

**Life Insurance Corporation of India**  
O.S. Dept. Vellore Divisional Office  
*Jeevan Prakash Building, No.64D, Arcot Road ,*  
*Vellore 632004 Ph : 0416-2206200*  
*Mail: os.vellore@licindia.com*

Ref: OS/House Keeping

Date:- 15<sup>th</sup> March 2024

**TENDER FOR**

**PROVIDING**

**HOUSEKEEPING SERVICES (UNSKILLED)**

**Cleaning (with Materials).**

FOR

***Life Insurance Corporation of India,***  
***Divisional Office , Vellore, All Branch***  
***Offices, All Satellite Offices & Guest Houses***

**Under Vellore Divisional office jurisdiction.**

**Last date for submission :- 4th April 2024 before 04.30 PM**

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## **Tender Notice**

L.I.C. Of India Vellore Divisional Office, Vellore intends to Hire the services of Agencies / Firms/ Organizations for House keeping services (Unskilled) cleaning(with materials), under Two bid system(Technical Bid & Financial Bid )for L.I.C. Of India, Vellore Divisional office, Branch offices and Satellite offices under Vellore Division jurisdiction, comprising Vellore, Tirupathur, Ranipet, Cuddalore, Tiruvannamalai, Villupuram, Kallakurichi Districts & Puducherry Union territory ) .

The LIC OF INDIA herein after called as “CORPORATION “ and the tender applicant herein after called as “Agency/Service Provider / Tenderer “ .

For getting complete details and tender documents please contact the O.S. Department, LIC , Vellore D.O. at the above address from 20.03.2024 during office hours excluding Holidays, and all Saturdays and Sundays OR log on [www.licindia.in](http://www.licindia.in) & click on the **Tender** for House keeping services(Unskilled) Cleaning(with materials ), for L.I.C. Of India Divisional Office, Vellore, all Branch offices, all Satellite offices and Guest Houses under Vellore Divisional office jurisdiction.

L.I.C. Of India reserves the right to accept OR reject any OR all Tenders in full / partial without giving any previous notice/reason to Agencies/service providers/ tenderers .

Date:- 15.03.2024

Place :- Vellore

**Sr. Divisional Manager**

**Life Insurance Corporation of India**  
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**TENDER APPLICATIONS FOR PROVIDING HOUSE KEEPING SERVICES**

Serial Number of Category	Name of the Category
01	Housekeeping services(Unskilled)Cleaning (with materials)

On Contractual Basis for LIC offices under Vellore Division as per locations mentioned in the tender documents are invited under sealed covers .

Please check that total number of Pages is.39 (Page No.37- NIL)

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

**INDEX**

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**Scope of work of House keeping (Cleaning) services at Office Premises & Guest Houses :**

- Cleaning of All gents & ladies toilets, Urinals, Wash basins, wall tiles, pots, partitions, window panes, window grills and glasses from inside as well outside(whenever accessible),mirrors in toilets, taps/fixtures, etc; at least twice a day with good quality of detergents and disinfectants on all the concerned floors. Filling & refilling of Liquid soap, air fresheners, naphthalene balls etc. Hourly inspection of Toilets and under taking necessary cleaning and mopping of the same.
- Sweeping and mopping of reception area, General office Area, Passage and Cabins etc with Deodorant / disinfectants.
  - Clearing and cleaning of waste paper baskets. Baskets to be emptied after 4pm daily or as per need.
  - **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.**
  - Dusting of partitions, doors & walls.
  - Cleaning of main entrance glass doors/wooden doors.
  - Scrubbing and Cleaning of all toilets flooring.
  - Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins at regular intervals throughout the day.
  - Cleaning of Chambers, Conference Hall, Video Conference room, Training ,meeting rooms, cubicles, reception area, service, common area, passages, Stair cases, lift area etc.
  - Removal of cobwebs from office & Guest House premises periodically.
  - Monthly cleaning of wall mounted fans/ceiling fans or as per need.
  - Monthly cleaning of **manholes(Gutters)** in the periphery of office buildings.
  - Weekly Cleaning of Drinking Water Cooler Tanks in Office.
  - Clearance of blockage in toilets/drainage as and when required.
  - Cleaning the Guest house, toilets and floors & closets and wash basins.
  - Overhead water tank cleaning every month
  - Taking care of gardens available LIC office premises & Any other emergency house keeping activities if any notified by LIC Officials .
- Sweeping and wet mopping of rooms with deodorant disinfectants.

