



## **TENDER FOR MAINTENANCE OF 5 GUEST HOUSES AT BANGALORE CITY**

**Tenders are invited in a sealed cover from the Professional guest house maintenance Firms/Agencies under two- bid system(i.e. Technical & Financial Bid) for the following work .**

**(A Single tender has to be submitted for all the following locations, put to gether.)**

1) Maintenance of Lakshmasthanam Guest House, Rajaram Mohan Roy Road, beside Ramanashree Comforts, Bangalore. (Area 2565 sft). No. of rooms 8 + living room & Kitchen.

**Staff Requirement: 3 Care Takers and 1 House Keeping personnel for 4 Hours.**

2 ) Maintenance of VVIP Guest House, at Ulsoor, Bangalore. (Area 1630 sft.) No. of rooms 3 + living room & Kitchen.

**Staff Requirement: 3 Care Takers and 1 House Keeping personnel for 4 Hours.**

3) Maintenance of Jeevan Athithi Guest House, United India Building, J.C.Road, Bangalore (Area 3936 sft), No. of rooms 7 + living room & Kitchen.

**Staff Requirement: 3 Care Takers and 1 House Keeping personnel for 4 Hours.**

4) Prithivi Guest House at K.G.Road, Bangalore.(Area 2808 sft), No. of rooms 11+ living room & Kitchen.

**Staff Requirement: 3 Care Takers and 1 House Keeping personnel for 4 Hours.**

5) VIP Guest House at Jeevan Bima Nagar ( Area 8275 sft ), No. of rooms 11 + living room & Kitchen.

**Staff Requirement: 5 Care Takers and 1 House keeping personnel.**

|                                    |                              |
|------------------------------------|------------------------------|
| Total number of Guest Houses       | 5                            |
| Total number of personnel required | 22 (4 personnel for 4 hours) |
| Number of technical bid required   | 1                            |
| Number of financial bid required   | 1                            |
| Total Contractual amount           | Rs.                          |

Tender applications can be obtained from Estates Department, (2<sup>nd</sup> Floor) LIC OF INDIA, DIVISIONAL OFFICE I, J.C.ROAD, BANGALORE, during normal Office hours on all working days from **17.01.2019 to 06.02.2019** on payment of a Non-refundable Tender Fee of Rs. 500.00+GST i.e., Rs.590.00 in cash at our cash counter or by/ DD drawn in favour of LIC of India payable at Bangalore.

Sealed Tender documents duly completed in all respects addressed to The Manager (Estates), LIC of India, Divisional Office, Jeevan Prakash Building, 2<sup>nd</sup> floor, J.C.Road, Bangalore -560002, shall be submitted to The Manager (Estates)/Administrative Officer, LIC of India, Divisional Office I, Jeevan Prakash Building, 2<sup>nd</sup> Floor, J.C.Road, Bangalore- 560002, either in person or by post so as to reach the Office on or before **07.02.2019 by 1.00 P.M..** The Office will not be responsible for any postal delay/loss/non-receipt thereof. No consideration will be given to a Tender received after the time/ date specified above and such Tenders are deemed to be rejected.

**Tenderer / bidder must go through the complete Tender Document – Staff requirement, qualification criteria, duties of personnel deputed etc., Technical Bid, Financial Bid , Terms and Conditions and understand his / their responsibilities and obligations there under.**

Each Bidder shall submit only one tender either by himself or as a partner in a joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected

All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled. An incomplete tender document or tender document submitted without tender fee (if applicable) and earnest money deposit (EMD) will be summarily rejected.

LIC of India may at its discretion, amend / modify the tender and or extend the deadlines for submission of tenders at any time prior to the last date for submission of Tenders. LIC of India may for any reason, whether at its own initiative or as a consequence of Pre-bid conference in response to a clarification requested by a prospective Tenderer, may modify the Tender documents by amendment and information thereof will be uploaded on Corporation's website [www.licindia.in](http://www.licindia.in) and shall be binding on all concerned.

