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LIFE INSURANCE CORPORATION OF INDIA
Ahmedabad, Divisional Office,
7th floor Jeevan Prakash Building
Ahmedabad-380001

PROVIDING HOUSEKEEPING SERVICES

TO

**LIC OFFICES UNDER
AHMEDABAD DIVISION**

Date of issue: 15th June, 2016

Last date of submission: 30th June **2016**, by 04.00 PM.

(SIGNATURE OF THE SERVICE PROVIDER)



LIFE INSURANCE CORPORATION OF INDIA

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Tender Notice

LIC of India, Ahmedabad Divisional Office, Ahmedabad intends to hire the services of Agencies/firms/organizations for providing Housekeeping services to its various offices, Branches, and Guest House at Ahmedabad, and Dahndhuka, Viramgam and Bavla Branches.

For complete details and tender documents please contact the Estate Department, 7th floor at the above address between 11.00 am to 4.30 pm or log on to www.licindia.in and click on to "Tender" for Housekeeping Services for offices under Ahmedabad 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. The firms/Agencies that are on our panel are also required to apply a fresh, if interested.

Last date for submitting bid documents is 16.00 hours on **30.06.2016**.

Date: 15.06.2016

Sr. Divisional Manager

Place: Ahmedabad

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House Keeping Services

On Contractual Basis for its offices under Ahmedabad Division as per locations mentioned in Annexure "II"

Please check that total number of Pages is **30**.

Each Page of the Tender Document must be Signed & Stamped by the Tenderer before submission.

Sl.No.	Description	Page From & To	No. of Pages	Remarks
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2	Tender Notice	2	1	
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Scope of Work for House keeping services

1. The successful Bidder will have to provide Housekeeping services to LIC of India, Ahmedabad Division at its various offices, Branches, and Guest House (as mentioned in 'Annexure-II') by deploying their personnel to the satisfaction of LIC of India, Ahmedabad in consistency with standards set by and instructions issued by authorized 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 for the job 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 ' Ahmedabad Division Office, ,Branches,and Guest house.

1. Dusting, cleaning, Sweeping and dry mopping /wet mopping of all floors, passages, staircases, halls, rooms, lifts, reception area and external area, drinking water area of all floors and wherever directed by the authority **at least twice daily**.
2. Sweeping and mopping of all office areas including cabins and attached toilets on all floors at least twice daily.
3. Collection and disposal of garbage from all the floors, emptying and cleaning of all dustbins Proper disposal of all waste from the compound.
4. Cleaning of all gents & ladies toilets, wall tiles, pots, window glasses of toilets, taps/ fixtures, buckets, mugs, etc; at least two times a day with 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. 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 officials of the respective office/OS Department.
5. Daily 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 and dusting, cleaning of ceiling, all types of fans, furniture, window panels from inside and outside, window grills, tube lights and electrical fittings, cleaning of wooden laminates, partitions etc weekly one time.

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7. Daily sweeping of parking area, if any, /premises before 10.30 am and collection and proper disposal of garbage/dry leaves etc. weekly washing of the parking area preferably on Saturday afternoon. Daily cleaning of pantry area if any.
8. Sweeping and mopping of the Sports room at least once daily and cleaning of cobwebs, racks at the room weekly.
9. Terraces of all buildings wherever applicable to be cleaned at least twice in a month.
10. Any other work related to above and as instructed from time to time. The house keeping staff will also be required to do any other jobs as may be directed by the authority.

The cleaning schedule generally commences from 8.00 am and the cleaning routine would be as per requirement and instructions of the particular office/branch.