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- Cleaning of wash basin, urinals and mirrors etc. in all the toilets.
- Scrubbing and Cleaning of all toilets flooring.
- Mopping of the entire toilet floors with deodorant disinfectant and cleaning of wash basins.
- Cleaning of rooms, lobby, common area, passages, stairs & pantry etc. Cleaning of Buckets/Mugs by liquid soap/cleaner on daily basis.
- Cleaning of Guest House, Toilets, Equipments, furniture etc.
- Clearance of blockage in toilets/drainage as and when required.

**Necessary Cleaning equipments like Gloves, Mask, etc are to be provided by the Agency / Service provider along with cleaning materials .**

**FOR HOUSEKEEPING Cleaning, SERVICE IN OFFICES (On all working days):-**

**( a ) DAILY SCHEDULE:**

Daily Schedule for Cleaning/Sweeping shall be as under:

1. Sweeping 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 9.30 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, u r i n a l s , w a s h b a s i n s , removing stains on floors&walls, keeping airfresheners,filling liquid soap of approved quality in the morning & keeping urinal cubes etc.
5. Cleaning and drying all the toilets at an interval of every one hour.
6. Pantries- 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 Disposal of waste material will be the sole responsibility of the Agency.
9. Removing stains from floor, walls, stair cases, cabin doors, partition of cabin inside or outside on regular basis.
10. Cleaning of Guest house toilets and washbasins .

**(b)WEEKLYSCHEDULE:**

1. Washingoffloors,stairswithsoap/staincleaner,removingofwebs/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 the D.O/B.Os/S.Os/Guest Houses under Vellore Division.

Any other item which may be required for the above purposes listed at Serial Nos.1to4.

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**(c) MONTHLYSCHEDULEFORDEEPCLEANING**

1. Removal of cob webs from office premises
2. Cleaning of window panes from inside as well as outside.
3. Cleaning of dust tubelights/security grill.
4. Cleaning of partitions.
5. Cleaning of roof top and 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/GuestHouse buildings.

**Supervision / coordination of various house keeping jobs will be the responsibility of the Agency in consultation with the head of the concerned LIC Office. The supervision will be done at the cost of the Agency.**

**TENDER SCHEDULE**

Name of Service	Providing House keeping ServicesUnskilled Cleaning (with materials), to LIC of India, Vellore Divisional Office, all Branch offices and all Satellite offices under Vellore Division Jurisdiction as given in the list (page No.12 & 13 )
Tender documents	<b>Tender forms will be issued on payment of Rs. 250/-+SGST 9% + CGST 9% (Rs.45) = Rs.295</b> in cash or If form downloaded from the site Rs.295 by Demand Draft as non-refundable tender fees . Tender forms can be collected from O.S. Department, L.I.C. of India, Vellore Divisional office, Jeevan Prakash Building during office hours from 20.03.2024 to 04.04.2024 excluding all Saturdays, Holidays and Sundays. Tender forms may also be downloaded from our website <a href="http://www.licindia.in/">www.licindia.in/</a> <a href="#">bottom line link Tender</a> by clicking on “Tender for Housekeeping Services(Unskilled) Cleaning (with materials), for offices under Vellore Division Jurisdiction”

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Earnest Money Deposit	<b>EMD of Rs. 20,000 (Rs.Twenty thousand only)</b> by Pay order / Demand Draft drawn of any Nationalized Bank in favour of LIC of India, payable at Vellore should be enclosed along with the Technical Bid.
Date of Sale of Tender Documents	<b>From 20th March</b> to 4th April 2024 <b>during working hours excluding</b> all Saturdays, Holidays and Sundays.
Pre Bid Meeting	<b>On 26<sup>th</sup> March 2024 at 11 am at LIC, Divisional Office, D.T.C., Arcot Road, Vellore</b>
Last date for submission of Tenders	<b>04<sup>th</sup> April 2024 at 04.30 p.m.</b>
Date and time of opening the Technical Bid	<b>05th April 2024 at 11.00 a.m.</b>
Date and time of opening the Financial Bid	Shall be intimated later on, to the tenderers whose technical bids are qualified .
Contract period	One year term, which can be renewed on the same terms and conditions in the subsequent years if the performance of the service provider is satisfactory to LIC .
Notice period for termination of contract	One month prior notice if LIC intends to terminate the services. Three months prior notice if the Agency intends to terminate the contract.
Validity of Tender	6 months from the date of opening of the technical bids .