1. The Tender Documents are not transferable.
2. Incomplete Tenders and not conforming to the requirements of the invitation for tenders are liable to be rejected. Tenders submitted by a firm shall be signed separately by each member thereof and in the absence of any partner, shall be signed by the Power of Attorney holder. Tender by a company shall be executed by person/s duly authorized under the resolution of the Board of Directors of the Company.
3. The offers are to be submitted **in total** in a sealed cover for all the above mentioned locations. Applications should be sent under two-bid system (i.e. Technical & Financial Bid). Single Technical Bid **FOR ALL FIVE GUEST HOUSES** should be enclosed in a cover super scribed as “Technical Bid for Maintenance of 5 Guest houses at Bangalore city and the Single Financial bid quoted **FOR ALL FIVE GUEST HOUSES** should be enclosed in separate cover super scribed as “FINANCIAL BID for Maintenance of 5 Guest houses. The two envelopes namely (a) Technical bid and (b) Financial Bid are to be kept inside a closed cover, sealed, super scribed as “Tender for Maintenance of 5 Guest Houses at Bangalore city” and addressed to the Manager (Estates), LIC of India, Divisional Office I, 2<sup>nd</sup> floor, JC Road, Bangalore-560002 as the case may be will have to be submitted.

Tenders should be filled with neat, legible and correct entries. The amount/rates should be filled in figures as well as words. Correction/Omission/Overwriting/cutting should be dated and initialed. Each sheet of the tender document is required to be signed with seal by the authorized person/persons submitting the tender in token of his/their having acquainted themselves with the instructions to tenders, terms and conditions, technical bid, financial bid, scope of work and all other clauses of this tender document. **THE UNSIGNED TENDER DOCUMENT SHALL BE LIABLE FOR REJECTION.**

4. Earnest money deposited will be refunded to all except the successful bidder after awarding the contract to the Successful Bidder.
5. Qualified tenders (Technical Bid) will be opened on **07.02.2019 at 03.00 PM** at LIC of India, Divisional Office - I, J.C.Road, Bangalore in the presence of available bidders.
6. The Financial Bids of only those Tenderers, whose technical bid is found responsive, will be opened at a later date and time to be informed by the LIC of India. The tender opening committee (TOC) of the LIC of India shall open the properly sealed tenders only. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be summarily rejected.
7. In case the last date of receipt / opening of tender is declared a holiday, the same shall be extended to the next following full working day. The time and venue will remain the same.
8. In order to satisfy itself about the nature and quality of services rendered by the tenderer, LIC of India may depute its Officer(s) or authorized representative to visit the institute / establishments mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document / testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to LIC of India so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non-responsive and their financial bids will not be processed further and **EMD will be forfeited.**

9. The tenderers should also submit the following documents along with their offers in support of :-

- a) List of personnel actually required for the services including the number and names of technical / skilled personnel.
- b) List of machinery and equipments available on hand (own) for the work and proposed to be included.
- c) List of works on hand indicating description of work, contract value, date of award, number of personnel and equipments deployed, supportive documents from the organization to be enclosed.
- d) **Earnest Money Deposit of Rs 10000/-** ( Rupees Ten Thousand only) by way of Banker's Draft or Banker's Cheque in favour of LIC of India drawn on a Nationalized Bank payable at Bangalore, should be enclosed along with technical bid. The details of the DD or Banker's Cheque details may be given along with the application. **BID SUBMITTED WITHOUT EMD WILL BE REJECTED.**

10. The contract for services would be for a period of 24 months from the date of acceptance subject to renewal for a further period of one year on the same terms and conditions and at same monthly rate and upon renewal of the License by the Contractor on or before expiry of the License granted by the Appropriate Authority under the Contract Labour (Regulation & Abolition) Act, 1970. However, the contract will not be renewed beyond 3 years. At any time during the contractual period it will be obligatory on the part of the Service Provider to render the services at such new locations, if added subsequently. Pro-rata rates will be allowed on such new locations. **The rates quoted shall be firm throughout the term of the contract.**

11. Within the validity period of the tender, the LIC shall issue a letter of acceptance to the successful bidder at the address of the bidder as given in the tender. The letter of acceptance shall constitute a binding contract between LIC and the bidder / contractor.

