



ವಿಭಾಗೀಯ ಕಛೇರಿ, 'ಜೀವನ ಪ್ರಕಾಶ', ಅಂ.ಪ.ಸಂಖ್ಯೆ 37, ಮೈಸೂರು-ಬೆಂಗಳೂರು ರಸ್ತೆ, ಬನ್ನಿಮಂಟಪ, ಮೈಸೂರು -570 015.
मण्डल कार्यालय, 'जीवन प्रकाश', पो.बो.सं: 37, मैसूर-बंगलूर रोड, बन्निमण्टप, मैसूर - 570 015.
Divisional Office, "JeevanPrakash", P.B.No:37, Mysore- Bangalore Road, Bannimantap, Mysore- 570 015.

ಫೋನ್: ದೂರವಾರ್ತೆ: Tel: 0821-2495001 to 2495005

ಫ್ಯಾಕ್ಸ್: ಫೇಕ್ಸ್: Fax: 0821-2490669

ಈ-ಮೇಲ್ / ई-मेल/E-mail: os.mysore@licindia.com

Ref: LIC STC/Housekeeping/2017-18

Date: 11/10/2017

**Tender document for providing Housekeeping and Maintenance Services
At Sales Training Centre, LIC of India, Mysore.**

Contents

Sl	Descriptions	Page No.
1	Contents	1
2	Notice inviting Tender	2 - 4
3	Instruction to Tenderer	5 - 7
4	Eligibility Criteria	8 - 9
5	Documents to be submitted	10
6	Services desired	13 - 20
7	Deployment of Work force	21- 24
8	Other Conditions and related matters	24 - 29
	Annexure	
9	Technical Bid - Tendering Agency Profile – Anx 1	30-31
10	Check list of documents to be attached with Technical Bid – Anx2	32
11	Compliance Report – Anx 3	33
12	Participation of near relatives of our staff – Anx 4	34
13	No Due Certificates – Anx 5	35
14	Affidavits regarding Non Blacklisting/ Prosecution – Anx 6	36
15	Scope of Services – Anx 7	37-38
16	Uniform of Supervisors and Workers – Anx 8	39
17	Payment to contractors – Anx 9	40
18	Billing Process and Documents – Anx 10	41
19	Financial Bid – Format – Anx 11	42-43
20	Schedules – Inventory items	44

TENDER NOTICE

The Senior Divisional Manager, Life Insurance Corporation of India, Divisional Office, Jeevan Prakash, Bannimantap, Mysore – 570 015, hereby invite SEALED TENDERS under “TWO BID SYSTEM” for providing House Keeping and Maintenance Services at LIC Sales Training Centre, Sharadadevinagara, Mysore. The Tender is for the period of three years which may be extended for further period on mutually agreed terms and conditions. Reputed and resourceful Housekeeping / maintenance services contractors, to submit the technical bid and the financial bid as below:

01. The technical bid as per **Annexure-1** (along with relevant photocopies of documents with declaration undertaking) in a sealed cover super scribed “Technical Bid for housekeeping and maintenance services contract at LIC Sales Training Centre, Mysore” (**Envelope I**).
02. The financial bid as per **Annexure-11** separately in a sealed cover super scribed “Financial bid for housekeeping and maintenance services contract at LIC Sales Training Centre, Mysore” (**Envelope II**). The Financial bid should be signed and stamped.
03. Demand Draft towards EMD of Rs.10, 000/- (Rupees Ten thousand only) and tender fee of Rs.250/- (Rupees Two hundred and Fifty only), in case the tender is downloaded from the Corporation’s website www.licindia.in, are to be placed in **Envelope III** with superscription ‘EMD towards housekeeping and maintenance services contract at LIC Sales Training Centre, Mysore’ .
04. These **envelopes I, II III** will be placed in a bigger sealed cover super scribed as “Tender for housekeeping and maintenance services at LIC Sales Training Centre, Mysore” (**Envelope IV**) and submitted.

Earnest Money deposit:

- a. The tender should be accompanied by EMD amounting to Rs.10, 000/- (Rupees Ten thousand only) by way of a Demand Draft or Banker’s Cheque payable at Mysore.
- b. The EMD will not carry any interest.
- c. The EMD will be refunded to the unsuccessful bidder within three months after the tender process is over.
- d. The EMD amount of the successful tender shall be adjusted towards security deposit.
- e. Without EMD the tender will be deemed to be invalid and will be rejected.

If the tender is aborted the EMD shall be refunded without interest.

Security deposit:

- a. The successful bidder will be required to remit an amount equal to 10% of annual bid value as security deposit and the same will be accepted either in the form of Bank Guarantee or Demand Draft or Banker’s Cheque drawn on any Nationalized or Scheduled Bank favoring LIC of India payable at Mysore.
- b. This Security Deposit will be refunded only on successful completion of the agreement period. No interest will be payable on this security deposit.

- c. The EMD amount of Rs.10, 000/- (Rupees Ten thousand only) of the successful bidder will be adjusted to such Security Deposit, allowing the successful bidder to remit only the balance amount.

If the successful contractor fails, in course of the agreement period, to comply with the terms and conditions of the agreement, the security deposit shall be forfeited

The Corporation reserves the right to accept any quotation in full or part.

This does not necessarily mean that the lowest quotation will be accepted.

The tender form and its enclosures should be submitted at the following address

The Senior Divisional Manager, Life Insurance Corporation of India, Jeevan Prakash, Divisional Office, Bannimantap, Mysore 570 015.

Latest by 13 hours on 09.11.2017 in a sealed envelope super scribed Technical Bid for housekeeping and maintenance services contract at LIC Sales Training Centre, Mysore.

The LIC Divisional Office, Mysore may, at its discretion, extend the deadline for submission of the tender by issuing an addendum in which case all rights and obligations of the bidder previously subjected to the original dead line shall be subjected to the extended deadline.

All information with regard to any modification/amendment/extension of dates etc, if any in respect of this tender, till the entire process is completed, will be uploaded only on the website www.licindia.in . Tenders are not transferable under any circumstances.

The tender submitted after the deadline/new deadline, if any, for submission shall not be accepted and if inadvertently accepted shall not be considered. Similarly, the bidder shall not be permitted to modify/withdraw his/her tender once submitted.

The tender will be disqualified or rejected if the contractor does not fulfill the terms and conditions as mentioned in this notice document.

Bidder must keep the tender open for acceptance for a period of three calendar months from the due date.

All tenders received shall be opened at 4 pm on 09.11.2017 at Manager (OS), LIC of India, Jeevan Prakash, Divisional Office, Bannimantap, Mysore. The bidder or his representative may remain present on this date and time, if so desired.

The successful bidder will be selected for providing the services of housekeeping and maintenance services as per the terms and conditions of the tender.

Mere submission of tender does not confer the right for accepting Tender.

LIC Divisional Office, Mysore reserves its right to call for any missing/additional information from the bidders and accept or reject any or all tenders or cancel the tendering process without assigning any reason there for which LIC Divisional Office, Mysore shall neither be liable nor obliged to inform the bidder the grounds of any such action. However in such a case the EMD will be refunded without interest within specified period.

It may be noted that only tenders in respect of qualified technical bids will be eligible for opening of financial bids as per tender rules. For this purpose, a pre bid meeting is scheduled on 03.11.2017. At 4.pm in LIC Divisional Office, Mysore 57 0 015, to explain the extent of work and service required.

Bidders are requested to attend the meeting without fail to assess the volume and quality of work involved before submitting the tender

The financial bid must have clear break up as required in the format (**Annexure 11**) attached.

The bidder should inspect the premises and assess the extent of work and number of persons (Manager, Supervisors, Receptionist, Housekeeping workers, Electrician C Certificate holder, Electricians, Plumbers, Carpenter, Training hall assistants, other workers etc) to be deployed.

The quotation for contract value should take in to consideration the statutory provisions regarding minimum wages and other statutory obligations regarding workers.

For any queries they may contact Administrative officer/LIC DO, Mysore on any working day (Monday to Friday) between .1100 AM and 4.00 PM and on Saturday between .11.00 AM and 1.00 PM.

Important information for tenderers:

- | | |
|---|--|
| 1. Issue of tender document → | 11 hours on 11.10.2017 to 15 hours on 02.11.2017 |
| 2. Last date & time for submission of Tender → | 09.11.2017 up to 1.00 pm |
| 3. Date of Pre-bid Meeting → | 03.11.2017 at 4 pm |
| 4. Date & time of opening of Technical Bids → | 09.11.2017 at 4.00 pm |
| 5. Tender document Fee (Non-refundable) → | Rs.250.00 (Rs. Two Hundred and fifty only) |
| 6. Earnest Money Deposit (EMD) → | Rs.10, 000.00 (Rupees Ten thousand only) |

(Payments through Demand Draft payable at Mysore)

The Senior Divisional Manager, Life Insurance Corporation of India, Mysore Division, reserves the right to reject any or all of the tenders in part or full without assigning any reason(s) whatsoever.

Senior Divisional Manager

Instructions to the Tenderers

(The Tenderer/Bidder must go through the complete Tender Document–Technical Bid and Financial Bid including Terms and Conditions and Annexures there to and understand his/their responsibilities and obligations there under)

- 1) The Training Centre is having two blocks - Hostel Block and Administrative Block. The Hostel is having 46 rooms with attached toilets for the participants, a TV room, 2 facilitating rooms, 2 Dining Halls, VIP Dining room, all corridors, open terrace and toilets etc. The Administrative Block is having Principal Chamber and Secretariat, Vice Principal's chamber, Library, Administration Departments, 1 Server room, 5 Faculty Rooms, 03 Lecture Halls, 4 syndicate Rooms, 4 toilets and One security room, all Corridors of two floors, car parking, open terrace, entire open area within the campus of STC and approach road starting from main gate to two Blocks of STC premises.

However, before submitting the tender, the tenderer may visit the site where intended services are to be provided and satisfy himself/ themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by STC Mysore under any circumstances subsequently.

- 2) Each bidder shall submit only one tender either by himself or as a partner in 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.
- 3) All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled.
- 4) The list of documents to be attached with Technical Bid is mentioned in Annexure-2 (Checklist for documents). Financial Bid envelope (Part-II) should be sealed with wax/tape and consist of only the Financial Bid, Part-II of tender document showing the rate per month for Housekeeping Services. The Contractor must also give the bifurcation of the package rate quoted by them.
- 5) All overwriting/corrections should be duly signed by the tenderer.
- 6) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in rejection of the bid.
- 7) Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/Manager/Secretary etc., as the case may be.
- 8) LIC DO, Mysore may at its discretion, amend/modify the tender and/or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. LIC Mysore may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a clarification sought by a prospective Tenderer, may modify the Tender documents by amendment and

information thereof will be uploaded on the Corporation's website www.licindia.in and shall be binding on all concerned.