## **Instructions to Tenderers for Applying**

As the said Tender is to provide house Keeping Cleaning (with materials), to branches, Satellite Offices, Guest Houses and Divisional office under Vellore and other Districts as stated above, **Only those Tenderers/ Agencies** who are dealing with all these services should apply for this tender and should apply for all services required in this tender.

1. The tender forms will be available in the above addressed LIC Office from 20<sup>th</sup> March 2024 to 4th April 2024 during Office Hours on all working days (excluding all Saturdays, Holidays and Sundays) on payment of **Rs. 250/- Plus Rs.45 GST**  
**= Total Rs. 295/- (Rupees Two hundred ninety Five only) non- refundable** , as cash at the cash counter of Vellore Divisional Office or DD drawn on any nationalized Bank in favour of Life Insurance Corporation of India payable at Vellore . A miscellaneous receipt will be issued by LIC& the receipt should be submitted with technical bid. For the tender forms downloaded from website, **DD for Rs 250/- + Rs.45 GST= Total Rs. 295/- (Rupees Two hundred ninety Five only)** (nonrefundable) drawn on any nationalized bank payable at Vellore is to be enclosed along with Technical Bid towards the cost of tender application.

**2. The last date for submission** of duly filled in tenders (both technical and financial bids along with EMD amount) is 4<sup>th</sup> April 2024 at **04.30 pm**. The offers received after the last date and time mentioned above will not be considered.

**3.** The duly filled in tenders should be submitted to the OS Department, Vellore Divisional Office (1st Floor), addressed as under or can be send to the below mentioned address:

**The Senior Divisional Manager ,L.I.C. Of India, Divisional Office ,  
Arcot Road, Vellore PIN 632004 .**

**Technical bid will be opened on 05th April 2024 at 11.00 a.m.** in the presence of tenderer or their authorized representatives who may like to be present. The authorized representative must bring an authority letter from the bidder. Only properly sealed tenders will be opened. Unsealed or improperly sealed tenders are liable to be rejected. Conditional bids will also be similarly rejected. After scrutiny of the technical bids, in order to satisfy itself about the nature and quality of services rendered by the tenderer, LIC of India may depute its Officer (s) or authorized representative to visit the Firm/Establishment/Office at Vellore mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document/ testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to LIC of India so that necessary verification is Completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non-responsive and their financial bids will not be processed further and **EMD will be forfeited**.

The envelope containing EMD shall be opened simultaneously with the opening of technical bid and the EMD will be encashed (accounted for) into the account of the Corporation.

The financial bids of only those tenderer, whose technical bids / offers are found suitable to the Corporation, will be opened at a later date. The date of opening of financial bids will be intimated in writing to those tenderers found suitable .



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4. The tender form should consists of the following documents .i.e.
- A) Instructions to tenderer and Terms &Conditions.
  - B) Technical part related to Technical Bid.
  - C) Financial part related to Financial Bid
  - D) EMD and Tender Fee ( Tenders without EMD & Tender fees will be rejected in full)

### **ENVELOPE- I**

The offers are to be submitted in Two Bid system i.e., **Technical Bid and Financial Bid**. The Technical Bid consists of all the required information called for in the questionnaire and shall contain, inter alia, the details regarding the Agency/firm viz., name of the Agency/firm, address, status of the Agency/firm, registration no etc. (other than the price).

The Technical bid shall be submitted in a sealed cover (**Marked Envelope – I**) super scribed as **“Technical bid for Housekeeping Services(Unskilled) Cleaning (with materials) to LIC of India, Vellore Divisional Office, and all Branch offices& all Satellite Offices and Guest Houses, under Vellore Division Jurisdiction”**.

