



**Tender Document of LIC of India, Trivandrum Division for Housekeeping Services**

Ref: LIC/OS/TVM

1<sup>ST</sup> December,2023.

**E-tender for “Man power supply- Office Boys & House Keeping Services (Cleaning/  
Sanitation/Sweeping/Gardening)”**

**Last Date for submission of filled in E-Tender on or before 22.12.2023, 3.00pm**

**Date & Time Of Opening Of Technical Bid : 22.12.2023 ,3.30 pm**

**Cost of Tender Fee: Rs.500.00+ (GST)**

**EMD = Rs. 4,80,000 /-**



**Tender Document of LIC of India, Trivandrum Division for Housekeeping Services**

PART - A

**TENDER NOTICE AND SCHEDULE**

Sl No	Description	
1	Tender Notification Date	01.12.2023
2	Cost of tender document (Non refundable)	Rs.500.00 (Rupees Five hundred fifty only) + GST Rs.90/- .Total Rs.590/- in the form of Demand Draft/Pay Order drawn in favour of "LIC OF INDIA" or in the form of cash payable at our cash counter Trivandrum to be paid at the time of submitting the tender in a separate envelope superscribed "TENDER FEE" for Man power supply- Office Boys & House Keeping Services (Cleaning/ Sanitation/Sweeping/Gardening). If MSME claiming exemption for payment of Tender fee and EMD, kindly scan or upload the MSME certificate while quoting in the e-tender portal. Subsequently self attested copy of the same in sealed cover should be submitted to the Divisional Office before 22.12.2023 15.00 hrs.
3	Earnest Money Deposit	Rs.4,80,000/- ( Rupees Four Lakhs Eighty thousand only) in the form of Demand Draft/Pay Order drawn in favour of "LIC OF INDIA" payable at Trivandrum to be paid at the time of submitting the tender in a separate envelope superscribed " EMD FOR Man power supply- Office Boys & House Keeping Services(cleaning/sanitation/sweeping/Gardening)
4	Contract Period	One Year from the Date of taking over which can be renewed on the same terms and conditions for second/third year if the performance of the Contractor is satisfactory to LIC of India.
5	Validity of Tender	180 days from the date of opening of Technical Bids.

**Key Dates**

Sr. No.	Activity	Start Date and Time	Expiry Date and Time
1	Down loading of Tender Document	01.12.2023 15.01 Hrs	22.12.2023 15.00 Hrs
2	Online submission of tender documents	01.12.2023 15.01 Hrs	22.12.2023 15.00 Hrs
3	Physical submission of EMD & Tender processing Fee to LIC of India	01.12.2023 15.01 Hrs	22.12.2023 15.00 Hrs
4	Online Opening of BID I & BID II	22.12.2023 15.30 Hrs onwards	
5	Date & Time of opening of Financial Bid.	Will be intimated later	
6	Pre Bid Meeting with Tenderers.	Time : 11.30 am on 15.12.2023 Venue: LIC of India, Divisional Office, Pattom.P.O, Thiruvananthapuram - 695 004	

Date :01.12.2023.

**Senior Divisional Manager.**



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

### e- Tender Notice

Life Insurance Corporation of India, Trivandrum Division invites tenders under two bid system through online e-Tendering System portal <http://www.tenderwizard.com/LIC> from reputed agencies, licensed Organizations/individuals with their registered office/Head Office within Trivandrum Divisional Area having sound financial capacity and proven track record of at least 3 years in the field with an annual turnover of Rs.1Crore and above to large institutions/PSUs/Hospitals/Hotels etc.} who are providing “Man power supply- Office Boys/sweepers/gardners “ for its Divisional Office –Trivandrum, Branch Offices, Satellite Offices, Guest House under Trivandrum Divisional Area (comprising Trivandrum and Kollam Districts)

### E-tender for “Man power supply- Office Boys (Sweepers Sanitation/Sweeping/Gardening)”.

Sr. No.	Name of Work	Estimated Cost	Earnest Money Deposit (EMD)	Tender Document Fee
1.	<u>Man power supply- Office Boys &amp; House Keeping Services (Cleaning/ Sanitation/Sweeping/Gardening)”.</u>	₹ 2,40,00,000/- (Excl. GST)	Rs. 480000	Rs. 590/- (Including GST @ 18%) Rs 500 + 18 % GST

- Possession of **Digital Signature Certificate(DSC)** and registration of the contractors on the portal i.e.<http://www.tenderwizard.com/LIC> is a prerequisite for e-Tendering.
- Last Dates of various activities by bidder:

Downloading of Tender Documents : from 01.12.2023 15.01 Hrs to 22.12.2023 15.00 Hrs

Tender Closing Date & Time : 22.12.2023 15.00 Hrs

Opening of BID I & BID II : 22.12.2023 15.30 Hrs onwards

For Registration and for further details on e-tendering, please visit website above mentioned portal (website) or below mentioned Helpdesk details.

Office Address :	Help Desk Contact Details:
M/s.Antares Systems Ltd E-Tender helpdesk #24, Sudha Complex,03 <sup>rd</sup> Stage, 04 <sup>th</sup> Block, Basaveshwaranagara,Bangalore – 560079	Tel: 080-40482000/121/133/140 Lokesh - 9686115304 Dinesh – 9962676264 Kirubakaran – 8098469169 Tharanath -9746118519, 9746428200 Vijay-

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

Date: 01.12.2023

Senior Divisional Manager



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

### INSTRUCTIONS IN REGARD TO SUBMISSION OF e-TENDERS

NOTE: Tenderer should note that non-compliance of the following instructions will render the tender liable for rejection.

1. Address to which the DD(original) for EMD and Tender Fee in a sealed cover to be submitted:  
The Sr. Divisional Manager,  
L.I.C. of India, Divisional Office,  
Jeevan Prakash, Pattom, Thiruvananthapuram – 695004.
2. Last date for receipt of tenders: **22.12.2023 up to 3pm**
3. Tenderer should ensure that the tender is received before the due date and time specified in the Key Dates of online tender.
4. Tenderer should fill in all the relevant information in prescribed templates/forms and put his Digital signature on the relevant places as required in the e-tendering System.
5. No liability whatsoever will be admitted nor claim allowed in respect of errors in the submitted tender due to missing / duplicate uploaded documents.
6. Earnest Money accompanying the tender will be accepted only in the form of cash payable at our cash counter OR Demand Draft/Pay Order drawn in favour of “LIFE INSURANCE CORPORATION OF INDIA” payable at Thiruvananthapuram.. No interest will be paid for the period during which the earnest money lies in deposit with the Employer. Exemption of Earnest Money will be given only to the MSME/NSIC registered bidders. Exemption of EMD will only be given to the holder of certificate of registration under Micro Small and Medium Enterprise development Act 2006. Such bidders should be upload the relevant certificate in the Portal .
7. The tender shall be accompanied by a certified true copy of Power of Attorney in favour of the signatory to the tender documents. If the tender is submitted on behalf of a firm, it must be signed either by all partners or person holding a valid power of attorney from all partners constituting the firm. The person signing the tender on behalf of another partner(s) or on behalf of a firm on Company shall attach with the Tender a proper Power of Attorney duly executed in his favour by such other person(s) or by all the partners in accordance with the Constitution of the Company / Articles of Association, stating that he has the authority to sign on behalf of such other person(s) of the firm or the Company as the case may be, in all matters pertaining to the contract including the Arbitration Clause. The tenderers can submit the scan copy of the same on the online portal.
8. Contractors are warned that Cash, or Encashable Cheque, or Bank or Insurance Guarantee, or Fixed Deposit receipt in lieu of the aforementioned form of Earnest Money remittance will not be accepted
9. Tenders containing errors are liable to be considered non-bonafide at the discretion of the Sr. Divisional Manager.
10. Tenderer should note that tender should remain open for consideration for a minimum period of **THREE MONTH** from the date fixed for the receipt of tenders.
11. The Life Insurance Corporation of India reserves the right to accept any tender or to accept tenders in part; to reject any or all tenders without assigning reasons thereof.