Scope of work for care -taker at Guest house:

- 1) Looking after the Guest house and taking care of the guests in proper manner with utmost courtesy and decency and providing all the necessary facilities to them as per laid down provisions.
- 2) Contacting Estate department at Divisional Office LIC OF INDIA Ahmedabad daily to collect the guest house booking details. Allowing entry of the guests to the guest house as per the booking after verification of identity of the guest and the booking.
- 3) Maintenance of a Log Register for recording entries of stay of guests, production of the register to Estate department for verification, Collection of guest house charges from them and remittance of the charges so collected to Divisional Office, LIC OF INDIA, Ahmedabad on day to day basis.
- 4) Changing of Bed sheets, pillow covers, curtains etc as per the schedule decided by the office
- 5) Ensuring cleanliness in all the rooms, kitchen, passages, balconies, staircases, washrooms and keeping all the furniture items, utensils and all other articles placed in guest house in neat and tidy condition.
- 6) Maintaining Electrical and electronic gadgets placed in guest house in up to date condition ensuring their safety and regular maintenance.
- 7) Ensuring safety and security of guest house property, items and articles placed there in, guests and their belongings.
- 8) Undertaking all the housekeeping work as enumerated in the scope of work for house keeping job



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TENDER SCHEDULE

Name of Service	Providing House keeping services at various offices/premises of Ahmedabad Division
Tender documents	Tender forms will be issued on payment of Rs. 250/- in cash as non- refundable tender fees from Estate department, 7th Floor, Jeevan Prakash Building, Ahmedabad D.O. from 15.06.2016 to 29.06.2016 (between 11.00 am to 3.45 pm on week days and 11.00 am to 1.00 pm on Saturday excluding Holidays and Sundays). Tender forms may also be downloaded from our website www.licindia.in by clicking on "Tender for Housekeeping Services Ahmedabad, under the link "Tenders".
Earnest Money Deposit	EMD of Rs.20,000/- (Interest free) by Pay order / Demand Draft in favour of LIC of India, payable at A h m e d a b a d should be enclosed along with the Technical Bid.
Date of Sale of Tender Documents	From: 15-06-2016 to 29-06-2016.
Last date of submission of Tenders	16.00 hours (4.00 pm) on 30/06/2016.
Date and time of opening the Technical Bid	12.00 noon on 01/07/2016
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 year if the performance of the service provider is 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 HOUSE KEEPING SERVICES)

1. The tender forms will be available from 15-06-2016 to 29-06-2016 between 11.00 am to 3.45 pm on week days and between 11.00 am and 1.00 pm (noon) on Saturdays (excluding Holidays and Sundays) on payment of Rs. 250/- (Rupees Two hundred fifty only) in cash at the cash counter of Ahmedabad DO or DD drawn on any nationalized/Scheduled Bank in favour of "Life Insurance Corporation of India" payable at Ahmedabad 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 Ahmedabad 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 30.06.2016 up to 16.00 hours (4.00 pm). 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 to
Sr. Divisional Manager, LIC of India,
OS Deptt, Ahmedabad Divisional office,
7th floor, jeevan Prakash Building Ahmedabad-380001
4. The technical bid will be opened on 01.07.2016 at 12.00 noon in the presence of bidders or Their authorized representatives who may like to remain present. The authorized representative must bring an authority letter from the bidder. Only properly sealed tenders will be opened. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be summarily rejected.

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

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 offer 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 only.



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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 House keeping Services at Ahmedabad Divisional Office**”. The envelope shall contain the addressee’s details and details of the bidder also.

06. The price bid for the category House keeping 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. **For 4 hours duties proportionate payment of 8 hours duty rate will be given which please be noted.**

The Financial Bids will be placed in the **Envelope - II** and superscribed with “**Financial bid for House keeping Services at Ahmedabad Divisional Office**”.

07. **Envelope-III** will contain DD for EMD amount of Rs.20000/- in the form of Demand Draft in favour of “Life Insurance Corporation of India” payable at Ahmedabad and the Miscellaneous Receipt of the tender fee of Rs.250/-. superscribing as “**Earnest Money Deposit and Tender Fee for House keeping Services at Ahmedabad 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 superscribed with “**Tender for house keeping Services, Ahmedabad 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 have to be remitted in the form of DD drawn on any nationalized/Scheduled Bank 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 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/ successful bidder may be adjusted against the amount of security Deposit.