- 9) LIC, DO, Mysore reserves the right to accept or reject any or all the tenders without giving any notice or assigning any reason whatsoever. The decision of SDM, LIC, DO, Mysore in this regard shall be final and binding on all.
- 10) The Contractor shall not employ any person below the age of 18 years.
- 11) The Contractor shall indemnify LIC & its representative (s) from and against all claims and penalties which may be suffered by STC, Mysore, by reason of any default on the part of the Contractor to observe and/or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 OR any re-enactment or modification of the same.
- 12) Unsealed or improperly sealed tenders are liable to be rejected. Conditional Bids shall also be summarily rejected.
- 13) The Tenders shall be valid for a period of at least six months (180 days) from the date of opening of the tender. If the tenderer withdraws/amends/derogates the tender in any respect during this period of validity of the offer, the EMD is liable to be forfeited.
- 14) In order to satisfy itself about the nature and quality of services rendered by the tenderer, LIC, DO, Mysore may depute its Officer (s) or authorized representative to visit the Institute/Establishments mentioned by the bidder. Besides, LIC, DO, Mysore may also arrange for verification of any document/testimonial submitted by the 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, DO, Mysore, 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 their bid would be considered as non- responsive and their financial Bids will not be processed further and EMD shall be forfeited.
- 15) The Financial Bids (Part-II) of only those tenderers whose Technical Bids (Part-I) are found responsive by LIC, DO, Mysore will be opened, further processed and evaluated.
- 16) **LIC, DO, Mysore will award the contract to the bidder whose bid has been found to be responsive and lowest as a whole for the Housekeeping Services as per terms and conditions incorporated in this Tender Document.**
- 17) Similarly, payment of applicable minimum wages for actual manpower deployed AND service charges for Housekeeping and will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the Contractor including PF, ESI etc.

- 18)** LIC DO, Mysore will communicate to the successful bidder through a letter sent by Courier/Registered Post/e-mail that his bid has been accepted.
- 19)** The Contractor will be required to keep a Security Deposit. The successful bidder will be required to deposit the same in the form of a Demand Draft drawn on any scheduled Bank in favour of “Life Insurance Corporation of India”, payable at Mysore and present himself to execute a contract Agreement with STC, Mysore as per the conditions of the Tender on non-judicial stamp paper of requisite value as applicable in the state of Karnataka within 30 days of the receipt of the letter awarding the Contract. This Security deposit will remain with STC, Mysore throughout the period of the Contract. This Security amount will be refunded to the contractor within 60 days of completion of the Contract subject to:
- (i) Satisfactory Performance of the Contract.
 - (ii) Deduction of any dues payable to STC, Mysore and/or LIC of India on whatsoever account.
 - (iii) Any deduction due on account of Contractor's obligation under the Contract and subject to such deductions as may be necessary for meeting STC, Mysore claim against the Contractor.
 - (iv) Deduction of any liability/damages incurred by STC, Mysore, on behalf of the Contractor in the discharge of his/their obligations under this Contract.
 - (v) This Security deposit shall not bear any interest of any kind whatsoever.
- 20)** The Contractor shall be required to submit a “No Dues” Indemnity Bond on Non Judicial Stamp Paper of requisite value duly notarized as per the specimen enclosed in Annexure-5 after completion/termination of the Contract to claim refund of the Security Deposit amount.
- 21)** The selected Contractor shall be required to start the services in accordance with the time schedule specified in the work order issued by STC, Mysore, after acceptance of the 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, DO, Mysore reserves the right to cancel the work order and forfeit the EMD and/or Security Deposit.

1. Eligibility criteria requirements:

The basic pre-qualification/technical qualification criteria to be filled by the applicant are appended:-

1. The bidder must be a Registered / Licensed organization / Partnership firm / Sole Proprietor / Individual.
2. The bidder must have a proven track record of at least 3 years in Housekeeping and Maintenance Services.
3. If the Bidder had already done housekeeping and maintenance services with LIC, they should not have attracted penalty in any month in the last 5 years as per respective contract documents and performance.
4. If the Bidder had already done any contract services with LIC, in the last 5 years they should not have abandoned the contract before the expiry of the contract period.
5. If the Bidder had already done any contract services with LIC, in the last 5 years the contract should not be terminated by either party before expiry of the contract period.
6. There should not be any adverse feedback about bidders from their present or previous service locations.
7. (a)The bidder must produce relevant documentary evidence along with the tender for above.
(b)Non-disclosure of relevant information or furnishing of incorrect Information / documents will suffer disqualification of the tender.
8. The bidder must have annual turnover of Rs.30 lakhs (Rupees Thirty Lakhs) for Housekeeping and Maintenance Services during the last three financial years. .
9. The bidder must not have been at any time declared as insolvent or convicted for any offence by any authority.
10. The bidder shall comply with all the requirements of labour laws, obtain all licenses / approvals / permissions to carry on the business of housekeeping and maintenance services work.
11. The bidder must not have been prosecuted or suffered any penalty for violation of any labour laws by any authority.
12. The bidder should not be a sub-contractor to any other entity/person.
13. The bidder should not be a party to any cartel at any time for processing any contract including the present tender.
14. LIC of India is not responsible in any manner for the postal delay/loss/non-receipt of the tender.
15. The bidders are advised to inspect the premises of LIC STC where the services are required to be offered and assess for requirements themselves before submission of the tender.
16. The rates to be quoted shall be inclusive of all i.e., House Keeping and Maintenance Services work and inclusive of taxes, charges, levies, etc., if any (excluding GST)
17. The tender should be submitted so as to reach LIC DO, MYSORE on or before the date and time specified in the covering letter.
18. The quotation should be either type written or neatly and legibly hand written in dot-pen. Corrections, if any, in the quotation should be duly authenticated with full signature. The figures and wordings in the financial bid should be the same. In case of any difference, the tender will be summarily rejected. **In case of any arithmetical errors in Financial Bid,**

the same will be corrected ASSUMING that the basic quotes / bifurcated rates are correct.

19. The successful bidder will be required to deposit an amount of Rs.2,00,000/- (Rupees Two lakhs only) by way of Bank Guarantee or Demand Draft or Banker's Cheque favouring "LIC of India", from any nationalized or scheduled bank payable at Mysore towards the 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 bidder will be adjusted to Security Deposit. The security deposit should be renewed and additional security deposit to be remitted to that extent by the contractor in case of renewal of the contract.
20. Tender fee / EMD are exempted if the MSME/NSIC authorities have exempted for housekeeping and maintenance services. The bidder has to submit the necessary certificates along with the technical bid.
21. If the successful bidder fails, in course of the agreement period, to comply with the terms and conditions of the agreement, the security deposit shall be forfeited.
22. The Competent Authority reserves the right to change the relevant dates, to accept or reject all or any of the tenders to accept any higher bid, or cancel all tenders without assigning any reason whatsoever. All information with regard to any modification/ amendment/ extension of dates etc, if any in respect of this tender, till the entire process is completed, shall be uploaded only on the website www.licindia.in.
23. Any dispute arising out of or relating to this tender shall be deemed to have arisen in MYSORE and shall be subject to adjudication of a competent court in MYSORE.
24. The bidder must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the tender form.
25. Any tender not complying with requirements/conditions either wholly or partially shall be liable for rejection.
26. LIC, DO, Mysore will communicate to the successful bidder through a letter sent by Courier/Registered Post/e-mail that his bid has been accepted.
27. Successful bidder will have to enter into an agreement with the Corporation for the purposes of providing the services desired by the Corporation.

**2. List of Documents to be submitted along with technical bid
(Copies must be self attested)**

- 1) Tender form duly completed by the bidder **-Annexure-1**
- 2) Compliance Report form duly completed by the bidder **Annexure 3**
- 3) An undertaking duly completed by the bidder on non-judicial stamp paper of value Rs.200/- and duly notarized **Annexure -6**
- 4) In case of participation of near relatives of employee **Annexure A-4**
- 5) License and Registration particulars of the bidder
- 6) Details of empanelment and work of housekeeping and maintenance services done by the bidder
- 7) Summary of financial data of the bidder
- 8) Copy of Memorandum of Association, Article of Association (in case of company)/Copy of Partnership deed (in case of partnership firm)
- 9) Proof of identity of the bidder in the form of Voter id card/Passport/Aadhar card/PAN card/Driving license (self attested photocopy)
- 10) PAN card for both individual and establishment (self attested photocopy)
- 11) Income tax returns for last three financial years of individual as well of the establishment of the bidder along with duly certified balance sheet (self attested photocopy)
- 12) Experience certificate from existing customer(s) from where the contractor has provided housekeeping and/or maintenance services for the last three years.
- 13) Provident Fund registration certificate
- 14) ESIC registration certificate.
- 15) Profession tax registration certificate.
- 16) License under Shops Establishment act.
- 17) License to engage contract laborers under the Contract Labour (Regulation Abolition) Act 70, if applicable.
- 18) GST registration certificate.
- 19) Demand Draft or Banker's Cheque for Rs.250/- (Rupees Two hundred and fifty only) payable at Mysore towards tender fee, if the tender is downloaded from our website
- 20) Demand Draft or Banker's Cheque for Rs.10, 000/- (Rupees Ten thousand only) payable at Mysore towards Earnest Money Deposit.
- 21) Banker's solvency certificates from scheduled commercial bank obtained within last six months for minimum of Rs. 10 lakhs (Rupees ten lakhs only.)
- 22) MSME/NSIC certificates if exemption claimed for Tender fee/ EMD.

3. TERMS AND CONDITIONS

Following terms shall have the below mentioned meanings unless otherwise specified.

1. "WORKERS" or "WORK FORCE" shall mean the Manager/Supervisors/, Receptionists, Housekeeping workers, Electrician C Certificate holder, qualified and experienced Electricians, Plumbers, Carpenter, Training hall assistants, other workers etc of the contractor.
2. "HOSTEL BLOCK" shall mean the following areas inside the premises of LIC STC, Mysore

All Hostel rooms including wash rooms and balcony
Corridor, staircases and walking area adjacent to hostel rooms
Recreation rooms
Reception area and front area/porticos of the hostel block
Terrace area of canteen and hostel

3. "ADMIN BLOCK" shall mean the following areas inside the premises of LIC STC, Mysore

- 1 Office.
- 2 All training halls.
- 3 Library.
- 4 Syndicate rooms.
- 5 Faculty rooms.
- 6 Meeting room.
- 7 Principal's Secretariat.
- 8 Solar power control room, Electrical control rooms.
- 9 Porticos, corridors, staircases, pathways.
- 10 UPS room.
- 11 Areas adjoining the training halls.
- 12 Terrace area of admin and training hall building.
- 13 Generator room, Power room, Transformer area, Water motor rooms.
- 14 Parking area

4. 'LIC' shall mean Life Insurance Corporation of India.