12. The Selected Service provider shall be required to start the service in accordance with the time schedule specified in the work order issued by LIC of India after acceptance of Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, LIC reserves the right to cancel the work order and forfeit the EMD and / Security Deposit.
13. On receipt of the intimation of the acceptance of the tender from LIC the successful bidder shall be bound to implement the contract and within 15 days thereof he/she shall sign an agreement on a non judicial stamp paper of appropriate value. In case successful tenderer backs out or does not respond to the acceptance letter or refuses to execute/sign the contract, revises the rates after opening the tender, fails to carry out the maintenance work as awarded to the satisfaction of the LIC of India during the contract period, the Earnest Money Deposit shall be forfeited.
14. The Courts in Bangalore City alone shall have the jurisdiction in respect of any or all matters relating to or connected with the Tender.
15. LIC does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason thereof.
16. Final award of the contract for Maintenance services will be subject to the approval of the Competent Authority in LIC.
17. The successful bidder shall deposit 10% of Annual contracted value as SECURITY DEPOSIT (inclusive of EMD ) with the LIC for due fulfillment and performance of the Contract. The Security Deposit shall not carry any interest. The Security Deposit will be returned to the contractor after one month from the date of expiry of the contract provided that there are no defects or loss or damage caused to the LIC and/or materials/articles/equipments provided to him are duly accounted for and returned to LIC in good working order and condition by the contractor to the satisfaction of LIC and all his duties to LIC and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled.

18. During processing of tenders, provisions of MSMED Act, 2006 will also be followed, as applicable.

19. The Contractor / Service Provider shall not employ any person below the age of 18 years. The Contractor / Service provider shall indemnify LIC of India & its representative(s) from and against all claims and penalties which may be suffered by the LIC OF INDIA, by reason of any default on the part of the Contractor / Service provider to observe and / or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 OR any reenactment or modification of the same.

20. The specifications, duration of the work and the Terms and Conditions under which the contract is required to be performed and also the rights and obligations of the person/s whose tender is accepted shall be under an Agreement to be executed in the form, incorporating the terms and conditions as given in these rules and the person submitting the Tenders shall have read the same and is always deemed to have read and understood the same before submitting his tender duly signed by Authorized signatory on all pages with seal of the company/ firm.

21. Tender forms will be issued from **17.01.2019 to 06.02.2019** between 10.30 am to 4.15 pm on regular days and on 1<sup>st</sup>, 3<sup>rd</sup> and 5<sup>th</sup> Saturdays as applicable excluding holidays.

22. Last date for submission of tender is **07.02.2019 by 1.00 PM**. Tenders (Technical bid) will be opened on **07.02.2019 at 03.00PM**. One representative from Bidder's organization may be present during the tender opening session.

**23. Pre bid meeting will be held on 24.01.2019 at 3.30 pm.**

The tenders received shall be short-listed based on the credentials. LIC reserves its right to accept/reject any or all tenders without assigning any reasons thereof. Canvassing in any form will disqualify the applicant.

**SENIOR DIVISIONAL MANAGER**



### **Qualification Criteria :-**

- 1 a) Should have minimum five years experience and technical expertise in undertaking similar works with minimum individual monthly billing of Rs. 5.0 lakh per month, exclusively in housekeeping and work related to maintenance of guest houses preferably at large institutional/training establishments.
- b) Should have the requisite licenses. Approvals, certificates from all statutory authorities including Municipal /Labour/ P.F/ Income Tax/Sales Tax/Commercial Tax/ESI Depts. Valid for the entire duration of the above work. A declaration to this effect will be submitted by the bidder with the tender.
- c) Should have adequate qualified technical and skilled personnel.
- d) Should not have abandoned any work nor rescinded any part of their contract during the last 5 years.
- e) Should produce satisfactory performance certificate/s from the previous/ existing two employers.
- f) Skills such as fire fighting, cooking is desirable.
- g) The personnel to be employed should be well versed in Kannada, English & Hindi Languages.
- h) Separate personnel for cleaning of toilets, sweeping & mopping must be engaged. Attendant jobs must be done by separate personnel.