* In case the lowest (L1) vendor / Successful 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, Ahmedabad Division will be the competent authority to refund / forfeit the EMD amount.

LIC of India, Ahmedabad 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 by Demand draft on scheduled Bank in favour of Life Insurance Corporation of India payable at Ahmedabad 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 License/Statutory Licenses as required by any Central or State GovtAct.
- 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 an average turnover of at least 25 lakhs for last three years.
- h) An affidavit stating that the applicant is not facing any blacklisting from an establishment of Central Government or the State Government or the PSU for breach of agreement.

12. Non disclosure of relevant information or furnishing of incorrect information, documents will suffer 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 2015-16.

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18. The agency/firm/service provider may preferably be in the profession for at least 4-5 years and have client who are PSU/Banks/Government Bodies/reputed private firm.
19. The agency may preferably be on the approved panel of at least one reputed organization of Ahmedabad..
20. The agency/firm should have an establishment having good infrastructure in Gujarat preferably in Ahmedabad city.
21. The Agency is required to provide its NEFT details along with the tender documents.
22. The firms/Agencies which 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 estate Dept DO, at above mentioned address during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of personnel, expected requirements of the Divisional Office and branches 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, Ahmedabad Divisional Office desires to engage the services of an agency for providing Housekeeping services at its various offices/premises. The number of house keeping personnel required may vary and at present it is 14 (7 person for 8 hours duty and 7 persons for 4 hours duty).

2. Tender which is received on account of any reason whatsoever including postal delay etc. after the expiry of time and date i.e. 30.06.2016 at 16.00 hours(4.00pm) 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 to Sr. Divisional Manager, LIC Of India, OS Deptt, Ahmedabad divisional office, 7th floor, jeevan Prakash building Ahmedabad-380001, within the time schedule..

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 initialed 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 01.07.2016 at 12.00 noon in the presence of tenderers or their respective authorized representative at our above office. All tenderers or their authorized representatives are advised in their own interest to be present on that date, at the specified time. The authorized representative must bring an authority letter from the bidder.

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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 deposit/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 an appropriate amount as decided by LIC of India Ahmedabad Division 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, an appropriate penalty as decided by LIC of India Ahmedabad Division may be imposed.
 - c. An appropriate penalty as decided by LIC of India Ahmedabad Division will be imposed for supervisor or house keeping person not visiting daily.

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16. The Agency Providing Housekeeping services shall provide the names, local and Permanent addresses with photo ID proofs (KYC) and mobile no if any of the personnel deployed to "the Corporation.
17. The Agency should have at least 30 persons on their roll for housekeeping work and 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. Further no payment shall be made for person remaining absent or not rendering the services satisfactory.
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 State Government. 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:

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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.
- (v) Receipt and Statement of Bonus paid, if any, 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 and deposit of service tax , if paid any, should be with a challan separately for LIC of India. It should not contain the contribution of PF and ESI as well as Service tax payment in respect 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 and service tax payment , if any, 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.

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27. The Office will have an approximate requirement of around 14 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 of pre-mature termination of the contract / agreement without assigning any reason thereof by giving one months notice before the expiry of the contract period.

29. Selected Bidder should submit the deed of Agreement/Contract with LIC Of India, Ahmedabad 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. 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 / Workers / Helpers of the Contractor are required to have minimum experience and possess the minimum qualifications as under:

Cleaners/sweepers (Un-Skilled): 01 years Experience and literate. (able to read and write)

32. The corporation reserves the right to Remove/ Black list Firm/Agency/Organization/Service provider for a period of five to ten years for any deviation from the agreed Terms and Conditions or for any activity 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/showcase 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 by the state government. and if the increase extends beyond the above agreed rate, then "the Corporation shall increase the above accepted rate to the extent of the difference amount only and the above agreed rate shall be deemed to have been modified accordingly. No other increase in the amount quoted by the selected tenderer shall be entertained on any account during the period of the contract.