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

### **INFORMATION & INSTRUCTIONS TO THE BIDDERS FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS)**

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/LIC> adopted by Life Insurance Corporation of India (LIC), Southern Zone, Chennai as given in the subsequent pages will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

**Registration of the Contractors/Bidders:** All the Contractors intending to participate in the tenders floated online using Electronic Tendering System (ETS) are required to get registered on the eTender Portal (website) <http://www.tenderwizard.com/LIC>. After successful Registration on above mentioned portal contractor will get a User ID and Password to access the website.

**Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (ETS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/LIC>. They can view the details like Terms and Conditions, drawing (if any) and any other information. To download through they need to login on to the above portal and can download the tender documents of an e-Tender.

**Obtaining a Digital Certificate and its Usage:** On e-Tendering System the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

<b>Office Address :</b>	<b>Help Desk Contact Details:</b>
M/s.Antares Systems Ltd., E-Tender helpdesk,#24, Sudha Complex, 03 <sup>rd</sup> Stage, 04 <sup>th</sup> Block,Basaveshwaranagara, Bangalore – 560079.	Tel: 080-40482000/121/133/140 Dinesh – 9962676264 Kirubakaran – 8098469169 Madhan - 9894191904 Tharanath -9746118519

The Bid (Online Offer) for a particular e-Tender Bid may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.



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**Submission of Earnest Money Deposit:** Earnest Money accompanying the tender will be accepted only in the form of cash payable at our cash counter OR Demand Draft/Pay Order drawn in favour of "LIFE INSURANCE CORPORATION OF INDIA" payable at Thiruvananthapuram.

Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT.

A scanned copy of Receipt/DD/Pay order against EMD should be uploaded mandatory while Bid Preparation stage (as per the Key Dates mentioned in eTender and Tender document) and original D.D./BG should be submitted to the Sr. Divisional Manager, Divisional Office, Life Insurance Corporation of India, Jeevan Prakash, Pattom, Thiruvananthapuram-695044 in the sealed envelope on or before the due date mentioned in Key Dates of eTender, otherwise your BID I will not be opened.

**Submission of Tender Document Fees:** The Contractors have to submit a Demand Draft of requisite amount as mentioned in the particular e-Tender against the Tender Document Cost of any of the Nationalized Banks/scheduled Banks drawn in the favour of the "Life Insurance Corporation of India" payable at "Thiruvananthapuram" only, and not in the favour of any other Authority or Location.

The scanned copy of the Demand Draft against Tender Document Fees should be uploaded mandatory during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender and original DD should be submitted to the Sr. Divisional Manager, Divisional Office, Life Insurance Corporation of India, Jeevan Prakash, Pattom, Thiruvananthapuram-695044 in the sealed envelope on or before the due date mentioned in Key Dates of respective e-Tender, otherwise your Tender will not be opened.

If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.

**Tender Download:** The Eligible Bidders can download the Tender Document online from above e-Tendering Portal <http://www.tenderwizard.com/LIC> before the Tender closing date & time mentioned in the eTender floated.

**Submission of Bid Hash of online bids:** The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also bidders are required scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.

**Generation of Super Hash:** After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.

**Re-Encryption of Bids:** Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in thee-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.

**Opening of Tender (Electronic offers):**EMD Bid and Technical Bid shall be opened on key date.



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

PART – B

### INSTRUCTIONS TO BIDDERS

1. The tender forms will be available in the online portal from 01.12.2023 3.01pm to 22.12.2023 3.00pm
2. The last date for submission of tenders (both technical and financial bids) is 22.12.2023 (upto 3pm). The offers received after the last date and time mentioned above will not be considered.
3. Tenderer should ensure that the tender is received before the due date and time specified in the Key Dates of online tender
4. Tenderer should fill in all the relevant information in prescribed templates/forms and put his Digital signature on the relevant places as required in the e-tendering System.
5. No liability whatsoever will be admitted nor claim allowed in respect of errors in the submitted tender due to missing / duplicate uploaded documents.
6. The Technical Bid will be opened on 22.12.2023 3.30pm in the presence of bidders or their authorized representatives who may wish to be present. After scrutiny of the technical bids and assessment of the offers, the financial bids of only those bidders, whose offers are found suitable to the Corporation, will be opened at a later date. The date of opening of financial bids will be intimated to those bidders whose offers are found suitable.
7. The tender form consists of the following documents. i.e.,
  - a. Instructions to bidders and Terms & Conditions.(NIT)
  - b. Technical part. (Bid-1)
  - c. Financial part. (Bid-2)
8. The offers are to be submitted in Two Bid system i.e., Technical Bid and Financial Bid. The Technical Bid consists of all the required information called for in the questionnaire (other than the Financial Bid). Technical Bid should be strictly as per Annexure “A” containing all the certificates/information/documents.
9. Address to which the EMD and Tender Fee in a sealed to be submitted:

THE SENIOR DIVISIONAL MANAGER  
L.I.C. OF INDIA, DIVISIONAL OFFICE,  
JEEVAN PRAKASH, POST BOX NO.1001  
PATTOM.P.O, THIRUVANANTHAPURAM 695 004

Envelope for EMD & Tender fee - should contain the DDs/Pay orders for EMD (Rs. 480000/- )and TENDER FEE for (Rs.590/- (Rs 500+ GST)) or the Miscellaneous Receipt of the tender fee deposited . Those who are exempted from EMD, tender fee shall write “MSME-Exempted” on the top of the cover and put original/certified copies of MSME inside the cover.
10. A scanned copy of Receipt/ DDs/Pay orders against EMD/tender fee or exemption certificate in case of MSME should be uploaded in portal mandatory while Bid Preparation stage (as per the Key Dates mentioned in eTender and Tender document) and original D.D./Pay order should be submitted to the Sr. Divisional Manager, Divisional Office, Life Insurance Corporation of India, Jeevan Prakash, Pattom, Thiruvananthapuram-695004 in the sealed envelope on or before the due date mentioned in Key Dates of eTender, otherwise your BID-1 will not be opened. Those who are exempted (MSME) shall attach the original/certified copy of MSME certificate
11. The Financial bid (Bid-2) shall contain only expected price . The Financial Bid should be strictly in the format as given in Annexure “B”. Financial bid will be opened after short listing of tenders based on the basis of Technical Bids evaluation.