### **ENVELOPE- II**

It is compulsory for tenderer, to apply for all categories of Manpower i.e. Housekeeping cleaning (with materials). A tenderer not applying for all categories, will be disqualified for Technical Bid. The price bid for the category Housekeeping Services Cleaning (with materials),shall contain only financial details i.e. Administrative / Management Charges and all statutory& mandatory Charges per month including the cost of cleaning materials per month .The Financial Bids will be placed in the Envelope - II and super scribed as **“Financial bid for Housekeeping Services (Unskilled) -Cleaning (with materials) to LIC of India, Vellore Divisional Office, Vellore and all Branch offices, all Satellite Offices & Guest Houses under Vellore Division Jurisdiction”**.

**Envelope-III -----**It should contain DD for Rs.20000 for EMD and the receipt for Rs.295.00 for Tender form fee remitted to LIC . If tender form is downloaded from Website, DD for Rs.295.00 is to be enclosed drawn on any Nationalized bank in favour of LIC OF INDIA payable at Vellore .The envelope should be superscribed as **“Earnest Money Deposit and Tender Fee for Housekeeping Services(Unskilled)Cleaning (with materials), to LIC of India, Vellore Divisional Office, Branches Satellite offices and Guest Houses under Vellore Division Jurisdiction”**.

However, applicants registered as MSME/ NSIC are exempted from depositing Tender fee and EMD subject to attachment of self attested copy of the relevant certificate from the concerned department of Govt. of India to effect with technical bid (Original MSME/NSIC should be produced whenever required by LIC .) .Security Deposits should be remitted by selected tenderer by DD only .MSME/NSIC are not exempted from remittance of security deposit if selected.

**Envelope –IV:-** All the above three envelopes will be placed in a fourth envelope (**Envelope – IV**) and sealed and submitted to the OS Department at the address given above before the last date and time. The envelope must be superscribed as **“Tender for Housekeeping Services(Unskilled) Cleaning (with materials), to LIC of India, Divisional Office, Branches Satellite offices and Guest Houses under Vellore Division Jurisdiction”** . As already mentioned Envelope –IV should be marked to Senior Divisional Manager as per address mentioned above in Serial no.3 .

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**5. Refund of EMD:** - EMD shall be refunded as under:

- a) EMD of all disqualified tenderers shall be refunded after proper scrutiny and submission of Technical Assessment Report by the Relevant Committee/Competent authority of LIC .EMD of other tenderer (except lowest 1) shall be refunded after opening of Financial Bids/declaration of success full tenderer.
- b) EMD of lowest bidder for housekeeping services cleaning(with materials), may be adjusted against the amount of Security Deposit to be paid. LIC Vellore Divisional office will award the contract to the tenderer whose bid has been found to be correct and lowest as per terms and conditions incorporated in this Tender Document. .EMD & Security deposit shall not earn any interest at any time .The Senior Divisional Manager, Vellore Division will be the competent authority to refund / forfeit the EMD amount.

**6. Security Deposit:**

LIC of India, Vellore Divisional Office, will inform the successful bidder, by letter sent through Courier/Registered Post/E-mail, along with a draft contract for the above services. Successful Tenderer must remit to LIC, the **Security Deposit** amount of **Rs.6,00,000 (Rupees Six lakhs only)** by DD drawn on any nationalized bank in favour of LIC OF INDIA payable at Vellore .The Security deposit amount will be refunded without any interest after the expiry of the Tender Term on satisfactory performance of theContract.

**7. The following documents should be enclosed with the Technical Bid:**

- Certificate of Registration under Companies Act, 1956/Partnership deed with proof of registration of firm/Individual Firm, all duly registered under the Tamil nadu Shops & Establishment Act.
  - Copy of the PAN no., as allotted by the Income Tax Department.& PAN should be registered in the name of the Agency/Firm of the service provider.
  - Certificate of the Labour Licence/Statutory Licences as required by any Central or Govt.Act.
  - Copy of the Goods and Service Tax Registration (GST)
  - Copy of the E.P.F. registration, Copy of Authorized Labour Identification number of Central Govt.
  - Copy of the E.S.I. registration & The Professional Tax registration for PTEC and PTRC . And Copy of ISO Certificate is to be produced .
  - Last 3 months ESI challan & EPF challan for the remittances made by the Agency must be produced along with the list of workers.
  - Copies of last three years Income Tax RETURNS/ Balance Sheets & Revenue A/C having a turnover of at least Rs.1,50,00,000(One crore fifty lakhs) for each last three financial years , are to be produced & Form 16 for 3 years should be produced, An affidavit stating that the applicant is not facing any blacklisting from any of the establishments to be given by the Agency.
- Agreement copies with existing clients , if not produced, tender will be disqualified .
  - Experience should be in both House keeping(Cleaning) & Attendant .Experience only in security services will not be considered .
  - Certificate of registration under MSME/NSIC (Original to be produced for verification on demand)