2) The pre-qualification /post-qualification of the bidders would be based purely upon their capability, competence, capacity, resources, experience and expertise. The bidders would be required to submit documentary evidence in support of the above criteria along with their tenders.

**3) Interested persons should inspect all the Five Guest Houses in Bangalore with prior permission.**

4) Conditional tenders will not be accepted.

5) LIC reserves the right to reject any or all the proposals without assigning any reason thereof.

6) The Competent Authority in LIC has the right to relax / alter any of the terms and conditions as it thinks or deems to be fit.



**STAFF REQUIREMENT : THEIR DUTIES : THEIR BEHAVIOUR ETC.**

1. The Contractor shall comply with all the rules and regulations applicable in the matter of such workers engaged by it.
2. The workers deployed by the Contractor shall be polite, courteous, well behaved and honest. They should not smoke or drink while on duty and inside the campus premises. The Contractor shall engage workers having experience of Care taker/house keeping to perform their duties satisfactorily. They should be healthy and medically fit, alert and able to perform their duties diligently. Minors should not be engaged.
3. The Contractor shall not engage any person with a criminal record/conviction and shall bar any such person from participating directly or indirectly in rendering the services under this agreement.
4. The Contractor shall be fully responsible for any theft, burglary and any malicious damage or any other mischievous deed done by their workers.
5. LIC will have the right to impose on the Contractor cash penalty to the extent of loss caused to LIC or deduct such amount from the amount payable to the Contractor or deduct such amount from its Security Deposit in case LIC is put to any financial loss directly or indirectly by any act of commission or omission on the part of the workers deployed by the Contractor.
6. All workers shall give an undertaking that the Contractor shall be their **PRINCIPAL EMPLOYER.**
7. All the workers deployed by the Contractor shall be free from contagious diseases and should wear standard uniform.

8. The Contractor shall in no case transfer the services. It is required to perform under this agreement to any other contractor or person without prior permission/ approval in writing by LIC of India.
9. The Contractor shall employ sufficient number of workers to ensure that the work is done to the satisfaction of LIC and their working (duty) hours must be 8 hours a day. No workman shall be engaged for more than one shift per day & weekly OFF is to be given.
10. LIC reserves the right to order any worker of the Contractor to leave the premises of the LIC Office if his/her presence at any time is felt undesirable.
11. The staff should wear immaculate dress with Company's logo and photo identity-card counter signed / verified by LIC Estates Department.
12. On the production of satisfactory proof in payment of ESI and PF contribution along with list of attendants the same will be reimbursed.
13. Worker/attendant must have basic cooking knowledge like preparing Tea, Coffee etc.
14. If the LIC notices that the Personnel of the Contractor has /have been negligent / careless in rendering the said services, the same shall be communicated immediately to the Contractor which will devise corrective steps immediately to avoid recurrence of such incidents and report to the LIC its action plan.
15. No worker employed by the Contractor shall engage in any immoral or illegal activity within LIC premises. If He / She does so, the Contractor will be fully responsible for all the penal/legal consequences. No responsibility will devolve on LIC for such illegal/immoral acts.
16. **NO CONTRACOR SHALL ENGAGE A SUB CONTRACTOR FOR ONE OR MORE LOCATION/S DURING THE CONTRACTUAL PERIOD.**



### **TERMS AND CONDITIONS:**

**Terms of Payment** : LIC shall pay the agreed amount to the Contractor on monthly basis after the completion of the month and submission of a certificate by the nominated supervising officer of LIC “ That the work has been done satisfactorily”. LIC will also reserve the right to terminate the contract by giving one month’s notice in case the works carried out are found to be not up to the satisfaction of LIC.

**Stock and Supplies** : The Contractor shall maintain sufficient stock of various items such as dusters, soaps, phenyl, detergent, odonil, napthalene balls, Room spray, Mosquito repellent and other required material so as to meet normal requirement. The Contractor shall not be permitted to stop supplying any item for any reason.

**Supervision/ Inspection** : The Contractor shall authorize a person to Inspect / Supervise his personnel , the cleaning and maintenance service who will report to the concerned officer so authorized as and when he is required to do so by the competent authority of LIC..