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12. Refund of EMD :- EMD shall be refunded as under :
- EMD of all unsuccessful Vendors / bidders shall be refunded within one month's time after scrutiny and submission of Technical Assessment Report by Divisional Committee to the SENIOR DIVISIONAL MANAGER and subsequent opening of Financial Bids will be within a period of one month from the opening of
  - EMD of lowest bidder will be adjusted with the Security Deposit and will be refunded at the In case the lowest vendor / bidder refused to render services after issue of allotment letter, a notice shall be served to them by giving 30 ( thirty ) days time failing which their EMD amount lying/retained with us shall be forfeited without any further correspondence. Sr. Divisional Manager is the competent authority to refund / forfeit the EMD amount.
13. All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign all the pages of the bids (Technical and Financial bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.
14. Tenderers should note that their tenders should remain open for consideration for a minimum period of 06 months (Six months) from the date of opening of "Technical Bids".
15. The Tender Inviting Authority reserves the right to accept any tender or to reject any or all tenders at his sole discretion without assigning reasons thereof. The Tender Inviting Authority does not bind to accept the lowest tender.
16. Financial Bids of only technically qualified bidders will be opened to decide L1. In case of more than one L1 bid emerging, the bidder with highest average turnover in the last three Financial Years as per Annexure "A" (Technical Bid) will be decided as L1. When more than one L1 emerge even at this stage, highest turnover in the latest Financial Year 2022-23 shall be considered to decide L1.
17. The tenderer not fulfilling eligibility conditions of the tender will not be considered.
18. Decision of the Corporation will be final conclusive and binding on the tenderer and Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the Schedule.
19. Please note that no hard copy documents of Technical Bid and other required certificates should be submitted to our Office. All the documents should be uploaded through portal after scanning the same.

Place :

Date :

**Signature of vendor with seal**





## **Tender Document of LIC of India, Trivandrum Division for Housekeeping Services**

### **Tender for House Keeping Services (cleaning / sanitation / sweeping/Gardening)**

This tender consists of two parts, viz., Technical Bid including Instructions to Bidders, Terms and conditions and Financial Bid. Separate Technical and Financial bids are to be submitted for each proposal.

#### PART -C

#### Terms and conditions

1. The terms and conditions along with the instructions will form part of the tender to be submitted by the tenderer to LIC of India, herein termed as Corporation.
2. Tender which is received on account of any reason whatsoever including postal delay etc after the expiry of time and date i.e 22.12.2023, 3.00 pm fixed for submission of tenders shall be termed as 'LATE' tender and not to be considered. Such tender shall be returned to the concerned party without opening the same.
3. Those Technical bids which are found to be in order i.e. satisfying all the stipulated conditions for MANPOWER SUPPLY- OFFICE BOYS & HOUSEKEEPING SERVICES (cleaning/ sanitation/ sweeping/Gardening) shall be short-listed and financial bids of only such short-listed bidders will be opened.
4. Any agency submitting the tender shall be deemed to have read and understood the terms & conditions, scope of the work, etc and quoted accordingly.
5. LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of Technical Bid scrutiny of the tenders received in response to this notice.
6. Any conditional offer / tender shall not be considered.
7. Any modification in the tender after opening date shall not be considered.
8. The Tenderers should read and understand all the terms and conditions of the Tender before applying, as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender and Annexures forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions etc., as set forth in the entire tender document
9. Decision of the Corporation will be final conclusive and binding on the tenderer and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.
10. LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.
11. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including labour laws applicable for the state of Kerala. Minimum wages payable to the personnel to be engaged shall be strictly as per Labour Act only. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971
12. The bidder should not have been black listed with any office of the Corporation (LIC) or any other establishments. The Bidders should have proper infrastructure/manpower/ tools and tackles for



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providing HOUSEKEEPING SERVICES (cleaning/ sanitation / sweeping/Gardening).

13. While discharging the duties, the agency shall be responsible for all injuries to persons, damage to building, building structure, streets, and footpaths and shall rectify it at its own cost.
14. Financial Bids of only technically qualified bidders will be opened to decide L1. In case of more than one L1 bid emerging, the bidder with highest average turnover in the last three Financial Years as per Annexure "A" (Technical Bid) will be decided as L1. When more than one L1 emerge even at this stage, highest turnover in the latest Financial Year 2022-23 shall be considered to decide L1.
15. The Contractor shall follow all prevailing rules / regulations / laws and should possess valid licence/s for providing housekeeping services and shall take all safety measures for the personnel deployed by him. The Contractor shall follow all the provisions of labour law and shall alone be responsible for any lapse in this regard.
16. The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Contractor during the performance of duties in the premises of the Corporation. The Contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.
17. The Contractor shall not cause or allow any of his personnel to act in any manner, which may cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation, owners / tenants / occupants of nearby properties or to the general public.
18. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed by the Contractor for rendering housekeeping services are employees of the Corporation or deployed by the Corporation. The Contractor shall deploy workers who shall be in his sole employment and he shall be solely and wholly responsible for their acts, salaries, wages, remunerations or any other statutory liabilities or other payments. Under no circumstances shall the Corporation be liable for any payment or claim or compensation (including but not limited to compensation on account of injury, death or termination). In case any liability falls on the Corporation for any reason, the Contractor shall keep the Corporation indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to his workers mentioning that the workers are employees of the Contractor.
19. The Contractor will be responsible for any accident/injury/death of any member of their staff sustained during the course of discharge of their work. The contractor shall obtain Police Verification of their antecedents which may be submitted to LIC along with the profiles of your personnel deployed. A certificate to this effect shall be furnished by the Contractor to the Corporation before deployment of the staff. Further, in respect of the workers deployed at the Corporation's premises, the Contractor shall submit details such as Names, Xerox copy of applications, appointment letters issued by the Contractor, age proof, address proofs, certificate of educational qualifications, caste certificates (in case of SC/ST/OBC/Minority) & certificate of police verification in respect of all his staff deployed at Corporation's site. The Contractor shall ensure that the character and antecedents of the workmen deployed by him are duly verified before such deployment.
20. The contract shall be for a period of One Year initially. However, the same may be extended by two more years, not more than one year at a time, at the same rates , terms and conditions subject to approval of Competent Authority.



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21. The Contractor should possess, for the entire duration of the contract, all licensees and registrations as may be required under any law and shall be responsible in registering himself and obtain a valid license under contract Labour (Regulations and Abolition) Act, 1950 and rules there under. The Contractor shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages, Contract Labour Act or any other Statutory / Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the Vendor.
22. The Contractor shall not assign or sublet the benefits of this contract to any person or entity and in the event of any violation or breach thereof, LIC at its discretion but without prejudice to its other rights and remedies, terminate this contract immediately.
23. Address to which the original DD of EMD and Tender Fee to be submitted

THE SENIOR DIVISIONAL MANAGER,  
L.I.C. OF INDIA, DIVISIONAL  
OFFICE, Jeevan Prakash, Post  
Box No.1001, Pattom.P.O  
TRIVANDRUM 695 004

Place:

Date:

**Signature of vendor with seal**



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

ANNEXURE "A"

### TECHNICAL BID

Tender for MANPOWER SUPPLY- OFFICE BOYS & HOUSE KEEPING SERVICES  
(Cleaning/Sanitation/Sweeping/Gardening)

1. Name of the Firm /Organisation ( in Block letters)	
2. Date of Establishment / Incorporation.	
Registration No. For registration under Companies Act,1956 (Please enclose photo copy of the certificate)	
5. GST Registration Certificate.(enclose self attested copy)	
6. Shops & Establishment Registration Certificate.(enclose self attested copy)	
6. Correspondence address and Telephone No.(self attested copy)	
7. Address of Head Office (if separate) & Telephone No.(self attested copy)	
8. Status : Proprietary / Partnership /Private Limited Company / Public Limited Company.	
9. Name(s) of the proprietor/ Partners /Directors.	
10. Name of the Chief Executive with his present address, Mobile / Telephone No	
11. Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs.	
12. Name of Bankers with addresses & Telephone Nos. & IFSC Code.	
13. PAN No. allotted by Income Tax Dept. (Please enclose self attested photocopy).	
14. Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate).	
15. GST Registration No. (Please enclose attested photocopy of certificate).	
16. E.P.F. Registration No. (Please enclose attested photocopy of certificate).	
17.ESI No. (Please enclose attested photocopy of certificate).	
18. Turnover for last 3 years.	F.Y.2020-21. F.Y. 2021-22. F.Y. 2022-23.