5.1 The contract shall be for a period of THREE YEARS initially.

5.2.

- a) The contract may be renewed on mutual consent on the same terms and conditions for a further period of THREE YEARS at the most after reviewing and evaluating the services and finding them satisfactory by the competent authority.
- b) The rates for the renewal period may be increased by maximum of 5 (FIVE PERCENTAGE) for the third year and maximum of 10 (TEN PERCENTAGE) for the fourth year over the rates agreed for the first two years.
- c) In case of renewal of the contract the security deposit should be renewed and additional security deposit of Rs.25, 000/- each in the third and fourth year should be remitted.

5.3. However, in case of unsatisfactory performance, the Competent Authority at his sole discretion may terminate the Contract anytime before completion of the original or renewed contract period, by curtailing the notice period or without giving notice to the contractor.

5.4. The sealed tender with all enclosures should be submitted to reach LIC DO, MYSORE on or before the date and time specified.

5.5. The validity of the tender shall be for 3 (three) months from the date of submission of the tender.

5.6. The tender should be either typewritten or neatly and legibly handwritten in dot pen and must be given as per the prescribed format and signed by the Proprietor/Principal/Manager of the Firm and should be legible.

5.7. Corrections, if any, in the tender should be duly authenticated. The figures and wordings in the financial bid should be the same. In case of any difference, the tender will be summarily rejected.

5.8. If the successful bidder fails, in course of the agreement period, to comply with the terms and conditions of the Agreement, the Security Deposit shall be forfeited.

5.9. Any tender not complying with requirements/conditions of the tender, either wholly or partially, shall be liable for rejection.

5.10. No alteration either in quantity or in quality shall be entertained during the period of contract.

5.11. The Competent Authority reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.

5.12. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Mysore and be subject to adjudication of a competent court in Mysore.

6. HOUSE KEEPING AND MAINTAINANCE SERVICES TO BE PROVIDED

- a. During the period of agreement the contractor shall be fully responsible for the Housekeeping and maintenance services at LIC STC, Sharadadevinagara, Mysore on the specific periodicity as detailed below. This is to be read with **Annexure 7** – Scope of work.

SI	SERVICES TO BE PROVIDED	PERIODICITY
1	Manning the reception counter round the clock without any break. The receptionist manning the reception counter should be courteous, polite, well mannered and conversant with Kannada. The reception personnel should have basic knowledge in data entry in computers for recording data of participants like check in, check out, room allotment etc.	ROUND THE COLCK (WITH OUT ANY BREAK)
2	i) Qualified and experienced plumber and electrician with all tools for plumbing and electrical repairs and maintenance. ii) Switching on/off the Water Motor pumps, Air Conditioners, Street lights, Solar lights, Garden lights, Solar Water Heaters without wasting water and electricity	ROUND THE COLCK (WITH OUT ANY BREAK)
3	Cleaning of wash rooms in Admin and Training block (Necessary materials/equipments for cleaning and disposal of waste shall be arranged at the cost of the contractor)	Twice DAILY
4	Sweeping, Cleaning, Mopping and removing of waste materials etc in the corridors, pathways in the buildings in Admin block, Hostel block necessary materials equipments for seeping cleaning mopping and disposal of Waste shall be arranged at the cost of the contractor)	TWICE DAILY
5	i) Sweeping, Cleaning, Mopping and removing of waste materials, garbage, in all hostel rooms, guests rooms including wash rooms and balconies, training halls, all rooms and cabins, library, admin block including cleaning of furniture, chairs, GM equipments, windows etc. ii) Sweeping, Cleaning, Mopping and removal of waste materials etc necessary materials equipments for seeping cleaning mopping and disposal of waste shall be arranged at the cost of the contractor) iii) Spraying of Room fresheners in all rooms in admin block, all training halls, all rooms in hostel block including recreation room with good quality branded items. iv) Training hall attendants for attending to the requirements of the faculty in all training halls in ground floor and first floor during training hours, getting the training halls ready for training, rearranging the halls to the requirement of training, providing drinking water to the trainees and faculty members, rearranging the halls after the close of training session for the day, seating arrangements, switching on/off the air conditioners, arranging for the requirements for smooth conduct of training classes and other	DAILY

STC Housekeeping

	requirements/arrangements for the training class as decided by the competent authority. v) Supply of newspapers one each of English, Kannada languages and one Financial daily newspaper in the recreation room. vi) Branded, good quality liquid soap in plastic container should be made available in all wash rooms, in hostel block, administration and training block. Refilling should be made on regular basis.	
6	Change of bath towels in the hostel rooms and guests rooms.	DURING CHECK IN AND ALTERNATE DAYS
7	Change of Bed sheets, Bed spreads Pillow covers in hostel rooms and guest's rooms.	DURING CHECK IN AND AT THREE DAY INTERVALS
8	i) Supply of one number branded bath soap of 25gms - for trainees of sessions three days or less ii) Supply of two nos. branded bath soap of 25gms for trainees of sessions for more than three days and up to 6 days iii) Supply of one number branded bath soap of 75gms every week for trainees of sessions for more than one week.	DURING CHECK IN AND ADDITIONAL IF REESTED
9	Sending the used bed linen, bed spreads, bed sheets, pillow covers, towels etc for washing and ironing	ONCE IN TWO OR THREE DAYS
10	i) C Certified and experienced Electrician with all tools for electrical repairs and maintenance ii) qualified and experienced carpenter with all tools	ONCE IN THREE DAYS AND ON REQUIREMENT
11	disposing the waste materials outside the campus	AT WEEKLY INTERVALS
12	Cleaning of Terrace in Admin block, hostel block, and removal of dry leaves, waste materials, algae etc.	AT WEEKLY INTERVALS; AT HIGHER FREQUENCY DURING RAINS/ MANSOON
13	Removal of cobwebs in buildings in admin and training block, hostel block, power room, generator room, etc both internal and external areas. Removal of cobwebs in general area.	AT WEEKLY INTERVALS
14	Supply and replacement of batteries for all wall clocks and Remote for Air conditioners, TV, LCDs in admin and hostel block.	IMMEDIATELY ON REQUIREMENT
15	Spraying Pesticides for control of Cockroaches and other insects in the wash rooms, duct rooms in admin block, hostel block.	AT WEEKLY INTERVALS
16	Cleaning/mopping of entire floors in the campus using mopping machines.	ONCE IN 5 DAYS INTERVALS
17	Cleaning of Water tanks and sumps in all buildings in the campus using good quality eco friendly branded cleaning materials at the cost of the contractor.	AT MONTHLY INTERVALS

STC Housekeeping

18	Cleaning of Solar Panels in with great care and under supervision of STC officials.	AT MONTHLY INTERVALS
19	Cleaning of Sofa sets, cushion chairs, mattresses, pillows in hostel rooms, guest rooms etc. by using vacuum cleaners.	AT MONTHLY INTERVALS
20	Spraying Pesticides for control of White ants, Bed bugs and other insects in admin and training block, all rooms in hostel block. (Contractor to supply good quality eco friendly odorless branded pesticides, insecticides and spraying machines for this work at his cost)	AT QUARTERLY INTERVALS AND DURING PEST ATTACKS
21	Washing of curtains in Hostel block, guest rooms and office block, sofa covers, etc	AT QUARTERLY INTERVALS

1. During the period of the agreement the contractor shall be fully responsible for the housekeeping and maintenance services for the entire premises/buildings occupied by Sales Training Centre and consists of Hostel Block (inclusive of canteen block, recreation) Administrative Block and the connected corridors both ground floor and first floor, Security, Switch room, Generator room, Power room, UPS room, the entire open area in the buildings. The competent authority may direct any other area, not mentioned above, also to be covered under this contract on terms and conditions to be mutually agreed upon.
2. List of items provided in the Hostel rooms, Guest rooms and Hostel block are enumerated in **Schedule**.
3. The contractor shall provide sufficient work force for housekeeping and maintenance of admin and training block, (including syndicate rooms, faculty rooms, library, Additional Principal's cabin, training halls, pathways, corridors and porticos in both ground floor and first floor, Principal's secretariat, all wash rooms in ground floor and first floor), hostel block (including all hostel rooms, wash rooms, balcony, corridors, staircases, adjoining areas, recreation rooms, and toilets in the entire hostel block. Maintenance includes sweeping, cleaning, mopping, removal of cobwebs, dusting of furniture, cleaning of chairs, windows, cleaning of washrooms etc. Any further structural additions during the course of the contract period will also have to be taken into account for maintenance.
4. Round the clock courteous service shall be provided by the Contractor at the Reception counter. Service at the counter shall include keeping of proper records of trainees in the hostel register, ensuring the correct date and time of check in and checkout and other details as required and instructed to be maintained. The contractor shall arrange for the preparation of the session files and other related materials before the commencement of the sessions by collecting the materials from the office. The contractor is responsible for the proper distribution of training materials/files to the participants before the commencement of the sessions as well as the collection of the bio data forms duly filled. Similarly at the close of the session, the contractor shall hand over the Attendance Certificates etc., to the participants.

