact the person authorized by the LIC of India, Divisional Office to look into Security matters. Any deficiencies in the services should be rectified immediately when pointed out by such authorized person.
45. The Office will have an approximate requirement of around 44 security guards and the number may be increased/ reduced from time to time as per our requirement. Hence the tenderer should be able to provide at least 50 guards at any point of time. The tenderer should also be able to provide additional security guards at a short notice as and when required on same terms and conditions.
46. The persons deployed by the Security Agency/Service provider shall neither claim nor shall be entitled to pay, allowances, perks and other facilities admissible to casual, adhoc, regular/confirmed employees of the Corporation during the currency or after the expiry of the contract or otherwise the persons deployed by the security agency shall not be entitled in the regular/otherwise service of the Corporation.
47. The selected agency shall immediately provide a substitute in the event of any guard leaving the job due to his personal reasons or not attending the duty.
48. The agency has also to ensure that LIC of India is kept harmless and indemnified of any litigation arising out of non-fulfilling of the above norms If any such non-compliance or violation comes to the notice of LIC of India, it should be the sole responsibility of Security Agency /Service provider to rectify it and Indemnify.
49. The Security agency/Service provider is responsible for due compliance of laws relating to rendering security services , payment of statutory wages to the security guards employed by it including statutory obligations like PF/ESI/BONUS etc. The agency is also liable for payment of statutory taxes and duties. The agency has to indemnify against any claim including statutory wages and payments to statutory authorities.
50. 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.
51. The Corporation reserves the right to accept /reject any/all quotations without assigning any reasons thereof.
52. 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 one month notice before the expiry of the contract period.

53. 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.
54. 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.
55. The service provider should affix authorized person's signature with seal on all pages of the tender as a token of acceptance of the tender procedure and terms & conditions.

Signature of the Contractor
Name & Address
Seal

SCOPE OF SERVICE

I) SECURITY GUARDS

1. To be present on time as per allotted schedule. The outgoing guard / care taker will relinquish his duties only after arrival of next shift guard.
2. To be always in uniform with proper Identity Card to be provided by the Service Provider along with individual identity card, should carry a whistle, torch and a lathi and the movement of the security guards must be arranged in such a way that no part of the building remain unnoticed/unattended.
3. To be courteous to the Officers/Employees/Visitors. They should be polite but firm, disciplined, physically fit and alert all the time while on duty.
4. Safeguarding Corporation's property against theft, damage, misuse and keeping a watch over the cars, scooters, cycles etc. parked inside the premises / compound; Preventing unauthorized persons, vehicles, animals etc., from entering the premises; preventing even employees from entering office premises during the night without specific permission of the Head of the Office / without identity card / permission letter.
5. Taking charge of personal property found in the Corporation's premises and handing over the same to the authorized office.
6. While on duty, observing carefully the pipelines, electrical fittings, drainage and safety of installations and taking action against damage, breakdown, leakage or wastage and bringing them to the notice of the superiors for further remedial action.
7. Preventing unauthorized additions or alterations in the premises being carried out by outsiders or tenants or employees and reporting the matter to the Head of the Office.
8. Performing duties in connection with pumping of water such as operating pumps etc..
9. No person will be allowed inside the premises without proper identity and checking; Watching entire premises and patrolling the same frequently during the period of duties.
10. No person will be allowed to carry any prohibitive items inside the premises.
11. Carrying out the special orders and instructions given by the superiors, confidentially whenever specifically told to do so.
12. Closing and opening of the Office daily as per the instructions of superiors.
13. Checking that all doors, windows, ventilators etc. in the office buildings are properly closed after office hours, locking of the main door at night, checking that the electrical lights and air conditioners and other electrical gadgets are properly switched off, wherever necessary.
14. Informing the AO (Premises)/ Security Officer/Head of Branch / Department / Building Supervisor in case of theft or damage to the property or any untoward incident or unusual occurrence.
15. Accepting letters, telegrams, news papers received during the tenure of the duty and signing for them and handing it over to the In-charge or Inward Mail Receiving Section.
16. Taking care of the keys under his custody and handing them over to the relieving guard or to any other authorized persons/s.
17. Ensuring that no person is inside the premises while locking.
18. Taking the following precautions against fire during night time:
 - a) To switch off all electrical heaters, air conditioners, coolers, etc.;