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

19. State the latest Income Tax Assessed year and the amount of Tax Assessed (copies of last 3 years IT Returns, Balance Sheets & Profit & Loss A/c to be enclosed).	
20. Details if registered with any other Government Authority (ies).	
21. Date of obtaining ISO 9001:2008 certificate and its validity period (Please enclose an attested copy of certificate), if any.	
22. Details of empanelment with any office of LIC of India and/or PSUs/any other Corporate Offices. (Please enclose list giving full details and name and telephone no. of person/s who may be contacted for confirmation).	
23. Details of your Past Experience and presently undertaken in the field House Keeping Services (cleaning / sanitation /sweeping/Gardening) (enclose the certificates from the relevant institutions).	
24. Furnish the details of House Keeping Services (cleaning / sanitation /sweeping/Gardening) annulled/broken services before the end of contractual period, if any.	
25. Mention any other specialties of your establishment. <b>Attach MSME certificate if applicable</b>	

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

I / We \_\_\_\_\_ request Life Insurance Corporation of India, Trivandrum Division to consider our agency bid. I / We agree to abide by all the "ELIGIBILITY CRITERIA AND OTHER TERMS AND CONDITIONS" prescribed in your formats and assure to render the services to the fullest satisfaction of the Corporation.

I hereby declare that the statements/documents written/produced by me/us in this tender document are true and if at any point of time, if it is found to be false/incorrect, done with a malafide intention, this whole contract stands vitiated and cancelled immediately.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 2023.

Signature of the Contractor Name  
& Address Seal

*NOTE: The Corporation reserves the right to accept or cancel any of the agencies tender at their absolute discretion without assigning any reason. Applications received with incomplete information or alterations will not be considered.* Note: Documentary evidence wherever applicable should be enclosed.

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



**Tender Document of LIC of India, Trivandrum Division for Housekeeping Services**

ANNEXURE “B”

**FINANCIAL BID**

Tender for OFFICE BOYS & HOUSE KEEPING SERVICES (Cleaning / Sanitation / Sweeping/Gardening)  
LIC OF INDIA, TRIVANDRUM DIVISION

The consideration for office boys shall be as follows:

Sl.NO	PARTICULARS	B Area Shift of 8 hrs Rs.	Office Boys -C Area Shift of 8 hrs Rs.
1	Basic.+VDA		
2	E P F.(As per rules)*		
3	E S I.(As per rules)**		
4	Bonus***		
5	Total		
6	Service Charges/Admn. charges/ (incl. of all charges) on Sl.No.6		
7	Total per shift Rupees.		

The consideration for House Keeping Services (cleaning / sanitation / sweeping/Gardening) shall be as follows:

Sl No.	PARTICULARS	Housekeeping services/Unskilled B Area		Housekeeping services/Unskilled- C Area	
		Shift of 4 Hrs. Rs.	Shift of 2 Hrs. Rs.	Shift of 4 Hrs. Rs.	Shift of 2 Hrs. Rs.
1	Basic.+VDA				
2	E P F.(As per rules)*				
3	E S I.(As per rules)**				
4	Bonus***				
5	Total				
6	Service Charges/Admn . charges/ (incl. of all charges) on Sl.No.6				
7	Total per shift Rupees.				

\*13% - Salary ceiling Rs.15, 000/- per month (for 26 days)

\*\* 3.25% - Salary ceiling for eligibility up to Rs.21, 000/- per month.

\*\*\* Eligibility salary up to Rs.21, 000/- per month and calculated at 8.33% on Rs.7000/- per month /26 days (per month).



## Tender Document of LIC of India, Trivandrum Division for Housekeeping Services

Please note that S.No.1 to 5 (as quoted the Basic & VDA is as per Central Minimum Wages with effect from 1/04/2023 vide order dt. 03/4/2023 of Chief Labour Commissioner(C), New Delhi.) Wages are strictly as per Government rules.

\* Minimum Wages shall be based on the prevailing Central Act. However the companies are free to pay more but not less. EPF, ESI, BONUS contribution to be paid for personnel employed by the tenderer shall be the responsibility of tenderer.

\* The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, etc., whatsoever payable and given in service charges(Sl. No.7)

\*Month will be defined as 26 days for units/offices located in Trivandrum Divisional Area (comprising Trivandrum and Kollam Districts) except for guest house at Trivandrum Divisional Office for which 30 days (all days of the month) housekeeping services as required.

Adherence to statutory requirements is sole responsibility of the company.

Wages indicated above to be based on Govt of India, Ministry of Labour notification with effective from 01.10.2023 applicable to respective category (Skilled/Semi skilled/unskilled) and would be revised as and when revised by Ministry of Labour & Employment, Govt. of India. The service charges quoted above will be same throughout the contract period including extended period of contract.

Payment of applicable minimum wages for actual manpower deployed & service charges will be made only on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the contractor including PF, ESIC etc.

The Financial bid should strictly be as per the given format given in the tender. Tenderers should quote PER SHIFT CHARGES AS REQUIRED ABOVE. The Service charges under Sl.No.'7' and Total per Shift Rupees under Sl.No.8 of Financial Bid should be in integer and quoted per SHIFT.

Merely quoting the lowest rate alone will not confer any right to such tenderer seeking acceptance. Tenderers quoting less than the Central Minimum Wages or less percentage of PF / ESI/Bonus will not be considered.

The Contractor shall ensure that none of his employees are paid salary/wages which are less than the prescribed amount under the Minimum Wages Act, 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, for the category of workers employed by them from time to time.

Adherence to statutory requirements is the sole responsibility of the Tenderer.

Per shift charges quoted above will be paid for each category personnel.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Date:

Name:

Designation:

Address :

Signature of the Tenderer  
Name &  
AddressSeal



“Jeevan Prakash”, Divisional Office, Jeevan Prakash, Pattom P O Trivandrum - 695004.