5. Telephone facility has been provided at the reception counter. This is for the use of the representative of the contractor for contacting officials in case of clarifications or emergency. The entire cost for the usage of the telephone as received from BSNL will be recovered from the contractor's bill. It is the responsibility of the contractor to prevent the misuse of telephone.
6. The contractor shall provide good quality eco friendly cleaning materials, pesticides, disinfectants, insecticides, cleaning materials etc of good brand for the smooth completion of daily works to the satisfaction of Principal, LIC STC. The full cost of all items shall be borne by the contractor.
7. In case, emergency medical care is required for any trainee, the contractor shall arrange for a doctor to attend to the trainee immediately or arrange to take the trainee to the nearby hospital or clinic if required. The cost in such an emergency will be borne by the trainee / LIC STC. An updated list of medical practitioners in the nearby area with address and contact telephone no, mobile no and other details should be displayed in the reception counter.
8. First Aid box with all required medicines and items should be available with the receptionist. The necessary items shall be purchased at the contractor's cost and all the medicines and items should be in usable state and within the expiry date. Necessary refills should be purchased for replacements as and when exhausted or crossed the expiry date.
9. The contractor has to arrange for washing and ironing of the bed spreads, bed sheets, pillow covers, towels, screens etc at regular intervals. The items should be counted and handed over for washing under proper acknowledgement and received back in good condition after the job. Proper register with number of items, dates and acknowledgement shall be maintained. Any damage to the items will be recovered from the monthly bill of the contractor.
10. The contractor shall maintain the recreation rooms, outdoor game space, training area, hostel centre or any other specified place by LIC STC daily. The safety security of the equipments provided therein is the responsibility of the contractor. The contractor is responsible for opening the facilities and closing them at the prescribed time as per the decision of Principal.
11. The contractor shall provide mosquito repellant machines and good quality branded mosquito repellant refills for the same in each room every day at his cost. The contractor shall also provide mosquito machines and mosquito repellant refills for the admin and training halls if required. The contractor shall undertake pest control activities for flies, mosquitoes, cockroaches, bed bugs, white ants etc., in the administrative and training block, hostel rooms. Fogging activity should be done weekly. Register for pest control activities, fogging operations should be submitted to the competent authority along with the monthly housekeeping bill.
12. The contractor shall attend to all minor repairs and replacements round the clock on day to day basis in the entire Sales Training Centre campus such as replacement of minor electrical items, i.e. three pin tops, sockets, switches, plugs, batteries for wall clocks, fuses, starters, chokes, bulbs, tubes, MCB, batteries for audio equipments, batteries for remote of air conditioners, fan coil rewinding etc., at his own cost with the help of a licensed electrician equipped with proper tools. The brand for replacements of all spares should be as approved by LIC STC from time to time. For this purpose, all items costing less than Rs. 1000/- per item will be deemed as minor items.

13. Qualified plumber with all required tools should be available to attend to plumbing repairs and maintenance jobs round the clock such as change of washers, ball cocks, spindles, water taps and similar items at the cost of the contractor subject to maximum of Rs., 1000/- per item. Plumber should attend repair works relating to bore wells, motors etc., if outside plumber is engaged for the above works, the labour charges have to be paid by the Contractor. The brand for replacements of all spares should be as approved by LIC STC from time to time. For this purpose, all items costing less than Rs. 1 000/- per item will be deemed as minor items.
14. Maintenance and clearing the blockage of water pipes, sewage, and drainage in the LIC STC campus is the sole responsibility of the contractor.
15. The contractor shall ensure attending to minor carpentry, electrical and plumbing repair works whenever needed at his cost. The maintenance activity should be done promptly and regularly to avoid a situation of major breakdown. In case of absence or leave of the electrician or plumber or carpenter, the contractor shall immediately arrange for the necessary substitute to attend the repair works.
16. The contractor shall employ trained persons to operate the motor pumps and generator set. It should be ensured that the water supply is properly maintained to all tanks and all fittings. For the generator set, the contractor shall maintain the logbook with all important parameters recorded on day to day basis which shall be placed before the authorized officer daily at 11am on all working days. The contractor should name the person responsible for operating the DG Set. Unauthorized persons should not be allowed to switch on or off the DG Set. The contractor should arrange for the purchase of diesel. The cost of the diesel and transport will be borne by LIC STC on production of the bills.
17. The contractor shall provide attendants exclusively for training halls in both floors who shall attend to the proper functioning of audio visual systems, arrangement of class rooms, arranging for safe and pure drinking water in the class rooms and all other arrangements required in the class rooms on immediate basis. The training hall attendants shall be available near the training halls and also provide assistance to office, Principal's Secretariat and faculty members.
18. The contractor shall arrange refilling of drinking water during occupation of the hostel room by the trainees / guests and as frequently required by the trainees / guests. The trainees / guests should be provided with hot water for drinking, if so required by the trainees /guests.
19. The contractor shall submit his bills for Housekeeping and maintenance services monthly, within seven days from the end of every calendar month. Along with the Maintenance Bill, the contractor shall also submit a monthly Report (in such proforma as may be prescribed by the STC) giving details of the housekeeping and maintenance services rendered during the month. All the housekeeping /maintenance activities should be recorded in the prescribed register. This register will be signed by the representative of the contractor on daily basis and counter signed by the authorized person of LIC STC.
20. LIC Sales Training Centre is working for ISO Certification and insists on highest quality in housekeeping and maintenance services. If more than 5 and up to 10 of trainees during any

month rate hostel maintenance related services as Poor and Average in respect of hostel rooms/ wash rooms/ balcony etc. a deduction of 5% shall be made from the monthly maintenance bill. If more than 10 of trainees in any month rate hostel maintenance related services as Poor and Average in respect of hostel rooms/ wash rooms/ balcony etc., a deduction of 2% along with additional penalty as decided by the Principal shall be made from the monthly maintenance bill. This is to be implemented on the basis of recommendations of a hostel committee constituted by the competent authority at LIC STC. The discretion of the Principal is final in imposing penalty. An appropriate amount of deduction will also be made in case the Bureau of Indian Standards point out in their audit report that the standard of maintenance of hostel block and/or admin and training block has gone down. In all such cases, the decision of the Principal is final and binding on the contractor. In the event of unsatisfactory service at any point to carry out the terms of this contract, LIC STC may forthwith terminate this housekeeping and maintenance arrangements without any prior notice notwithstanding anything contrary mentioned herein and the contractor shall not claim whatsoever damages or costs against the LIC STC or any of its officers in consequence of such termination.

21. The garbage/waste materials should be disposed by the contractor at his cost on daily basis outside the campus of LIC STC confirming to Municipal / Civic rules and regulations prescribed from time to time. Any penalty imposed by Municipal / Civic authorities shall be the responsibility of the contractor and LIC STC will be in no way responsible for the same. The contractor should liaise with the local municipal/civic authorities for disposal of degradable, non-degradable garbage on daily basis outside the campus of LIC STC confirming to municipal/civic rules in this regard. Burning of garbage and waste materials and dumping of waste materials inside the premises is prohibited. Electronic waste materials should be disposed in eco-friendly manner.
22. The housekeeping workmen shall help the participants / guests in taking baggage to the rooms and removing it from their rooms while checking out on request.
23. When occupants of the room check out, the contractor will have to do a thorough check of room inventory to ensure that no items are missed/damaged and in case there is any loss/damage of the items, the representative of the contractor has to report the same to the nominated officer immediately for taking appropriate action in the matter before the departure of the trainees from the hostel. If any items of inventory are found missing at a later stage, the contractor will be responsible for replacing the items at his cost.
24. The contractor shall ensure that the keys are collected back when an occupant vacates the room. Any loss of keys and key tag due to the negligence of the contractor or his workers, the contractor has to bear the expenses of replacing the lock and key, key tag etc.
25. The contractor shall use branded good quality room fresheners in all occupied rooms, offices, lecture halls, recreation room, auditorium and library and at other places at frequent intervals.
26. The contractor shall keep the shoe polish machines in good working condition. The contractor has to refill the shoe polish regularly and ensure availability at all times.

STC Housekeeping

27. The contractor shall not allot any rooms of the hostel without the prior permission of the competent authority. In case the contractor or any of his workers found to be occupying any of the rooms in the hostel, or permitting the workers of other contractors or outsiders / visitors to occupy the rooms, the contractor is liable to pay a penalty of Rs 1000/- per day per room. No outsider shall be allowed in the hostel block.
28. The contractor should ensure safety of the belongings of the inmates in the hostel rooms. However, in case of any untoward incidents like theft or loss of any belongings/cash that takes place from the occupants' rooms due to negligence on the part of the workers employed by the contractor, the contractor would be liable for compensating the loss.
29. Notices like "No Smoking" etc., shall be displayed and maintained by the contractor
30. The contractor shall provide at his own cost all other equipments necessary for the smooth conduct of housekeeping and maintenance services in LIC STC and shall maintain the same in good working condition at all times at his own cost and put it to regular use for purposes solely connected with the housekeeping and maintenance services in LIC STC.
31. The water and electricity consumption charges will be borne by LIC STC, provided that the contractor shall
 - a) Ensure that the items of usage eg. Taps, switches etc., are always properly maintained at his own cost.
 - b) Ensure utmost economy in the consumption of water and electricity and abide by such restrictions as may be imposed by the appropriate Government/Civic authorities or the Principal, STC or any other person authorized by him.
 - c) The STC reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are not used reasonably.
32. Reverse Osmosis' (R) plants are erected in the campus for supply of pure and safe drinking water. If however the RO plant goes out of order, contractor shall arrange for supply of pure and safe drinking water, on terms and conditions to be mutually agreed upon. Similarly, in times of scarcity of water, the contractor shall arrange to supply water including safe drinking water and ensure that the operations / programme of LIC STC are not adversely affected in any manner. The cost for such water arranged from outside will be reimbursed at mutually agreed rates.
33. LIC Sales Training Centre is working for ISO Certification and insists on highest quality in housekeeping and maintenance services. The contractor should attend the meeting with the hostel committee or any other person authorized by the Principal every month or whenever he is called upon to do so. This is mainly to keep a check on the quality of housekeeping and maintenance services. If the quality of the house keeping and maintenance services rendered by the contractor is not satisfactory at any point of time, the Principal, STC or any officer authorized by him is entitled to withhold the contractors bills, effect cuts in the bills, demand compensation from the contractor or take any other action deemed necessary including immediate termination of the contract without notice to the contractor.
34. The contractor shall maintain in good condition all furniture, equipments, fittings, premises etc., provided to him and hand-over-charge of the same on termination of the contract. All the

furniture, fixtures, equipments and articles brought or made available by LIC STC in/or to the hostel block, admin block etc shall remain the exclusive property of LIC STC. The contractor shall be held responsible for any damage to the hostel block, admin block or portion of the building under the contractors occupation or the fittings, fixtures, furniture or other equipments entrusted in his charge, when such damage is in LIC STC's opinion caused due to the negligence or carelessness or any fault on contractors part or that of his manager or workers or representative and he shall be liable to pay to the STC such amount in respect of such damage as may be assessed by the LIC's engineer or other officer authorized in this behalf.