**Earnest Money** : The Tender is to be accompanied by Earnest Money Deposit of Rs. 10,000/- (Rupees Ten thousand only ) in the form of Bank Draft / Bankers' Cheque in favour of LIC of India payable at Bangalore. The EMD of the successful tenderer will be adjusted towards Security Deposit for the period of the contract and no interest will be payable thereon.

**Rates** : Rates should be inclusive of all prevailing taxes excluding GST.

The decision of LIC in all matters of the contract shall be final and binding on both the parties. LIC reserves the right to accept or reject any or all offers without assigning any reason thereof.

**Execution of Agreement** : Successful bidder will be required to execute the stamp agreement within 30 days after completion of all other formalities at his cost.

**Payment of Wages Act etc.:** The Contractor shall be directly responsible for the wages (as defined in Section 2 (1) (h) ) of the Act provided in Section 21 which should not be less than minimum wages prescribed by the concerned Statutory Authorities like Labour Department or any other benefit as may be available to its employees under relevant act and regulation. LIC shall not entertain any such claim of any person employed by the Contractor. The contractor should fix the wage period, which shall not extend more than one month as per rule 64. The Contractor shall be solely responsible for violation of statutory requirements, rules and regulations in this regard and LIC of India shall in no way be responsible or liable for payment or otherwise in any manner or on any account to the persons engaged by the Contractor to carry out the services herein mentioned. Further, it shall be the responsibility of the Contractor to comply with all provisions of law relating to engagement of contract personnel viz. Contract Labour (Regulation and Abolition) Act 1970, Gratuity Act, Industrial Dispute Act 1947, Employees Provident Fund Act, Workmen Compensation Act, Payment of Wages Act, Payment of Bonus Act 1965, Family Pension Scheme, Income Tax Act, Service Tax rules or any other Act or Statute not hereinabove mentioned but having bearing over engagement of workers directly or indirectly. However in case any violation of Statutory law/rules/regulation by the Contractor is brought to the notice of LIC of India, which amounts to financial claim/penalty, LIC of India will be at liberty to deduct such amount from the monthly bill or Security Deposit of the Contractor and furnish the same to the respective Statutory Authority without any reference to the Contractor.

The Contractor shall give an undertaking along with the Monthly Bill that he has complied with all his statutory obligations and submit the documentary evidence to that effect if needed.

**Breach of Terms and conditions:** Should the Contractor commit any breach of any of the terms and conditions hereof and /or fail/neglect to carry out any instructions issued to it by the LIC from time to time, it shall be open and lawful for the LIC to terminate the contract without assigning any reason and can get the work done by any person(s) or through any other Service Provider or Contractor at the risk and cost of the Contractor and the Contractor shall have no right to claim any compensation whatsoever on this account.

If, at anytime, during the operation of this agreement or thereafter the LIC is made liable in any manner whatsoever by any Order, direction or otherwise of any Court, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the present or ex-personnel of the Contractor or to any third party, the Contractor shall immediately pay to the LIC all such amounts and costs also and in all such cases/events the opinion of the LIC shall be final and binding upon the Contractor. The LIC shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/or from any pending bills of the Contractor and if such amount is not fully recovered, the LIC shall be entitled to recover the balance amount through legal recourse.