(SIGNATURE OF THE SERVICE PROVIDER)



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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 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 a) 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) The agency will provide proper uniform, hand gloves, shoes, etc. to all the persons engaged in providing housekeeping services.

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

e) Immediate corrective actions have to be ensured 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 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.

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- g) Replacement of the absent personnel immediately on the same day within one hour of commencement of cleaning/ sweeping duty has to be ensured.
- 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 with necessary identity cards. 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. 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.
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. Any dispute arising out of the acceptance/agreement ,shall be referred to for "Arbitration" to the Sr. Divisional Manager, Ahmedabad 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.

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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. All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand wash, liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc shall be provided and arranged by the Service Provider at its own cost if the offer of the Service Provider is accepted with material.. All material used should be eco-friendly.

47. The 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 if the offer of the Service Provider is accepted with material.

48. Timing of work in respect of persons deployed by the Agency will be decided on finalization of contract as per the needs of our offices.

49. The Agency will arrange for workman- compensation insurance for all the persons deployed at our offices for housekeeping work/caretaking work.

50. LIC of India Ahmedabad division reserves the right to accept the offer either for both Manpower and material supply or only for Manpower supply for housekeeping job.

51. Any dispute arising out or relating to this tender/agreement shall be deemed to have arisen in Ahmedabad and shall be under adjudications of a Court in Ahmedabad 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 THE SERVICE PROVIDER)



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ANNEXURE-A

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 THE SERVICE PROVIDER)



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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 house keeping staff on roll (as on 31.05.2016)	
PAN TAN Service tax registration No (Copy should be enclosed)	
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. (Copy should be enclosed)	

(SIGNATURE OF THE SERVICE PROVIDER)



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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 2015-16 (Rs. In lacs) FY 2014-15 FY 2013-14
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.20, 000/-

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

Date of DD/deposit-

Date of DD-

(SIGNATURE OF THE SERVICE PROVIDER)



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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, Ahmedabad Divisional Office, Ahmedabad, 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..... 2016

Signature with Seal

Name:

Designation:

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

(SIGNATURE OF THE SERVICE PROVIDER)



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Financial Bid for Housekeeping services

(A) Rates for Manpower supply

Quote rate as per minimum wages rules.

Serial N o.	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) Rs.
(1)	Housekeeping staff(Unskilled) Zone-1-	8 hours	
(2)	Housekeeping staff(Unskilled) Zone-2'	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 State Government whichever (copy of latest Notification to be enclosed) for basic rates and Variable Dearness Allowance payable to employees employed in unskilled workers in Zone-1" & for Zone-2- as follows

FINANCIAL BID FOR HOUSEKEEPING SERVICES

Rates in Rs.		For Offices in Ahmedabad city- Zone-1	For Offices at other rural Location(Refer Annexure -II) Zone-2
Sr.N o.	Components	Charges for 1 unskilled person per month (8hrs)	Charges for 1 unskilled person per month (8 hrs)
1	Minimum wages (26 days) @X26		
2	Statutory Liabilities		
	<u>EPF@</u> % of Minimum wages		
	a) ESI @ % of Minimum wages		
	b) Bonus, if any		
3	Total		
4	Administrative/ Service Charges		
5	Grand Total		

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(B) Rates for cost of cleaning material : Rs..... per square feet area

Minimum Wages shall be based on the prevailing Minimum wage Act (State Govt.) as at **15.06.2016**. 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 4 hours duties proportionate payment of 8 hours duty rate will be given which please be noted.** The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, off duty weightage, profits etc., and taxes whatsoever payable. and cost of uniform, training, other overheads, profits etc., should be included and shown in service charges column (Sr NO:4). **Cost of cleaning materials should not be included in the service charge as their rates have to be quoted separately under item (B) above.**

- 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

3) Uniform is mandatory for all Personnel on duty, failing which appropriate penalty, as decided by the Corporation may be imposed.

(4) LIC of India, Ahmedabad division reserves the right to accept the offer with or without the cleaning material.