35. 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. Remittance of GST is the responsibility of the contractor. Therefore, he shall remit the GST, if applicable on the Housekeeping and maintenance services in LIC STC and produce proof of such payment to the Competent Authority along with the monthly bill. The contractor has to submit details of GST registration number. The GST, if applicable on the Housekeeping and maintenance services in LIC STC will be reimbursed subject to production of GST registration number and proof of GST remittance made to the authority.
36. The contractor shall provide adequate number of competent and well-trained work force Manager/Supervisors/, Receptionists, Housekeeping workers, Electrician C Certificate holder, Electricians, Plumbers, Carpenter, Training hall assistants, other workers etc. The number of workers deployed shall be maintained at an adequate level sufficient to manage the house keeping and maintenance activities of the training centre at all times. The contractor should have full control of such workers and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and will also be responsible for the payment of their wages/dues and other facilities if any.
37. The work force shall be provided with uniform, and identity cards at the contractor's cost and the workers should wear uniform and identity card during their period of duty in LIC STC premises.
38. The intercom and telephone instruments in hostel block, admin and training block shall be cleaned daily and maintained properly by the contractor.
39. It will be the contractor's responsibility to ensure that the obligations under the terms of this housekeeping and maintenance contract are duly performed and observed.
40. The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the boarders or through the faculty members or officials or the Addl Principal or the Principal of the LIC STC. The contractor shall maintain a complaint register to be submitted for checking by the administrative officers daily. The contractor is also required to maintain various other registers, as may be required by STC, for the smooth functioning of the house keeping and maintenance services.
41. Timings prescribed by the Principal, STC or a person authorized by him/ her for housekeeping and maintenance services shall be strictly adhered to by the contractor and the STC is free to change the timings from time to time or prescribe different timings for different groups of participants.

7. Work force deployment by Contractor -The terms and conditions:

1. The Contractor shall provide details of workforce including Manager/Supervisors/, Receptionists, Housekeeping workers, Electrician C Certificate holder, qualified and experienced Electricians, Plumbers, Carpenter, Training hall assistants, other workers etc engaged by the contractor. The names of the workforce with their addresses, photographs, date of birth, identity proof such as aadhar card, voter card etc. shall be submitted to LIC, STC
2. The Contractor shall deploy adequate workforce in each category as the contractor feels necessary for smooth execution of the work to be carried out, after inspecting the site in person and with the objective of ensuring that all the jobs as enlisted above will be carried out to the satisfaction of LIC STC.
3. Over and above the minimum number of workforce as deployed by the Contractor, the Contractor may engage additional workforce as and when required to meet any job requirements mentioned in the terms and conditions of the agreement for which no extra payment will be made to the Contractor.
4. Besides the jobs mentioned in the terms and conditions of the agreement, if any special job is required to be undertaken, payment will be made based on mutual agreement between LIC STC and the contractor.
5. The contractor should get permission for change of workforce from the Principal, STC or any other person authorized by him.
6. The Contractor's staff will commence work on each day including Sunday as required for smooth completion of the work and will be on duty until the day's work is completed as per the terms of contract, subject to statutory provisions regarding hours of work, weekly off, etc., for which the contractor will deploy the workforce on rotation basis.
7. If required, the timings should be adjusted for work to commence earlier and/or end later in the day depending on special occasions, when required.
8. The workforce to be deployed by the contractor should be healthy and able to handle their duties properly. The workforce deployed/engaged by the contractor shall maintain good cleanliness and hygiene. The contractor should select persons of sound health as workforce after suitable medical examination. Medical checkup and submission of fitness certificate of all the workers at the contractor's cost is compulsory once in six months. If any person of the workforce employed by the contractor is suffering from any ailment they should be quarantined or replaced immediately.
9. The workforce engaged by the contractor should have identity cards giving their name, address, and photograph and contact number. Any person of the workforce not having identity card will not be permitted to enter the premises of LIC STC. The workforce engaged by the contractor shall wear suitable uniform, along with identity card while they remain in STC campus. The cost of the same will be borne by the contractor.
10. The contractor shall employ work force who are qualified to provide the necessary services. The employed work force shall have expertise in housekeeping and maintenance, manning the reception counter, operating the audio systems and assisting activities for smooth conduct of training classes, electrical works, plumbing works, carpentry works etc. They should have under taken necessary training and are competent to perform their duties properly. The contractor should have full control on his workforce and shall give necessary guidance and direction to carry out the jobs assigned to them.

11. LIC STC shall accept no claim in the event of any of the contractor's work force sustaining any injury, damage or loss to either person or property either inside or outside the STC premises. LIC STC shall not be liable for any accident or injury or loss of life or limb of the workforce employed by the contractor. The contractor shall take necessary insurance cover at his own cost and keep in force the insurance cover throughout the tenure of the agreement. The insurance cover for all work force deployed by the contractor to perform the services required under the agreement must be taken for adequate amount in general liability insurance covering accidental losses, bodily harm, injury or death. If any person from the workforce engaged by the contractor is injured or rendered partially / permanently disabled / indisposed due to any reason such as disease, accident, fire, any untoward mishaps during the working hours, it is the sole responsibility of the contractor to take care of them and to pay necessary compensation in respect of such person as per the relevant labour laws including all medical expenses, legal expenses etc. LIC STC does not undertake any responsibility in this regard whatsoever. The contractor should register his work force under ESI act and provide them their individual ID cards and renew them regularly.
12. The contractor should ensure that in the course of their activities the workforce engaged by him do not misbehave or quarrel with co-workers, disturb the officials, participants, campus residents, etc. The Contractor/workforce should not hinder or disturb the activities of LIC STC or other contractors in STC premises.
13. The contractor will be responsible for the payment of wages, overtime wages and other benefits, if any to his workforce. The Contractor shall pay wages to the workforce on or before the first month through NEFT or direct credit to the workers bank account. The contractor shall maintain records prescribed by statutory authorities and submit photo copies to LIC STC, MYSORE along with monthly bills.
14. The Contractor shall obtain at his own expense all licenses and permission which may be required for conducting his business and pay all the taxes and assessments etc., payable or that becomes payable hereafter to the Government/Municipality or any other authority or any other local body by reason of his conducting business as the Contractor. The contractor shall produce proof of such payment to the Competent Authority, if called to do so. The Contractor shall comply with all the Municipal and other regulations and laws pertaining to the running of his business and shall also meet all the obligations there under as per Government rules (both central and State) and regulations from time to time.
15. The contractor shall be personally responsible for implementing all the provisions of the various statutes that are in force such as Provident Fund Act, Workman's Compensation Act, Employees State Insurance Act, Payment of Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, Child Labour prohibition Act, or that which may be brought into force from time to time as well as the regulations / rules / bye-laws framed there under and comply with all the directions or orders issued / passed by the Government of Karnataka or other Competent Authorities authorized to issue / pass directions or orders in the matter of the business carried out by the Contractor in the Premises. LIC STC shall not be responsible for violation of any of the laws / rules / regulations to be followed by the contractor in this regard.
16. The rate quoted will take into account the expenses towards wages/salaries and allowances, benefits to the workers/employees employed by the contractor in accordance with Minimum Wages declared by Central Labour Commission or any other statutory authority as applicable in respective categories along with other specified

- periodical benefits, the Employees P.F. Act and E.S.I Act and such relevant acts for the time being in force. No separate payment shall be considered against these taxes/levies/benefits etc. The quoted rate will remain unchanged for the entire contract period. However, any future increase of rates as and when declared by the statutory authority is to be paid by the contractor
17. The contractor shall make the payment of wages/dues and benefits to his workforce through NEFT/RTGS only. The contractor will submit his monthly bill only after payment of wages of workforce for the immediately preceding month. The contractor shall submit his bills monthly with accurate details in the manner format prescribed by the Competent Authority to facilitate speedy checking and prompt settlement by LIC STC. Bills found defective are liable to be returned without settlement to the contractor for re-submission. The salary slips of workers employed by the contractor will be a part of monthly bill. The Salary slips will bear details of Salary/allowances and deduction of EPF/ESI etc. The remittance details of EPF/ESI Employees /Employers contribution of the previous month is to be provided with the monthly bill of the following month for verification. Only after this the bill will be settled. The Contractor should obtain acknowledgement for payment of wages through NEFT from every worker engaged by him and copy of this should be submitted along with the bill.
 18. Any worker found to be unsuitable for the job or indulges in any misbehavior within the campus will be immediately removed by the contractor as and when advised by the competent authority.
 19. The Contractor shall not knowingly engage any person with a criminal record / conviction and shall bar any such person from participating directly or indirectly in the provision of Service(s) under this agreement.
 20. The Contractor shall at all times use all reasonable efforts to maintain discipline and order amongst his work force.
 21. The contractor shall prevent misuse of LIC STC premise for unsocial or anti-social activities.
 22. The contractor shall deal with untoward incidents if any due to his work force. The contractor or his work force shall keep a close watch over the training halls, admin and training block, hostel block, electrical transformer, power room, motor rooms, generator room, PS room, all electrical switches, appliances and controls and his work related areas in all floors and other related property of LIC STC in the campus, against attempts of arson or accidental fire and report any such thing to the security guard or authorized officer of LIC STC.
 23. The Workers shall not smoke or chew tobacco nor consume any intoxicant / narcotic substances in any form while on duty and while on the premises. If found to be violating this condition, the Contractor shall immediately remove such worker(s) on a complaint being made by any authorized person on behalf of the Corporation and the contractor shall replace him/her by another proper personnel.
 24. If any personnel are found misbehaving with anyone or creating any mischief, the Corporation shall be entitled to ask the Contractor to replace him / her by another fit person and the Contractor will do so forthwith without questioning the decision of the Corporations officer concerned.
 25. LIC STC is working for ISO Certification, LIC STC insists on highest standards in housekeeping and maintenance services.
 26. Contractor and his work force should co-operate with the security, catering, garden contractor arranged for the specific purpose and other contractors for specific jobs in the

campus and in case, any problem arises during the discharge of functions, the same has to be brought to the notice of the designated officer immediately. Harmonious relationship should exist between the workers of various contractors.

27. Contractor should ensure that the workers appointed have the highest integrity, self discipline, honesty etc, and should confine to their assigned work only.
28. The contractor shall maintain the register for attendance of the deployed work force to ensure that proper workforce is deployed at LIC STC for carrying out the daily jobs.
29. The workforce deployed by the contractor shall be the contractor's employees and the Corporation shall be in no way responsible for their wages, salaries, bonus, gratuity or any compensation, notice pay, etc.
30. The workforce of the contractor shall have no presumptive right, whatsoever, of absorption in the service of the corporation.
31. The work force of the contractor shall be adequately trained in fire fighting and first aid.
32. Contractor or an authorized representative will visit LIC STC once in every month for discussion and feedback on the work / ob and necessary improvements for the same. The manager / supervisor of the contractor have to maintain and submit daily activity report to LIC STC.