Ph: 0471 2540851, Email: [os.trivandrum@licindia.com](mailto:os.trivandrum@licindia.com)

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ANNEXURE “C”

LIST OF LOCATIONS

Sl.No	Division	LOCATIONS	
		District	DO/Branch.
1	TRIVANDRUM	TRIVANDRUM	Divisional Office, Guest house, P&GS, RMF unit, CBO1,CBO2,CBO3,CBO4,CBO5,NEYATTINKARA,NEDUMANGAD, ATTINGAL,KILIMANOOR and their Satellite Offices
2	TRIVANDRUM	KOLLAM	KOLLAM 1, KOLLAM 2,KOTTARAKKARA, CHATHANNUR,PUNALUR, KARUNAGAPPALLY and their Satellite Offices
Sl No	Name of Office	Location	District
1	Satellite Office	Peroorkada	TRIVANDRUM
2	Satellite Office	kazhakoottam	TRIVANDRUM
3	Satellite Office	Vithura	TRIVANDRUM
4	Satellite Office	Kattakada	TRIVANDRUM
5	Satellite Office	Balaramapuram	TRIVANDRUM
6	Satellite Office	Parassala	TRIVANDRUM
7	Satellite Office	CLIS SO, Neyyattinkara	TRIVANDRUM
8	Satellite Office	CLIS SO, Attingal	TRIVANDRUM
9	Satellite Office	Varkala	TRIVANDRUM
10	Satellite Office	Kallambalam	TRIVANDRUM
11	Satellite Office	Venjaramoodu	TRIVANDRUM
12	Satellite Office	Paravur	KOLLAM
13	Satellite Office	CLIA SO, Kollam	KOLLAM
14	Satellite Office	Kundara	KOLLAM
15	Satellite Office	Kadakkal	KOLLAM
16	Satellite Office	Puthoor	KOLLAM
17	Satellite Office	Anchal	KOLLAM
18	Satellite Office	Bharanikavu	KOLLAM
19	Satellite Office	Chavara	KOLLAM





Documents to be enclosed along with Technical Bid in Annexure "A":

- I) 1. Demand draft for Rs.50,000/- towards EMD (Envelope – III)
2. DD for Rs.590/- towards tender application fee. (Envelope – III)
- II) Self attested photo copies of the following documents:
  1. Certificate of Registration with Labour Department, Government of Kerala
  2. Certificate of Registration with office of the Regional Provident Fund Commissioner.
  3. Certificate of Registration with employees State Insurance Corporation.
  4. Certificate of registration for GST.
  5. Audited financial statements (Profit and Loss Account and Balance Sheet) for the last three financial years.
  6. Income tax assessment order/returns for the last three financial years.
  7. Certificate of Income Tax PAN Number.



“Jeevan Prakash”, Divisional Office, Jeevan Prakash, Pattom P O, Trivandrum - 695004.

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#### PART-D

##### ELIGIBILITY CONDITIONS:

The eligibility condition to participate in the tender:-

1. The applicant must have minimum three year experience on providing housekeeping services to reputed organisations.
2. The tenderer should have its Registered /Head Office with all infrastructure in Trivandrum or Kollam District for suitable training facilities for House Keeping Services
3. The tenderer should possess valid licence for providing Manpower supply- office boys and house keeping staff
4. The tenderer should possess valid Provident Fund Registration Number, ESI Registration Number and GST Registration Number.
5. The tenders from Individuals / Firms / Organizations (including its partners / Shareholders / Directors) who have been blacklisted / Prosecuted by any department / Statutory bodies in any state or by any Court of law shall not be entertained.

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

##### Eligibility Criteria & Requirements

1. The applicant must be a Registered / Licensed Organization / Partnership firm / Sole proprietorship.
2. The applicant must have a proven track record of minimum 3 years with reputed clients in rendering Manpower supply-Office boys, House Keeping Services (cleaning/sanitation/sweeping/Gardening)
3. The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.
4. The applicant must have an annual turnover of Rs.One Crore and above during the last three financial years.
5. The applicant must produce relevant documentary evidence along with the tender application form.
6. Non disclosure of relevant information or furnishing of incorrect information / documents will suffer disqualification.
7. The applicant must not have been at any time been declared as insolvent or convicted for any offence.
8. The applicant shall comply with all the requirements of labour laws, obtain all licences /approvals / permissions to carry on the business of House Keeping Services (cleaning / sanitation / sweeping/Gardening)
9. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority.
10. The applicant should not have rescinded/abandoned any Manpower supply/ House Keeping Services (cleaning/ sanitation / sweeping/Gardening) contract awarded by any of his clients before the expiry of prescribed period of contract.
11. The applicant should neither be a sub-contractor to any other entity/ person nor has at any time sub-let the contract awarded to the applicant to any other person.
12. The applicant should not have suffered any disqualification to render the House Keeping Services (cleaning / sanitation / sweeping/Gardening) at any time in respect of matters not enumerated herein.
13. The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.
14. The tenderers are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender.
15. LIC of India is not responsible in any manner for the postal delay / loss / non receipt of the tender.



16. The validity of the tender shall be for 6 (Six) months.
17. The rates to be quoted shall be inclusive of all i.e., providing Manpower services inclusive of all taxes, charges, levies etc., if any. Income Tax will be deducted as per the prevailing rates.
18. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
19. The quotation should be either typewritten or neatly and legibly hand written in dot-pen.
20. Technical Bid & Financial Bid should be placed in. Quoting of price openly or submission of financial bid along with technical bid will result in disqualification of the tender.
21. The successful tenderer will be required to deposit an amount of Rs.24,00,000/- (Rupees Twenty four Lakhs only) for House Keeping Services by way of a crossed A/c payee demand draft favouring LIC of India, drawn upon any nationalized bank payable at Trivandrum, towards security deposit. This deposit will be refunded only on successful completion of the agreement period. No interest will be payable on this security deposit. The EMD of the successful tenderer will be adjusted to such Security Deposit, allowing the tenderer to deposit the balance amount.
22. If the successful tenderer fails, in course of the agreement period, to comply with the terms and conditions of the Agreement, the security deposit may be forfeited in full or in part as decided by the Competent Authority.
23. The Competent Authority reserves the right to change the relevant dates; to accept or reject all or any of the applications; to accept any higher bid; or cancel all tenders without assigning any reasons whatsoever.
24. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Trivandrum and shall be subject to adjudication of a competent court in Trivandrum.
25. The applicant must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the application form.
26. The contractor must be ready to produce books of accounts, registers, other documents and data in his custody or power, before the investigating officer and to furnish him with any information and statement related to affairs of the insurer or insurance intermediary.

Signature of the ContractorName &  
Address  
Seal

"Jeevan Prakash", Divisional Office, Jeevan Prakash, Pattom P O Trivandrum - 695004.

Ph: 0471 2540851, Email: [os.trivandrum@licindia.com](mailto:os.trivandrum@licindia.com)