- b) To switch off gas cylinders, kerosene stoves or other such appliances used in the canteen;
 - c) To check that no inflammable items such as petrol, kerosene etc., are lying in the premises;
 - d) To see that no cigarette or beedi ends are left smoldering;
 - e) To see that all waste papers are removed from the office and stored properly in the room meant for it;
19. Taking the following action in case of a fire:
- a) To raise alarm and muster assistance from neighbouring buildings / passers by;
 - b) To contact immediately AO (Estate), Security Officer, fire brigade and the police;
 - c) To try to put out the fire by using the fire extinguishing appliances available;
 - d) To inform immediately to AO (Estate), Security Officer, the Head of the Office or the Head of the Estates Dept.
 - e) Should act immediately in case of fire alarm alert. To identify the zone in the fire panel. Check the fire sensor for any smoke or fire in the area and act promptly to put off the fire. In case of fake alarm immediately inform electrical person on duty to attend the alarm fault.
20. Preventing any person whether employee or others – from writing on the walls the building or compound, pillars, doors or windows of the building, pasting or hanging notices, hand bills, posters, etc., or otherwise disfiguring the office or compound walls.
21. Observing strictly instructions / orders as would be given from time to time by the authorized persons.
22. All entry and exit gates will have to be closed as per the time schedule given by the Competent Authority.
23. All vehicles will have to be allowed from gate only after thorough checking.
24. All the security guards must be in uniform wearing photo identity cards.
25. A prescribed register will have to be maintained by the Security Guards at the Security Room. Each person allowed will have to enter his / her name, address, date and time of entry / exit etc. in the register. No person will be allowed without proper identity, proper checking and entry in register.
26. The Security Guards must ensure timely switching on / off all the lights, fans, etc. in the premises, turning off water taps wherever water is flowing etc. every day.
27. Every day Security Guards will have to report at Administrative Office and sign the Attendance Register.
28. Gate Pass (duly signed by the Competent Authority) must be insisted upon before allowing any office items to go outside the premises. The Guards should be properly trained to rescue passengers from lifts in case of life failure, operation of fire fighting equipments, operation of monitoring of baggage scanners and CC TV system.
29. **Guards posted at SSOs will have to attend the house-keeping work of the respective office in addition to security service as under :**
- 1. Sweeping and mopping of all office areas including cabins , passages and attached toilets on all floors at least twice daily, Emptying of all dustbins and collection of garbage , Proper disposal of all waste from the office.
 - 2. Cleaning of wall tiles, pots, taps/ fixtures, buckets, mugs, in the toilets etc; Filling and refilling of (i) Liquid Soap, (ii) Air Fresheners (stick / round / etc.), (iii) Naphthalene Balls / Sani Cubes to deal with bad odor and germs.
 - 3. Daily cleaning and dusting of tables, chairs, partitions, window glasses, sofas, wooden racks, steel cabinets, etc .
 - 4. Removing cobwebs weekly and dusting of fans, tube lights and fittings.
 - 5. The cleaning schedule would be as per requirement and instructions of the particular office/branch.

II) SUPERVISION OF SECURITY SET UP::

The supervisor posted at LIC Building should be responsible for effective working of guards under his team and ensure that guards perform their duties mentioned above. He should undertake proper deployment of guards and ensure that all the locations in the premises are guarded. He should be on rounds in and around LIC premises to ensure effective working of guards, organized parking arrangements and ensure the proper functioning of lifts and prevent unauthorized/miscreants entry in to the premises. He should also ensure that only authorized persons enter in restricted areas such as the basement, terrace, data centers etc. The Supervisors should be vigilant always in all situations at any time he shall get directions from AO (Estate) /Security Officer/Head of the Estates department and act accordingly.

Signature of the Contractor
Name & Address
Seal