8. Other Conditions:

- a. The contractor shall maintain the premises, other equipments (provided by LIC STC) in good condition, and will have to hand over the same in good working condition on termination/expiry of the contract, which shall remain the exclusive property of the LIC STC. The contractor shall make good any loss arising due to any pilferage/damage to the equipments provided to him/ entrusted to his charge and he shall be liable to compensate STC against the loss in respect of such damage as may be assessed by the competent authority.
The list of infrastructural facilities and equipments available is furnished in **schedule** .
The contractor has to verify the infrastructure facilities and equipments available during the visit for pre bid meeting.
- b. The competent authority is entitled to issue instructions to the Contractor on any matter covered by the contract and for matters not specifically covered herein, yet found necessary in the discharge of the training operations of LIC STC. The decision of the competent authority shall be final and binding on the contractor.
- c. The contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints from the Principal, Additional Principal, Faculty members/officers/staff/Hostel Committee members/boarders or the competent authority. The contractor shall maintain a complaint/suggestion register to be submitted for checking by the administrative office every day, or on demand by the competent authority at any time.
- d. The contractor shall not have any tenancy rights by virtue of entering into an agreement with LIC STC. The premises and its facilities will be utilized by the contractor only for the purposes as described in the agreement during the currency of the contract.

STC Housekeeping

- e. The contractor shall attend the meeting whenever called by the competent authority or at least once in a month and abide by the instructions given by the competent authority from time to time.
- f. Income Tax or such other taxes, levies which fall under TDS shall be deducted at source from the bills while making the payments.
- g. The contractor shall be personally responsible to ensure that the terms and conditions including the obligations mentioned in the agreement are duly performed and observed without fail.
- h. The Competent Authority in respect of all matters of Housekeeping and general maintenances services is the Principal, LIC STC.
- i. The Contractor means either the Contractor himself or his representative duly authorized by him.
- j. The contractor shall provide at his own cost, all other equipments including Vacuum cleaners, Fogging machines, Pesticide sprayers, cleaning machines, mopping Machines etc of recognized make and of suitable size and shall maintain the same in good working condition at his own cost and put it to regular use for purposes solely connected with the housekeeping and maintenance arrangements in LIC STC. The contractor shall provide at his own expense all items required for Housekeeping and maintenance services in adequate quantity and of good quality branded items. Besides, the contractor shall also provide special housekeeping and maintenance items for Principal's secretariat, Additional Principal's cabin, faculty member cabins, office, guest rooms, sofa sets, cushion chairs etc.
- k. The cleaning of thermos flasks, water jugs, glass tumblers etc should invariably be done in soap water and hot water. A thorough cleaning ought to take place every weekend for all utensils by removing the grime, grease, oil etc. wiped well with cloth and dried. The thermos flasks, glassware and water mugs, plastic trays etc used should be of high quality and should be approved by the Competent Authority. The contractor shall, at all times, keep and maintain all these articles in a clean, neat, hygienic and tidy order and condition. LIC STC shall not be responsible in any manner for loss/damage/breakage caused by whomsoever, to any of the articles.
- l. The hostel block, office block, training block and all equipments will be subject to periodic inspection by officials of LIC STC.
- m. Maintenance of the equipments in good working condition will be the responsibility of the contractor. The contractor should provide safety equipments such as gloves, masks etc for the personnel operating the pest control equipments etc.
- n. The electricity and water consumption charges will be borne by LIC STC provided the contractor ensures that
 - . The items of usage eg. Switches, CFL bulbs, chokes, taps, other plumbing materials etc. are always properly maintained.

2. Utmost economy is exercised in the consumption of water and electricity.
 3. He abides by such restrictions as may be imposed or follow such instructions as may be issued by the appropriate Government / Civic / Electricity Authorities and the Competent Authority.
 4. in times of scarcity of water, the contractor shall ensure availability of water from hygienic, safe, alternative sources and ensure that the operations / programmed of LIC STC are not affected adversely in any manner whatsoever. The cost for such water arranged from outside will be reimbursed at mutually agreed rates.
- o. The contractor or his work force shall not take away any items or materials etc outside the campus.
- p. The rate quoted shall be inclusive of all taxes and other levies as applicable from time to time but exclusive of GST. No separate payment shall be considered against these taxes other than GST. Remittance of GST is the responsibility of the contractor. Therefore, he shall remit the GST, if applicable, to the authorities and shall produce proof of such payment to the competent authority along with the monthly bill. The Contractor has to submit the details of GST registration number. The GST will be reimbursed subject to production of GST registration number and proof of GST remittance made to the government account as per regulations/rules in this regard from time to time.
- q. "In terms of provisions of section 33(3) of the Insurance Act, 38, as amended by the Insurance Laws (Amendments) ordinance, 204, Insurance Regulatory Development Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by the IRDAI".
- r. The contractor shall not exhibit any signboard, nameplate or advertisement within the LIC STC premises.
- s. Nothing herein contained shall purport or operate to declare, assign limit or extinguish, whether in present or in future, in favour of the contractor any right, title interest, whether vested or contingent, in the LIC STC premises that vests with the Corporation and the contractor hereby agrees that the LIC STC premises is the absolute property of the Corporation and it vests in the name of the Corporation
- t. The contractor shall not grow any vegetation in the campus. The contractor or his work force shall not cook food items in the campus.
- u. A floating minimum balance of Rs 20,000/- should be made available in the Bank Account, the details of which should be informed to the office and the above account should be operated by the Manager of the unit or any authorized person of the contractor.
- v. Work force of the contractor except those who are designated for specific duties involving round the clock work have to necessarily stay outside the STC campus, for which the contractor should make his own arrangements.

9. Penalty Clause:

- I. The Contractor has to compensate LIC STC, in case of any default or dereliction of duty on their part in any manner in adhering to the terms and conditions as agreed to, equivalent to amounts chargeable for getting the job done from outsiders at piece meal rates plus the office overheads for the time and energy of various officials and staff as may be decided by the competent authority.
- II. If more than 5 and up to 10 of trainees during any month rate hostel maintenance related services as Poor and Average in respect of hostel rooms/ wash rooms/ balcony etc., a deduction of 5% shall be made from the monthly maintenance bill.
- III. If more than 10 of trainees in any month rate hostel maintenance related services as Poor and Average in respect of hostel rooms/ wash rooms/ balcony etc., a deduction of 2% as in ii above along with additional penalty as decided by the Principal shall be made from the monthly maintenance bill.
- IV. If the workforce of the contractor are found not wearing uniform or gloves, or identity cards during their duty time inside the premises, penalty of Rs.200/- (Rupees Two hundred only) for each person of the workforce for each occasion will be deducted from the monthly bill.
- V. In case of occupation of rooms by the contractor or his workers or allowing occupation of rooms by workers of other contractors or outsiders or visitors, a penalty of Rs. 1000/- per day per room will be imposed.
- VI. Non-disposal of garbage and waste will attract penalty of Rs.500/- on each occasion.
- VII. Not following the instructions given by the competent authority an appropriate penalty will be imposed.
- VIII. The workforce of the contractor is required to make judicious use of water. Any wastage of water noticed by officials of LIC STC, penalty of Rs.500/- (Rupees five hundred only) for each occasion will be deducted.
- IX. In case the services are not found satisfactory, the competent authority shall be at a liberty to withhold any payment/s that may be due to the contractor till such time, such services are rendered to the satisfaction of the competent authority.
- X. Any damage to the assets of LIC STC either by Contractor or his workforce will be recovered from the monthly bills.
- XI. Appropriate penal action will be taken in respect of following situation:
 - a. Failure by the contractor to perform any of the obligations under this contract, in accordance with the provisions of this contract.
 - b. Any claim from any statutory authority or workers of the contractor with respect of their terms of their services arising in relation to non-compliance by the contractor with any matter set out here in
 - c. Any act of commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this contract by the contractors or his work force.
 - d. Any adverse claim/s of whatsoever nature made on the corporation and any act of the contractor's workers in any manner whatsoever.

10. Payment Terms:

- B. The contractor will be paid on monthly basis by way of direct credit to the bank account of the contractor through NEFT/ RTGS only. The payment will be made for the services

rendered during the particular month as per the agreement for which the contractor shall submit the bill at the rates as per the agreement. The bills should be submitted latest by 7th of the following month.

- C. GST if applicable on the Housekeeping and Maintenance services in LIC STC will be reimbursed on production of copy of e-payment Challan for the remittance made to the respective authority.
- D. TDS at the prevailing rates along with surcharge, education cess, if any, will be effected
- E. Any other deductions under statutory laws/rules regulations from time to time.

:

11 Terminations:

- a. The contract may be terminated by either party by giving two months' notice.
- b. The contract is also liable to be terminated by the Corporation if any or more of the following contingencies occur:
 - I. The contractor abandons the contract or
 - II. The Contractor assigns or sublets the work in whole or in part thereof, or
 - III. The Contractor fails to carry out the work under the contract, at any time during the contract period, and continues to do so even after a notice is issued by the Corporation or
 - IV. The Contractor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
 - V. The Contractor persistently disregards the instructions issued by the Corporation, or
 - VI. The Contractor fails to adhere to the agreed schedule of the work, or
 - VII. The information submitted by the Contractor in the tender is found to be incorrect, or
 - VIII. The Contractor fails to perform its obligations as per terms of the contract.

12. Service Agreement:

The selected bidder shall enter into SERVICE AGREEMENT with the LIC Sales Training Centre, Mysore on stamp paper of appropriate value. After selection, if the bidder fails to execute contract within the given period of time the EMD will be forfeited.

13. Disputes and Differences:

In case of any dispute, the same shall be referred to the Principal, LIC Sales Training Centre and the decision of Principal; LIC Sales Training Centre shall be final and binding on both the parties.