### **OTHER GENERAL CONDITIONS**

1. The contractor shall maintain in good condition all the fittings, premises etc. provided to him and hand-over-charge on termination of the contract. All the furniture, fixtures, equipments and articles provided, or made available by the LIC OF INDIA in the Toilets shall remain the exclusive property of the LIC. The contractor shall be responsible for the pilferage and/or any damage to the Toilets or portion of the building under the contractor occupation or the fittings, fixtures, or other equipment entrusted in his charge, when such damage is in the LIC's opinion caused due to the negligence or carelessness or any fault on contractors part or that of his Manager or servant or Agent and he shall be liable to pay to the LIC of INDIA such amount in respect of such damage as may be assessed by the LIC's Engineer or other Officer authorized in this behalf.
2. The contractor shall obtain at his own expense all licenses, permission etc. as may be required by law and shall bear all taxes imposed by any Governmental/Municipal Authority/Agency.
3. The Contractor has to engage caretakers in 3 shifts of 8 hours duty per shift in a day, weekly offs are to be given by replacing with another care taker (other than the regular caretaker).
4. List of persons engaged is to be submitted by the contractor with their respective photos & bio-data to the LIC OF INDIA, DO I, BANGALORE. Daily attendance sheet of the persons engaged to be submitted to LIC of India. In case of absence for a day or more, alternative arrangement for replacement should be made.
5. The contractor shall replace any person deployed by him, if found unsuitable by the LIC OF INDIA, with a suitable substitute forthwith.
6. Reshuffling of caretakers deployed in our guest houses shall be done on rotation basis once in six months and should submit the list of making such changes.

7. The attendants should have identity cards giving their Bio-data, photograph etc. The contractor shall provide one type of uniform (clothes) to his Managers and Supervisors and another type to his other workers. All those employed by the contractor shall wear their respective clean and tidy uniforms with badges throughout, while they remain in Guest house/Office premises.
8. The contractor shall provide continuous service on a day. A panel of attendants shall be communicated to the LIC OF INDIA by the Contractor and the persons named in the panel shall be accountable for all the services covered by the contract. Services of attendants shall be available round the clock.
9. The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the Staff & other visiting Officials to our Guest Houses. The contractor shall also submit to the office a daily report register with his comments. LIC of India shall provide the register.
10. If any person employed by the Contractor is injured or rendered partially/permanently disabled due to any reason such as accidents, fire etc. during the working hours, it is the sole responsibility of the Contractor to take necessary care in respect of such personnel as per the relevant Labour laws. LIC of INDIA does not hold any responsibility in this regard or otherwise.
11. The Contractor shall be personally responsible for implementing all the provisions of the Labour Laws or any other law as may be in force from time to time and as may be required in respect of the persons engaged by him in this behalf including the laws relating to engagement of child Labour for any purpose whatsoever at Guest House. LIC shall not be responsible for violation of any of the laws/rules/regulations to be followed by the contractor in this regard.
12. The contractor should supply the uniform to the workers at his cost with colour specifications. It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without an uniform, a penalty of Rs.10/- per worker, per day will be imposed and will be deducted from the monthly bill. If any worker or attendant is absent on any day, a recovery of proportionate wages per day per head will be made from the monthly bill.
13. The contractor shall not have any tenancy rights by virtue of entering into agreement except as described in the agreement.

14. The contractor should attend the meetings whenever called for by the LIC of India, otherwise at least once in a week and abide by the instructions given by the LIC of INDIA from time to time.
15. The Contractor shall submit the Daily Attendance of workers reported to duty, with remarks to OS/Estates Dept. Divisional Office I, Bangalore, based on which, monthly bills will be settled.
16. Toilets/Floor Cleaning materials/instruments such as Soap, Odonil, Naphthalene balls in toilets, detergents, phenol, acid, glass cleaners, brushes, brooms, wipers, spongers, mops, floor scrubbing, Euro cleaner etc to be provided by the contractor.
17. In case it is observed that the cleaning material used is of inferior quality or if insufficient quantity is used, the LIC will reserve the right to purchase the same itself and deduct the cost thereof out of the monthly bill payable to the contractor.
18. Salary to care takers and other persons engaged by the Contractors must be disbursed within 7<sup>th</sup> of every month in the presence of authorized Official of LIC notwithstanding whether your bill has been passed by our office (LIC OF INDIA) or not. If salary is paid through NEFT, bank statement confirming distribution of salary to the caretakers must be submitted to LIC of India, Estates dept., DO, Bangalore every month without fail.
19. Reshuffling of care takers in our guest houses shall be done on rotation basis once in six months and the contractor should submit the list of making such changes.
20. The bill for the month should be submitted on the expiry of every month after payment of the salaries to workers as specified in the Minimum Wages Act and after remittance of ESI, PF and other statutory dues. The bill will be settled within a period of 10 days from the date of submission of all requirements by the Contractor, after satisfactory performance of all the maintenance works in all respects.