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## Part E

### Terms & Conditions

1. The Contractor/Service Provider shall provide services related to Man power supply- Office Boys & House Keeping Services (Cleaning / Sanitation /Sweeping/Gardening), as listed out in Annexure titled "Scope of Service".
2. The Contractor should be a registered body for providing services of skilled, unskilled labourers having requisite license for supply of Manpower
3. The Man power supply-Office Boys &House Keeping Services (Cleaning / Sanitation /Sweeping/Gardening)should have good health & physique with good eye sight and hearing. They should be major and aged not more than 55 years, with minimum qualification of 9<sup>th</sup> std., They should be able to speak in regional language (Malayalam).
4. The rates quoted should be category-wise for the posts of Sweeper, Office Boys & Gardener
5. The rates shall be inclusive of Central minimum wages, including your contribution towards PF,ESI,BONUS, weekly off, holidays, leave, reserve staff and all other charges/statutory liabilities applicable as on date of Tender i.e. 01.12.2023. The financial bid should clearly classify the costs without any ambiguity.
6. The selected agency shall immediately provide a substitute in the event of any housekeeping personnel leaving the job due to his personal reasons or not attending the duty.
7. **The Contractor/Service provider will arrange proper uniform & identity cards. The cost of maintenance/replacement shall be borne by the service provider.**
8. The rates quoted in the Financial Bid shall be binding on the Contractor/Service provider throughout the contract period.
9. PENALTIES :If the standard of services, as mentioned above or elsewhere in the tender documents is not maintained to the satisfaction of LIC OF INDIA, appropriate penalty will be imposed and amount thereof will be deducted from the monthly bill and/or Security deposit.
10. The Service Provider/Contractor shall be responsible for any loss caused to LIC of India due to negligence of the housekeeping personnel deployed by them in performing their duties.
11. The earnest money will be forfeited if (i) the Tenderer withdraw his Tender during the period of Tender validity (ii) the successful Tenderer fails to deposit additional amount of Rs. 24,00,000/- (Rupees Twenty four Lakhs only) towards security deposit within Fifteen days of award of work. The return/refund of EMD to the unsuccessful Tenderer (s) will be made within 30 days from date of the successful award of work to the selected bidder whose bid is found to be responsive and lowest. No interest shall be payable on it under any circumstances.
12. In the event of the Service Provider/Contractor not fulfilling the conditions of the contract, LIC of India reserves its right to forfeit the security deposit of Rs. 24,00,000/- (Rupees Twenty four Lakhs only) placed with LIC of India herein above mentioned. The decision of the LIC of India shall be final and binding on the contractor, in respect of such confiscation of the security deposit.
13. The regularity of the performance of the service will be the essence and shall form a central factor, while evaluating the performance from time to time. The Service Provider/Contractor shall take all possible steps to ensure and to maintain its performance as determined by LIC of India from time to time. If LIC of India notices that the personnel of the Service Provider/Contractor has/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider/Contractor who will take corrective steps immediately to avoid recurrence of such incidents and report to LIC of India.
14. If any worker of the Service Provider/Contractor indulges in theft, negligence or any illegal/irregular activities, the Service Provider/Contractor shall take appropriate action against its erring worker and intimate accordingly to LIC of India or LIC of India itself can take action in accordance with law.
15. The Service Provider/Contractor being the employer in relation to workers employed by it to provide the services under the terms and conditions shall alone be responsible and liable to pay wages/salaries to such persons. The wages/salaries shall be as fixed as prescribed under the Minimum Wages Act 1948 for the category of workers employed by it from time to time by the Chief Labour Commissioner (Central), Government of India, Ministry of Labour & Employment. He will ensure compliance of all the relevant labour laws

16. The Service Provider/Contractor shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which at LIC of India's option would be subject to verification at any time. LIC of India may refuse entry into its premises to any worker of the Service Provider/Contractor for not bearing such identity card or not being perfectly uniformed as prescribed by LIC of India.
17. The Service Provider/Contractor will pay the wages as per the Minimum Wages Act and disburse the wages in the presence of authorized officer of LIC of India on or before the 7<sup>th</sup> of every month. The Service Provider/Contractor will be required to submit the deposit challans showing the individual figure of PF and ESI money of workers deposited with appropriate authorities for the previous month along with the monthly bill.
18. The Service Provider/Contractor shall for all purposes and interpretations be the employer of office boys/sweeper/gardener at LIC of India, and shall be responsible for all consequences out of such employment. In case LIC of India incurs any liability or damages, the Service Provider/Contractor shall at all times indemnify and keep indemnified LIC of India against any such claims or damages on account of injury/disability/death of any of its workers caused while providing the services to LIC of India which may be made under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the workers of the Service Provider or in respect of any claim, damage or compensation under Labour laws or other laws or rules made there under by any person whether in the employment of the Service Provider/contractor or not who provided or provides the service at premises of LIC of India.
19. The Service Provider/ Contractor shall at all times indemnify and keep indemnified the LIC of India against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at LIC's premises or before and after that.
20. In case the Service Provider/contractor discontinues the contract before the expiry of the period of contract, his Security Deposit shall be forfeited.
21. LIC of India reserves the right to cancel or terminate this agreement by giving thirty days notice in writing without giving or assigning any reason(s) for doing so, and in the event of the Contractor wishing to terminate this agreement, the Contractor shall have to give at least three months notice to LIC of India in writing and in either event, the Contractor shall hand over the peaceful and vacant possession of the space (accommodation) as provided in the tender.
22. In the event of the earlier termination by either parties to the contract or expiry of the contract, the Service Provider/Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the contract, till such time as LIC of India is able to make any alternative arrangement or LIC of India has agreed in writing to allow the contractor to discontinue earlier.
23. LIC of India or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Service Provider/Contractor.
24. In case of any pilferage, theft of or breakage etc to the property/assets of LIC of India the Service Provider/Contractor will be responsible for such losses. LIC of India will be at liberty to deduct the amount of such loss from the monthly bills/security deposit of the Service Provider/ Contractor after holding an enquiry. The decision of LIC of India to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/contract, the contract shall be liable to be cancelled and security deposit will be forfeited.
25. The Service Provider/Contractor shall not sub let the contract to any other Concern/Individual. The Service Provider/Contractor shall itself perform the services, all obligations and duties as per tender/contract except with the prior written permission from LIC of India. Neither the benefit nor the burden of the tender/contract shall be assignable/sublet to any other agency.
26. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to/sought from the Sr. Divisional Manager, LIC of India, Divisional office, Trivandrum whose decision in the matters shall be final and binding on the Service Provider/Contractor. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Manager(E&OS), LIC of India, Divisional office, Trivandrum whose decision will be final and binding on the Service Provider/Contractor.

27. The Service Provider/Contractor shall comply with the instructions provided by LIC of India, Divisional Office, Trivandrum from time to time relating to the performance of the services, duties and obligations under this agreement. The services rendered by the Service Provider/Contractor shall be subject to regular review by LIC of India and its decision as to the quality thereof shall be final and absolute.
28. The Service Provider/Contractor shall abide by the rules, guidelines, policies and procedures applicable to LIC at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
29. The Service Provider/Contractor shall raise the invoice/bill and LIC of India agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/Contractor shall be made by NEFT/RTGS subject to deductions, withholding of all applicable, taxes and charges from time to time in force.
30. The Service Provider/Contractor represents and undertakes that:
  1. It has full power and authority to enter into the agreement with LIC of India and perform the services and it has the necessary expertise to duly perform the services under this agreement.
  2. It shall render the services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this agreement, or as are issued from time to time by LIC of India for the performance of the services to the satisfaction of LIC of India.
  3. It shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold LIC of India harmless for any liability in this connection.
  4. It shall be responsible for ensuring that all workers engaged by the Service Provider/Contractor to provide services to LIC of India shall hold at all times the necessary expertise and shall abide by LIC of India's instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the services.
31. LIC of India shall have the right to deduct from the money due to the Service Provider/Contractor, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non- fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non observance of the Regulations.
32. Nothing in this tender shall be deemed to create any partnership, joint venture, agency between LIC of India and the Service Provider/Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Service Provider/Contractor is an independent contractor and not an employee, agent, associate or authorized representative of LIC of India and the Service Provider/Contractor undertakes that it shall not undertake any obligation or liability in the name of or on behalf of LIC of India, whatsoever.
33. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed/engaged by the Service Provider/Contractor for rendering the services, are employees of LIC of India or engaged by LIC of India. The Service Provider/Contractor shall be deploying workers who shall be in sole employment of the Service Provider/contractor and Service Provider/contractor shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall LIC of India be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on LIC of India for any reason, the Service Provider/Contractor shall keep LIC of India indemnified against the same. In order to give effect to this, the Service Provider/Contractor shall incorporate suitable clause in the appointment letters to be issued to its workers mentioning that the workers are employees of the Service Provider/Contractor, a copy of which should be given to LIC OF INDIA for perusal and record.