14. Indemnity and Other Provisions:

- a. The contractor shall indemnify the Corporation and keep the corporation indemnified fully and without limit against all costs, claims, damages, expenses, fines, losses, liabilities and penalties including attorney's cost, expenses accruing, incurred or suffered by the Corporation directly or indirectly arising on account of:
 - i. Failure by the contractor to perform any of its obligations under this Agreement, in accordance with the provisions of this Agreement
 - ii. Any claim from any statutory authority or any employee/s or agent or employee/s of subcontractors of the contractor with respect to the terms of service of the employee/s,

- agent/s, or employee/s of subcontractors of the contractor, arising in relation to noncompliance by the contractor with any matter set out hereinabove
- iii. Any act, commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this agreement by the contractor/its employees/agents/sub-contractors
 - iv. Any robbery, theft, extortion, misappropriation or accident in relating to any assets or properties or documents or instruments of the Corporation which are, or are deemed to be, in the custody of the contractor, and
 - v. Any and all adverse claims of whatsoever nature made on the Corporation by the personnel.
- b. The contractor shall be liable to pay the amount to the Corporation, as determined by the Corporation in its sole discretion under this provision and the Corporation may be entitled to adjust the amounts so determined to be due from the contractor against the future payments due by the Corporation to the contractor.
- c. The contractor shall cooperate fully in defending any claim/s by any local, state or central authority against the Corporation with respect to any levies, taxes, duties, fines and/or penalties etc. due and payable by the contractor and shall indemnify the Corporation fully and without limit, against the same. This provision shall survive the termination of this Agreement.
- d. The contractor hereby agrees to indemnify and hold the Corporation harmless from any loss, claim, damage, costs or expense of any kind including reasonable attorney's fees, to which the Corporation may be subjected by virtue of a breach of any of the representations and/or warranties set out here in.
- e. Notwithstanding any other provisions of this Agreement, in no event shall the Corporation be liable to the contractor for loss of profits or revenues, indirect, consequential or similar damages arising out of or in connection with the services, materials or assistance provided under this agreement.

15. Registers to be maintained by the Contractor:

The Contractor shall also maintain the following registers for day to day work as carried out by the Contractor in relation to the jobs assigned at LIC STC

- A) Register of workers with duty time etc
- B) Complaints register from boarders, officers, faculty members and other officials authorized by Principal.
- C) Register for electrical works, periodical preventive check up of electrical Equipments, plumbing works and carpentry works
- D) Register for running hours of the generator and parameters of the generator
- E) Daily work activity registers
- F) Details of the housekeeping workers allotted for cleaning of hostel rooms

TENDERING AGENCY'S PROFILE

(To be submitted in a separate envelop with super scribing as 'Technical Bid')
 (The profile should accompany supporting documents and relevant annexure)

SI	Description	Details
1	<i>Name of the Company/ Individual/ Firm/ Organization:</i> <i>Address (with telephone number)</i>	
2	<i>Name of the Contact Person</i> <i>Tel No.</i> <i>e-mail ID:</i>	
3	<i>Details of Registration with Labour Deptt./ : (Central/State)</i>	
4	<i>Name of the Proprietor/Partners/ Directors together with technical Qualifications:</i>	
5	<i>Past Experience in the field: (years)</i> <i>(enclose testimonials on the above)</i> <i>Period of Contract</i> <i>Name of the Organization for</i> <i>whom for whom , housekeeping</i> <i>contracts undertaken</i> <i>Type of the Contract undertaken</i> <i>Value of contract</i> <i>& other details</i> <i>Remarks,</i> <i>(use additional sheets, if required)</i>	
6	<i>List of Organizations to whom</i> <i>Housekeeping services are presently</i> <i>being rendered, along with certificate</i> <i>proofs:</i> <i>(use additional sheets, if required)</i>	
7	<i>Annual turnover during the last three</i>	

STC Housekeeping

	<i>financial years (Enclose copies of last three years Audited financial statements) (Average turnover not to be less than Rs.10.00 Lakhs):</i> Year 2014-15 2015-16 2016-17	Turnover (Rs. InLac)
8	Contract Labour (R&A) Act License No	
9	Registration No. under Shops & : Establishment Act (enclose photocopy)	
10	GST Registration No : EPF Registration No : ESI Registration No : (Enclose photocopies of each)	
11	Enclose Experience certificate from : Previous & present clients Period of Contract Name of the organization Type of the Contract Value of the Contract (in Lacs) Name of the Contact Person with Mob No.	
12	Registration No. of NSIC/MSMED, if any Enclose the reg. certificates etc	
13	No. of persons employed: Permanent : Temporary :	
14	Names of references and their addresses: With telephone numbers a) b)	

Date:

Signature of the Tenderer with seal
Name & Address

Note: Documentary evidence to be enclosed.

**CHECKLIST FOR DOCUMENTS TO BE PLACED IN
TECHNICAL BID PART-I ENVELOPE**

1. Photocopy of PAN card
2. Photocopy of Registration under GST Act,
3. Photocopy of Certificate of Registration Labour Department, Govt. of Karnataka
4. Photocopy of Certificate of Registration with Professional Tax Officer, Govt. of Karnataka,
5. Photocopy of Certificate of Registration with the Office of the Regional Provident Fund Commissioner,
6. Photocopy of Certificate of Registration with Employees' State Insurance Corporation,
7. Photocopy of Audited Financial Statements (P & L and Balance Sheet) for the last three Financial Years,
8. Photocopy of IT Assessment orders / I.T. Returns copies for the last 3 Financial Years.
9. **Performance Certificates** from previous & present clients for last 3 years.
10. List of works in hand indicating Name of clients, description of work, contract value, date of award, number of personnel and equipments deployed. Supporting documents from the organization to be enclosed.
11. Earnest Money Deposit of Rs.10, 000.00 (Rupees Ten Thousand Only) by way of Demand Draft in favour of "Life Insurance Corporation of India" Payable at Mysore. The EMD will not carry any interest and it will be refunded to the unsuccessful bidders soon after the finalization of the tender. The EMD deposited by the successful bidder will be converted into Security Deposit and it will not carry any interest.
12. Demand Draft for Rs.250/- (Rupees two hundred and fifty only) in favour of "Life Insurance Corporation of India" payable at Mysore towards tender fee.
13. However firms which have been registered as MSEs either with NSIC or Director of Industries (DI), District Industries Centre (DIC) need not pay the tender fee & EMD on submission of proof of such registration along with the technical bid.

COMPLIANCE REPORT

To
**The Senior Divisional Manager,
Life Insurance Corporation of India,
Divisional Office,
MYSORE – 570 015.**

Dear Sir,

**Re: Tender for Providing Housekeeping & General Maintenance Services on
Contractual basis at STC, Mysore**

I/We certify that I/We have read the terms and conditions of the tender.

I/We undertake that it is my/our responsibility to ensure that being the employer in relation to persons engaged/deployed by me/us to provide the services/activities under this tender as well as to make the payment of monthly wages/salaries, which in any case shall not be less than the minimum wages prescribed under the Minimum Wages Act, 1948 as notified/revised by Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India or as fixed by Labour Department, Karnataka Government, whichever is higher and Payment of compensation for Overtime/weekly off/National holiday/Any other holiday as applicable and amended from time to time.

I/We will also comply with the requirements of various statutes, relevant to this Contract, such as Contract Labour (Regulation and Abolition) Act, 1970, Contract Labour (R & A) Rules, 1971, EPF Act, 1952, ESI Act (1948) The Industrial Dispute Act 1947 The Equal Remuneration Act 1976 Employees Compensation Act 1923(Workmen's Compensation Act 1923), The Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labour (Prohibition & Regulation) Act, 1986 As applicable and as amended from time to time and or any other Rules framed there under from time to time by the Central or State Government and or any authority constituted by or under any law, for the category of persons deployed by me/us.

I/We will also obtain License under Contract labour (R & A) Act, 1970 to provide Housekeeping & General Maintenance Services at STC, Mysore, if applicable. Certified that I/We have read the tender document containing Notice inviting Tender, Eligibility Criteria, Instructions to Tenderer, general terms and conditions, Scope of work and all Annexure attached to and forming a part of tender document. I/We have understood the contents of complete tender document (Technical Bid as well as Financial Bid).

I/We undertake to abide by the terms and conditions as laid down in the tender document and the Annexure as stated above in case the work order is allotted to me/us.

Place:

Date:

Signature of Tenderer:

Name of the Tenderer:

Address:

Participation of near relatives of employees in the tender

I/We/our organization, including our Partners/Shareholders/Principals hereby certifies that none of my/our relative(s) is/are employed in Sales Training Centre/The Life Insurance Corporation of India. In case at any stage, if it is found that the information given by me/us is false/incorrect, Sales Training Centre/The Life Insurance Corporation of India shall have the absolute right to take any action as deemed fit without any prior intimation to me/us.

Signature of Tenderer with seal

(To be submitted when the Contract is Cancelled/Terminated/Completed for refund of security deposit)

DEED OF INDEMNITY EFFECTED IN FAVOUR F LIC STC MYSORE (on non judicial stamp paper of Rs.200/- duly notarized)

This deed of indemnity executed on _____ at Mysore by/on behalf of (Name and address of the House Keeping and Maintenance Services Contractor) (herein referred to as the Service Provider/Contractor) favouring LIC STC, Sharadadevinagara, Mysore witness as follows:

1. The Contractor had been working for the LIC STC, MYSORE for Providing House Keeping and Maintenance Services.
 2. The Contractor had made a Security deposit of Rs_____ only for providing House Keeping and Maintenance Services.
 3. The Contract for providing House Keeping and Maintenance Services on contractual basis has been completed by me on _____ or the Contract has been terminated/Cancelled by the LIC STC, MYSORE/ Contractor w. e. f. _____.
 4. We have paid all dues of the workers engaged in aforesaid contract and have also paid all the bills of the materials purchased from various vendors/suppliers for the purpose of the mentioned Contract.
 5. The Contractor having satisfied the LIC STC, MYSORE that there are no outstanding dues of any sort and also that he has not caused any damage to the property of LIC STC, MYSORE and on the request of the Contractor the PRINCIPAL, STC, MYSORE has agreed to refund the aforesaid Security deposit.
 6. Now in the above premises and in consideration thereof, the Contractor agrees and undertakes as follows:
 7. In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Contract, as provided to LIC STC, MYSORE or in the event of any damage, breakage or any other injury to the property of LIC STC, MYSORE caused by the Contractor or his workers, the Contractor shall, on being required by the LIC STC, MYSORE pay and make good all those dues or damages forthwith.
 8. In the event of delay or failure to pay or make good any amount in the above connection which the LIC STC, MYSORE has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above, the Contractor (Name of the Contractor) hereby undertakes to indemnify the LIC STC, MYSORE against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.
 9. We hereby confirm that we have complied with our all statutory duties and obligations as mentioned in the Tender, Agreement as well as various statutes as applicable to the Contract labour.
 - 10 We also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.
- In witness whereof the Contractor has signed this deed of indemnity at the place and date above mentioned in presence of following witness:

Witness: Signature: Name: Address:

2. Signature: Name: Address:

Signature of the contractor with seal and indemnifier)

Sales Training Centre, LIC of India, Sharadhadevinagara, MYSORE

Undertakings (on 200/- Non judicial stamp paper)

I / We, authorized representative of _____, being Indian Company / Proprietary Concern/ Partnership Firm / Individual registered under _____, bearing registration number _____ do hereby solemnly affirm and state as under :-

I / We agree to keep my / our tender open for acceptance for a period of Three Calendar Months after the last date of receipt of the tender and

I / We further agree not to revoke my / our at any time during the said period of three calendar months.