If the service provider/Contractor fails to deposit the contributions of PF and ESI within the time prescribed by the relevant Acts and Rules, the LIC will deduct the same along with interest from the bills of the service provider/contractor and deposit the amount with the concerned authorities. The Contractor shall note that Income Tax deduction at source will be made from bills while making payments.

**SENIOR DIVISIONAL MANAGER**



### **IRDA CONDITIONS**

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

**“In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance , 2014, Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under section 33(2) of the Insurance Laws (Amendment) Ordinance, 2014, who may examine on oath any Manager, Managing Director or Other Officer of the Service Provider or Contractor where the services are outsourced by LIC of India.”**



### **SCOPE OF WORK : Works in Guest Houses.**

1. Daily sweeping and mopping of rooms, balcony and corridors of the Guest House including the open area and court yard.
2. Daily dusting of furniture and fixtures, ceiling, Sofa sets, carpets, windows, T V stands, etc.
3. Daily cleaning of toilets twice a day with Phenyl and daily cleaning of wash basins, kitchen sinks, buckets, mugs etc. with non-infectious chemical and keep the Guest House under hygienic condition at all times.
4. Daily clearing and cleaning of dustbins and daily clearing of garbage
5. Placing of Naphthalene balls in the corners of the walls, almirahs and urinals at regular intervals or whenever found necessary;
6. Weekly removing of cobwebs, dusting of tube lights, fans etc. to keep the Guest House premises neat and tidy.
7. Washing / arranging for washing of bed sheets, towels, pillow covers, bed covers on day to day basis when the rooms are occupied.
8. Changing of linen clothes, towels and napkins and arrange for washing once in 3 days or on the vacation of the room/s by the Guest/s whichever is earlier. Changing of woolen blankets with washed/dry cleaned ones once in 15 days.
9. Refreshments / Food articles are to be provided from outside for which the cost may be collected from the Guests.
10. To provide one contact person in the Guest House round the clock.
11. To arrange for washing of clothes of Guests through laundry on payment of the actual cost thereof by the Guests.
12. To report any breakage of any item due to normal wear and tear to OS/Estates Department, LIC of India, Divisional Office I. J.C.Road, Bangalore and arrange for its replacement.
13. To arrange for replacement of the broken items immediately with prior approval of LIC of India, Divisional Office I, J.C.Road, Bangalore.
14. To ensure that no alcoholic drinks of any kind are used/consumed/supplied in the Guest House.
15. To ensure proper cleaning of the terrace twice in a week and cleaning of the overhead water tanks once in two months.
16. To ensure that all other necessary jobs for proper maintenance of the Guest House are attended to.

- 17.To allow the authorized officials of the LIC of India to inspect the Guest House for ensuring proper upkeep at regular intervals.
- 18.To clean the utensils like tea cups, meals plates, dishes, water glasses etc., in the Guest House after the usage by Guests.
- 19.To ensure that all the above jobs are done all the seven days a week with trained manpower under personal supervision of the Contractor.
- 20.To maintain the Guest House Register and to see that all entries by the occupants are made and to remit the charges given by the occupants immediately in the office and enter the M.R. No. in the Register. To collect the data on daily basis from the LIC of India, Divisional Office I, J.C.Road, Bangalore regarding booking of Guest House accommodation.
- 21.To ensure that rooms are given and allowed to be occupied by the persons only on proper identification such as showing the identity card and allotment letter issued / E mail sent by the Divisional Office I, J.C.Road, Bangalore.
- 22.Acid cleaning of sanitary wares without damaging their shine, once in a week. Vacuum cleaning of Carpets, Sofas, Chairs (leather and cloth tapestry) once in a week.
- 23.To provide cleaning material like cleaning liquids, materials, phenol etc., and maintain sufficient stock of these cleaning materials.
- 24.To do any other job in pursuance of the maintenance of Guest House as pointed and informed by the representatives of the LIC at periodical intervals or as and when necessary.

**SENIOR DIVISIONAL MANAGER**