34. The Service Provider/Contractor & the workers deployed by him at the LIC of India Premises shall maintain confidentiality of any information in their possession during their working at LIC of India & thereafter.
35. The Service Provider/Contractor shall wholly and solely be liable for all disputes and liabilities in respect of the workers deployed by him/them to LIC of India under this tender.
36. If at any stage, it is revealed that documents/certificates/testimonials submitted by the Service Provider/Contractor are forged or have been manipulated, the work order issued to the Service Provider/Contractor shall be cancelled and Security amount deposited with LIC of India shall be forfeited without any claim whatsoever on LIC OF INDIA and the Service Provider/Contractor shall be liable for action as appropriate under the relevant laws.
37. Without prejudice to any of the rights or remedies under this contract, if the Service Provider/Contractor dies, LIC of India shall have the option of terminating the contract without compensation to the legal or other heirs of the Service Provider/Contractor.
38. LIC of India, Divisional office, Trivandrum shall accept no liability explicit or implicit for, nor any financial or other consequences arising from sickness, injury, damages or death of the personnel of the Service Provider/Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
39. The Service Provider/Contractor shall maintain proper records about the attendance of their staff in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with Contract Labour (Regulation and Abolition) Rules, 1971 and would ensure that full staff strength is maintained. If due to any exigency, any worker is absent the Service Provider/Contractor should take immediate steps to provide its substitute subject to the compliance of relevant Rules & regulations/laws/ Statute.
40. The Service Provider/Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations/Law/Statute in force. The Service Provider/Contractor will not link the payment of wages to the workers with settlement of his bills by the LIC of India. The Service Provider/Contractor has to first pay the wages to the Workers and then put up his bill for payment. Payment of bills will be made on monthly basis through RTGS/ NEFT only, provided that the Services provided were/are satisfactory during the month and subject to deduction of Penalty imposed if any as per terms and conditions of tender/contract. The monthly bill payment will be made subject to following billing process the Service Provider/Contractor submits the attested photocopies of the following documents:
  - 1) Muster Roll/Attendance sheet of the workers signed by the Service provider/Contractor for the month on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules, 1971.
  - 2) Penalty register in respect of office boys & housekeeping personnel
  - 3) Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules, 1971.
  - 4) Deposit Challan showing the individual figure of deposit of contribution of provident fund and ESI of employees' and employers' share, with the appropriate authority.
  - 5) Receipt and Statement of Bonus paid to the employees (To be Submitted in the following Month after making payment)
  - 6) Deposit of contribution of provident fund and contribution of ESI of employees and employer should be with a challan separately for LIC of India. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Contractor.
41. The Service Provider/Contractor will deduct ESI contribution and Provident fund contribution of the employees from the minimum wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time.
42. The Service Provider/Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.

43. The Contractor/Service Provider shall ensure that the Office boys / housekeeping personnel are deployed at the buildings, premises of LIC OF INDIA and they observe the timings as prescribed therein or as amended by LIC of India at any time as per requirement. In case the Service provider/Contractor fails to render the services as laid down in the Tender Document, LIC of India may impose penalty as deemed fit.
44. The Service Provider/Contractor himself or their authorized representative must visit the premises/building at least once in a week and/or whenever required and contact the person authorized by the LIC of India, Divisional Office. Any deficiencies in the services should be rectified immediately when pointed out by such authorized person.
45. The Office will have an approximate requirement of around 140 personnel (housekeeping personnel) both inclusive per shift and the number may be increased/reduced from time to time as per our requirement. Hence the tenderer should be able to provide at least 150 personnel (office boys/sweepers/gardener) both inclusive at any point of time. The tenderer should also be able to provide additional manpower at a short notice as and when required on same terms and conditions.
46. The persons deployed by the Service provider shall neither claim nor shall be entitled to pay, allowances, perks and other facilities admissible to casual, adhoc, regular/confirmed employees of the Corporation during the currency or after the expiry of the contract or otherwise the persons deployed by the service provider shall not be entitled in the regular/otherwise service of the Corporation.
47. The agency has also to ensure that LIC of India is kept harmless and indemnified of any litigation arising out of non-fulfilling of the above norms. If any such non-compliance or violation comes to the notice of LIC of India, it should be the sole responsibility of Service provider to rectify it and indemnify.
48. The Service provider is responsible for due compliance of laws relating to rendering manpower supply, payment of statutory wages to housekeeping personnel employed by it including statutory obligations like PF/ESI/BONUS etc. The agency is also liable for payment of statutory taxes and duties. The agency has to indemnify against any claim including statutory wages and payments to statutory authorities.
49. All payments to the agency shall be made by Electronic Fund Transfer only after Tax Deducted at Source (T.D.S.) as per the provisions of Income Tax Department as amended from time to time and a certificate to this effect shall be provided to the agency.
50. The Corporation reserves the right to accept /reject any/all quotations without assigning any reasons thereof.
51. The period of contract is for one year from the date of approval of the tender with a provision to renew the contract on the same terms and conditions with mutual consent for second and third years. Corporation reserves the right to pre-mature termination of the Contract/agreement without assigning any reason thereof by giving three months notice before the expiry of the contract period.
52. In terms of provision of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents / statements / information as may be required by IRDAI within such time as may be specified by the IRDAI.
53. The service provider should affix authorized person's signature with seal on all pages of the tender as a token of acceptance of the tender procedure and terms & conditions.





“Jeevan Prakash”, Divisional Office, Jeevan Prakash, Pattom P O, Trivandrum – 695 004.

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PART-F

SCOPE OF SERVICE

**I) Office Boys**

The Contractor will be required to engage suitably trained and courteous office boys to discharge the following functions: on all working days and some special occasions when office remain open either for work or for some other reasons.

Duty timings.

Timing : 9.30am to 1.30pm, 2.00pm to 6.00 pm (Monday to Thursday) Lunch interval 1.30 to 2.00pm  
9.30am to 1.15pm, 2.00pm to 6.15 pm (Friday) Lunch interval 1.15 to 2.00pm

Office Premises – Divisional Office, Branches, Satellite Offices, and other servicing centers Located in and around Trivandrum and Kollam districts.

The following works to be specifically discharged .:

1. Cleaning of tables, Chairs, Telephones, side racks, computers, printers and other Office Equipments.
2. Moving of papers, files and articles from one department to another and also to other Offices.
3. Helping the Office in arranging the files and filing of papers.
4. Assisting the office for dispatch of documents, letters/ files and articles.
5. Helping the Office in destruction of old and unwanted records.
6. Help the office in keeping Office file and equipments clean and tidy,
7. Any other work assigned from time to time by the head of the office.

**II) DETAILS OF THE SCOPE OF WORK**

**a) House Keeping Service (cleaning / sanitation / sweeping/Gardening)**

The Contractor will be required to engage suitably trained and courteous office upkeep and housekeeping staff to discharge the following functions:

Timing - 8am to 12 pm (4 hrs) Office Premises – Divisional Office, Branches, Satellite Offices, guest houses and other servicing centers Located in and around Trivandrum and Kollam districts.