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 THE SERVICE PROVIDER)



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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 envelopes. 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 Ahmedabad 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 House keeping Services at Ahmedabad 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 House keeping Services at Ahmedabad 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 House keeping services at Ahmedabad Division..”** The envelope shall contain the addressee’s details and details of the bidder also.

(SIGNATURE OF THE SERVICE PROVIDER



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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.	License under Contract Labour(Regulation & Abolition) Act, 1970 & Contract (Regulation & Abolition) Central Rules, 1971.
4.	Copies of documents related to status of the Firm (Individual/Sole Proprietor/Partnership/Company).
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.
12.	Details of organizations where you are providing House keeping services currently, with nature of duties & period of contract.(with work-orders)

(SIGNATURE OF THE SERVICE PROVIDER)

ANNEXURE-II

Places for HOUSE KEEPING and Duty hours

Sr No	NAME OF OFFICES	ADDRESS OF PREMISES	Area in Sq Ft	OUR REQUIREMENT
1	GUEST HOUSE	5th Floor Jeevan Jyoti Building Relief road, AHMEDABAD.	6075	2 PERSON (8Hrs)
2	Jeevan Prakash	2 nd floor CBO 11/854 Jeevan Prakash Ahmedabad 380001	5835	1 PERSON (8Hrs)
	Jeevan Prakash	3 rd floor CBO 14/83 Z Jeevan Prakash Ahmedabad 380001	5897	
3	Jeevan Prakash	4th floor CBO 04/841 Jeevan Prakash Ahmedabad 380001	5897	1 PERSON (8Hrs)
	Jeevan Prakash	4th floor Canteen and Conference hall, Jeevan Prakash Ahmedabad 380001	7866	
4	Jeevan Prakash	5th floor CBO 09/840 Jeevan Prakash Ahmedabad 380001	5897	1 PERSON (8Hrs)
	Jeevan Prakash	6th floor CBO 12/856 Jeevan Prakash Ahmedabad 380001	5897	
5	Jeevan Prabha.	1 st floor CBO 83y Asarwa Jeevan Prabha Abd-1 (with stairs, open area etc from Ground floor to 5 th floor)	3688	1 PERSON (8Hrs)
	Jeevan Prabha.	4th floor CBO 1/836 Jeevan Prabha Abd-01	3688	
6	Jeevan Sadan	1 st floor DBO/ 873 Jeevan Sadan,ashram Road Ahmedabad 380005	5163	1 PERSON (4Hrs)
7	Jeevan Vikas	2 nd floor B&AC and ZUS deptt Jeevan Vikas sivranjani Abd-05 (with all stairs +open area +compound)	3860	1 PERSON (8Hrs) 1 PERSON (4Hrs)
	Jeevan Vikas	3 rd & 4th floor CBO2/837 Jeevan Vikas sivranjani Abd-05	7500	
	Jeevan Vikas	5th floor CBO 83X Vastrapur Jeevan Vikas sivranjani Abd-05	3526	
8	Maninagar	CBO-10/852 1 st Floor Poonam Plaza Rambaug Maninagar Ahmedabad.	5835	1 PERSON (4Hrs)

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9	Rakhial	CBO-83-M 2nd Floor Purshottam Mall Amariwadi Rakhial Ahmedabad.	4826	1 PERSON (4Hrs)
10	Dhandhuka 84 B	Opp. S T Stand Dhandhuka Branch	4183	1 PERSON (4Hrs)
11	Viramgam 84 A	2nd Floor Sumeru Complex nr. S.T Stand Viramgam Branch	4142	1 PERSON (4Hrs)
12	Bavala 83Q	SILVER PLAZA COMPLEX STATION ROAD BAVLA	4117	1 PERSON (4Hrs)

Timing of work in respect of persons deployed by the Agency will be decided on finalization of contract as per the needs of our offices.

Sr Divisional Manager

(SIGNATURE OF THE SERVICE PROVIDER)



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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 THE SERVICE PROVIDER)



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(SIGNATURE OF THE SERVICE PROVIDER)