I / We being one of the bidders, confirm that

I / We are not black listed / debarred from Trade by Central /State Government Department /PSs.

I / We further affirm that no advisory /directives /warnings have been issued by Government Authority or any organization during last five financial years and no litigation is pending, against the Agency, in any of the Court of Law.

I / We unconditionally accept the General Terms and Conditions and confirm that Annexure are duly executed by us.

I / We state that LIC Sales Training Centre will consider my / our on the basis of the statement made by me /us in this undertakings.

I / We hereby state that my / our tender be evaluated for considering its responsiveness only if I / We have submitted my / our tender in consonance and in compliance of the terms relating to the submission of the tender as enumerated in the tender notice document.

I / We _____ do, hereby state and declare that I / We whose name and signature/s is / are given / appended herein below representing the entrepreneurial establishment whose Stamp / Seal is also affixed herein below have not filled in this tender under any other name or under the name of any other entrepreneurial establishment otherwise nor I / We are in any way related or concerned with the entrepreneurial establishment or any other entrepreneurs who have filled in the tender

I / We _____ have filled in the tender and submitted my /our tender with the full knowledge of the liabilities and therefore I / We shall not raise any objection or dispute in any manner relating to any action taken, Blacklisting, for giving any information, which is found to be incorrect and against the instructions given in the tender document in the matter of maintaining the house keeping and maintenance services as per the terms and conditions

I / We further state that the information sought by the LIC Sales Training Centre in these documents are true and correct and any information if found to be incorrect, shall make the contract liable to be repudiated. Further, I / We accept that in such cases, Earnest Money Deposit will be forfeited.

I / We hereby state, declare and undertake that on being declared as successful, I / We shall conduct the house keeping and maintenance services in consonance and in compliance of the terms and conditions and commence services as per the Terms and Conditions, as accepted above, within 15(Fifteen) days calculated from the date of receipt of your notification of award.

Solemnly affirmed at _____ this _____ day of _____ 2017.

Before me
Notary

SignatureAuthorized Signatory
(Name / Designation and seal of the Contractor)

SCOPE OF SERVICE
HOUSEKEEPING & GENERAL MAINTENANCE SERVICES AT STC, MYSORE

Sl	Activity	Frequency
1	Sweeping & mopping of floors Including Dining Halls and Kitchen a. Cleaning work of Administration Block and Training Block should be completed before 0900 hrs. and b. Cleaning of the Hostel Rooms is to be started thereafter and to be finished before 1600 hrs. c. Dining Hall - it will be before & after each meal and d. Kitchen at regular intervals	Daily
2	Sweeping & mopping of floors of Hostel Rooms and balconies with specified branded disinfectants	Daily and on change of occupancy.
3	Cleaning of Wash basins, Bathrooms and Toilets of Hostel Rooms including common toilets located in Hostel Blocks	Daily (Between 10 to 16 hours) and on change of occupancy
4	Cleaning of Toilets located in Administrative Block, including one in annex Principal chamber	Twice daily on weekdays (At 9 hours and 14 hours) AND once on Sundays / holidays. (At 1000 hours)
5	Dusting of furniture (chairs, tables, cupboards, etc.) and nonelectrical fixtures.	Daily
6	Sweeping and mopping of common area viz staircases and cleaning of railings with disinfectants	Daily
7	Using Room Freshener in Hostel Rooms and other rooms including Dining Halls	Daily
8	Changing and washing of towels of Hostel Rooms	Every alternate day AND as and when Session ends
9	Changing of Bed-sheets, Pillow-Covers and their washing & ironing.	Once in every 3 days AND as and when Session ends
10	Scrubbing of bathroom tiles	Once in a week (Every Sunday)
11	General checking of all toilets, fittings and sanitary accessories	Once in a week (Every Sunday)
12	Cleaning of Buckets, Mugs, Water jugs, etc. with branded cleaners like Vim / Prill, etc.	Fortnightly (every 2nd & 4th Sunday)
13	Cleaning of cobwebs.	Fortnightly (every 2nd & 4th Sunday)
14	Cleaning of all overhead water tanks.	Monthly (with one day's prior notice to all concerned in writing) preferably 2nd Saturday of the month
15	Cleaning of fans, lights, window frames, window panes,	Monthly or

STC Housekeeping

	shutters, venetian blinds, doors, etc.	whenever required
16	Washing and ironing of Blankets.	Quarterly (before 10th of February, May, August, November)
17	Washing & changing / fixing of curtains, Sofa-Covers, etc. in Administration, Training Block, Canteen Block and Hostel Rooms	Quarterly (before 10th of February, May, August, November)
18	Opening of clogged drains /Sewerage Lines	As and when required
19	Ensuring operation of sewage / water drainage	On an on-going basis
20	Changing of worn out /damaged water taps /valves/ pipes, etc.	As and when required
21	Sweeping & Mopping of entire open area, lobbies, corridors, stair case sports room, library, pavements, path ways	Daily
22	Disposal of garbage from STC premises	Daily

Uniform for the Supervisors and Workers

1. The Contractor shall arrange to provide winter and summer uniforms along with shoes to the Supervisors and other workers within 15 days of award of work.
2. The design /colour/ quality/fabric of the uniform will be different for Supervisors, Receptionist, Room boys and other workers.
3. The cost of the uniform and shoes for the Supervisors and other workers shall be borne by the Contractor.
4. The Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by the workers deployed by him.
5. The Contractor shall be responsible for providing new uniform and shoes if the same are damaged by his workers before its replacement is due.
6. The cost of such replacement shall also be borne by the Contractor.
7. The Contractor shall be responsible for washing/ ironing/ maintenance / pre-mature replacement of the uniform and expenses thereof shall be borne by the Contractor.

Accordingly, provision thereof may be kept while quoting the rates in the Financial Bid.

PAYMENT TO CONTRACTOR

PAYMENT FOR HOUSEKEEPING AND GENERAL MAINTENANCE SERVICES

Payment for Service Charges and actual manpower deployed by the Contractor on production of documents mentioned in Annexure-10 will be made on monthly basis.

NOTE:

1. Payment for actual manpower deployed in case of Housekeeping Services, will be made on the basis of **applicable** Minimum Wages as notified by the Government from time to time for all categories of manpower actually deployed.
2. All statutory deductions, such as TDS, surcharges, cess if any as applicable from time to time, will be deducted from total bill amount.

**BILLING PROCESS AND DOCUMENTS
REQUIREMENT TIME LINE INFORMATION REQUIRED**

Bill No.**Date**

SI	Description
1	Manpower and service charges - Monthly
2	

GST Registration:**PAN:**

Support documents Information such as:

1. Photocopy of the Muster Roll (attendance register) of the month duly endorsed by the Contractor/Works Manager.
2. Salary receipt sheet of that month on the format prescribed under the relevant statutes.
3. Photocopy of challan of previous month in respect of EPF and ESI duly deposited with the appropriate authority (Employers and Employees contribution) along with list of the Supervisor and all Workers bearing PF/ESI number, their individual amount of EPF/ESI deposited (Employers and Employees share). The challan should not include the EPF/ESI contribution of the other firms of the contractor.

FINANCAL BID FOR HOUSE KEEPING & MAINTENANCE
(To be submitted in separate sealed cover marked as “Financial Bid”)

**The Senior Divisional Manager,
 Life Insurance Corporation of India,
 Divisional Office, Jeevan Prakash,
 Bannimantap Extension,
 MYSORE – 570 015.**

Dear Sir,

Re: Tender for providing House Keeping and Maintenance Services Contract at LIC STC,
 Sharadadevinagara Mysore (With Reference to Tender Document dated :...)

With reference to the aforesaid Tender invited by you for the above work,

I/We do hereby offer to perform, provide, execute and complete the works/services in conformity with the said Tender Document dated the and conditions of contract, etc.

I/We have thoroughly understood the scope of work and specifications as mentioned in the said Tender Document.

I/We have inspected all the areas which are covered under the scope of contract.

I/We shall charge as noted herein

Sl	Description	Rs. per month
1	Man power charges (includes applicable minimum wages and other statutory payments namely PF, ESI etc.)	
2	Charges for maintenance / service providing expenses	
3	GST	
4	Total estimated cost of Housekeeping etc	

Rs. /- only. (in Words: Rupees ----- only)

This amount is as consolidated / flat / fixed / lump sum amount per month inclusive of all taxes, levies, duties and other charges, if any, (excluding GST), to provide the House Keeping and Maintenance Services at STC, LIC, Mysore..

I/We understand that you are not bound to accept the lowest or any tender that you may receive.

The above rates take into account all mandatory requirements such as Minimum Wages of Central, Employer's contributions to PF, ESI, all taxes, charges, levies, duties, etc., GST at prevailing rates shall be reimbursed, to such extent as may be permissible, by LIC STC, Mysore as per prevailing rules.

NOTES:

STC Housekeeping

1. **Service Charges should include** Contractor's contribution towards PF / ESI / other statutory benefits to personnel **AS WELL AS ALL OTHER EXPENSES LIKELY TO BE INCURRED BY HIM FOR** providing House-keeping & Maintenance services including costs to be incurred for providing any equipments, consumables required and cost of cleaning material including plumbing and Carpentry work items for providing services as per the Terms & Conditions and Annexure thereto but excluding the minimum wages payable for the actual number of personnel deployed by the contractor for housekeeping & Maintenance.
2. The billing and payment will depend on actual number of personnel deployed by contractor and their stipulated minimum wages, according to their respective category, viz unskilled/semiskilled etc. The figures hereinabove are only **ASSUMED** values for comparison of Bids.
3. Payment of applicable minimum wages for actual manpower deployed AND service charges will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the Contractor including PF, ESI etc.
4. The contractor has to submit the detailed list attached to financial bid, giving the details of Number of employees proposed to be engaged, their categories of employment namely skilled/semi skilled/un skilled and salaries payable which corresponds to minimum wages and VDA.

Place:
Signature of the Bidder with
the Establishment

Date:
Rubber Seal / Stamp of

ROOM INVENTORIES

Schedule I inventories in rooms

Schedule II inventories in common area

At the time of taking over, the Contractor will be given a detailed inventory list, a signed copy of which is to be returned by him, after checking and verification