1. Cleaning and mopping to be done daily in all Office Premises, Library, Canteen hall, dining area Recreationclub, Ladies room, staircases and Lifts.
2. Cleaning of toilets, wash rooms, windows, exhaust, mirrors and sweeping/Gardening and mopping of passage to be done daily.
3. Sweeping/Gardening and wet mopping of rooms with deodorant disinfectants.
4. Clearing and cleaning of waste paper baskets.
5. Disposal of waste/garbage on daily basis from our premises to the dumping area earmarked by municipal authority of the area. Disposal of waste material / garbage will be the sole responsibility of the agency.
6. Cleaning of wash basin, urinals and mirrors etc. in all the toilets.
7. Scrubbing and Cleaning of all toilets flooring.
8. Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins.
9. Cleaning of Hand railings, sweeping/Gardening and wet cleaning of parking area, cleaning of LIC name Board, outside Open area, gates, Terrace etc - once in 2 days.
10. Shampoo cleaning of all floors including cleaning of tube lights, fans, side racks, windows, Filing cabinets, almirahs etc and removal of cobwebs on a monthly basis.
11. Video Conference room and Conference room on need basis to be cleaned.
12. Disposal of wastes daily and cleaning of waste bins.

## FOR HOUSEKEEPING SERVICE IN OFFICES (On all working days):-

a) DAILY SCHEDULE:

Daily Schedule for Cleaning/Sweeping/Gardening shall be as under:

1. Sweeping/Gardening and mopping of all cabins & area- twice in a day with Phenyl/disinfectant.
2. Dusting of all furniture, walls, ceiling, curtains and venetian blinds early in the morning before 9.00 a.m.
3. Cleaning, Washing & replacing the dustbins after removing the waste material from the dustbins. Dusting and cleaning of doors, windows, glass panes, partition walls, AC machines, water cooler, fridge etc.
4. Cleaning toilets, removing stains on floors & walls, keeping air fresheners, filling liquid soap of approved quality in the morning & keeping urinal cubes etc.
5. Cleaning and drying all the toilets twice a day.
6. Removing muck, cleaning and washing of platform drains, sink twice a day.
7. Cleaning of Buckets/Mugs by liquid soap /cleaner on daily basis.
8. Throwing of waste/garbage on daily basis in garbage bin.
9. Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside or outside on regular basis.

(b) WEEKLY SCHEDULE:

1. Washing of floors, stairs with soap/stain cleaner, removing of webs/insects from walls, ceilings, under tables/chairs/Almirahs etc.
2. Dusting of all walls, ceilings, curtains, Venetian blinds early in the morning.
3. Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap/stain cleaner.
4. Cleaning (dry)/washing basement and Open area adjoining the Building of D.O/B.Os/S.Os/Guest Houses under Trivandrum Division.
5. Any other item which may be required for the above purposes listed at Serial Nos. 1 to 4.

c) MONTHLY SCHEDULE FOR DEEP CLEANING

1. Removal of cobwebs from office premises
2. Cleaning of window panes from inside & outside
3. Cleaning of dust tube lights /security grill.
4. Cleaning of partitions.
5. Cleaning of roof top & staircases.
6. Cleaning of parapet walls.
7. Monthly vacuum cleaning of Venetian blinds.
8. Monthly cleaning of wall mounted fans/ceiling fans.
9. Monthly cleaning of main holes (gutters) in the periphery of office/Guest House buildings.

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Note: Vendors are advised to visit the above mentioned premises / locations between 11 AM to 4 PM from Monday to Friday before quoting their rates.



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## PART-G

### Mandatory Conditions:-

The successful bidder shall execute and submit along with contract before taking over an Affidavit on Notarized Stamp paper of Rs.100/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.

- a. Child Labour Abolition & Rehabilitation Act, 2006
- b. Workmen Compensation Act 1923
- c. Labour & employment Act 1972
- d. Industrial Employment (Standing Orders) Act 1946
- e. Contract Labour (Regulation & Abolition) Act 1970
- f. The Minimum Wages Act 1948
- g. Employees' Provident Fund Act 1952
- h. The Employees' State Insurance Act 1948
- i. The Payment of Bonus Act, 1965
- j. Any other Act or Legislation which may govern the nature of Contract.

The bidder will discharge all legal obligations in respect of wages of his workmen and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them from time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & MP Act, Industrial Dispute etc. The Contractor will indemnify & keep indemnified the Corporation from any claim, loss or damage that may be caused to the Corporation on account of the failure of the Contractor to comply with his obligations under the various laws towards the workmen deployed by him for any loss or damage to the Corporation due to the acts / omissions of Contractor.

**The Successful bidder shall execute and submit Integrity Pact on stamp paper of Rs 500/- along with contract before taking over.** Integrity Pact Format will be provided by the Corporation to the successful bidder for execution at the appropriate time.

PART-HPAYMENT TERMS:

The billing and payment shall depend on actual number of personnel deployed by contractor and their stipulated minimum wages, according to their respective category, viz unskilled / semi-skilled etc. The Contractor shall make payment of wages as per Minimum Wages Act, on monthly basis by electronic mode only for the services rendered during the particular month for which he shall submit the bill for the agreed amount latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of workmen, amount credited (With bifurcation like BASIC+VDA+EPF+ESIC+STATUTORY BONUS), Bank name and bank account number.

Wages shall be paid by the Contractor first and then claimed from LIC. Wages should be paid not later than first week of the following month.

The Contractor shall disburse the minimum wages (in vogue as on date of payment of wages) to its workmen by electronic mode only.

TDS at the prevailing rates will be deducted.

The Contractor shall alone bear all taxes, rates, charges and levies or claims whatsoever as may be imposed or levied by the State/Central Government(s) or any local body or authority for and in connection with rendering services except Goods and Services Tax (GST) raised by Contractor in the monthly bill & same will be paid by Corporation along with the other agreed charges for the services of housekeeping.

All the taxes which the Corporation may be liable to deduct or called upon to so deduct, during the currency of the Contract which are liable to be paid by the Contractor under the law, if not paid, shall be set-off against the bills raised by the Contractor and paid to the respective government department(s) or authorities as may be required under law and the Contractor shall have no claim / objection in respect of any or all such payments.

The Contractor agrees to abide by the regulations if any notified by IRDAI during the currency of Contract in connection with, "Outsourcing of Services" by LIC of India.

PROVISIONS OF SECTION 33(3) and 33(4) OF THE INSURANCE ACT, 1938 AS AMENDED BY THE INSURANCE LAWS (AMENDMENTS) ACT, 2015:

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents and the data base in the custody of the Contractor in respect of services 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 IRDAI.

In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as "Investigating Officer", to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, Managing Director or Other Officer of the Contractor or agency where the services are outsourced by LIC of India.

The Corporation reserves the right to call for any record or requirements from the Contractor at any time in response to any query from the Appropriate Authorities.

We accept the entire Tender Terms and Conditions, Various Annexures, Eligibility Criteria & Requirements, Scope of Service, Mandatory Conditions, Payment Terms etc. as set forth in this tender.

Signature of the Contractor

Name & Address



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Tender documents for providing House Keeping Services (cleaning / sanitation /sweeping/Gardening) – Total number of pages 26.

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Sl.No.	Description	Page from To	No of Pages	Remarks
1	Notice	1-2	2	
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5	Technical Bid – Annexure - A	10-11	2	
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7	List of Locations	14	1	
8	Eligibility criteria and Requirements	15-16	2	
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11	Mandatory Conditions	24	1	
12	Payment Terms	25	1	
13	Check List	26	1	

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