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**Non disclosure of relevant information or furnishing the incorrect information in the tender documents will disqualify the tender.**

All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign on all the pages of the bids (Technical and Financial bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.

8. The financial bids will be opened only if at least three Technical Bids are found suitable. In any case single Financial Bid , it shall not be opened. It may be noted that no negotiations will be carried out, and therefore most competitive rates should be offered.

**L-1 will be decided on the basis of Administration charges quoted as Percentage in the Financial Bid in serial No. 5 . If the Administrative charges quoted is found to be less than 8% of ( serial no. 4 ) , the tender is liable to be rejected.**

**In case more than one bidder quoting the lowest identical price then decision will be taken on the basis of the Agency having highest average turnover of the preceding three years. L-1 can be of one tenderer only, it can not be shared with other tenderers .**

- (I) Agency /tenderer should have an establishment/office with good infrastructure in **Vellore or within Tamilnadu. Address proof has to be submitted .**
- (II) The Agency/firm/service provider should be in this profession for at least 5 years continuously. Further, they should have at least **three years** experience **with two clients** amongst PSU/ Banks / LIC/ Government Bodies , **individually .**
- (III) The Agency is required to provide its bank account details/NEFT payment along with the tender documents.
- (IV) The tenderers are advised to inspect the premises where the services are required to be offered and assess for requirements themselves before submission of the tender. The prospective Tenderer may interact with the LIC Officials of OS Dept DO, Vellore during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of personnel, expected requirements of the LIC Offices and the desired level of services and cleaning materials which the Service Provider is expected to render during the contractual period etc. Carpet area of the offices are given in Page no 12 & 13 Exact office addresses can be obtained from LIC, DO , Vellore .  
LIC of India reserves the right to accept any tender or to reject any or all tenders in part or full at its sole discretion without assigning any reasons thereof.  
The Agency must have 250 employees on roll(total number of employees will be taken as per EPF list only)
- (V) Agency/Company/Service Provider with less than Rs.1,50,00,000 per annum, turnover in any of the 3 previous Financial years will not be considered .

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**General Terms and conditions for Housekeeping services(Unskilled) Cleaning(with materials) :**

Terms and conditions along with the instructions will form part of the tender to be submitted by the tenderer to LIC of India, herein after termed as the Corporation. LIC of India, Vellore Divisional Office desires to engage the services of an Agency for providing Housekeeping services (Unskilled) for cleaning, works during working days / working hours and as & when required at the offices /premises at Vellore Divisional Office's jurisdiction ( the offices under Vellore District and other districts as detailed below ) The tentative number of personnel required by the Corporation& the Carpet area of the offices are given below :

	Area	Requirement as Under		
		Working hours		
Divisional office , Branches & Satellite Offices	Area	House Keeping Cleaning (with materials)		
Branch Offices	Carpet Area in Sq.ft	4 Hours/8 hours	No. of Floors	Zone
Divisional office + Guest house	27000	10	G+2	C
Arakkonam	7120	1	G+1	C
Arni	10437	1	First Floor	C
Chidambaram	13200	2	G + 2	C
Katpadi + guest house	4920	4	G+1	C
Neyveli	5505	2	G Floor	C
Pondicherry - I	8070	3	G+2	B
Tirupathur	7070	1	G+1	C
Tiruvannamalai	8164	3	G+1	C
Vellore Branch	8450	2	G+1	C
Villupuram	7380	2	G+1	C
Virudhachalam	7013	2	G+1	C
Cheygar	4002	1	First + Second Floor	C
Cuddalore	6900	2	First + Second Floor	C
Gudiyatham	5302	1	First + Second Floor	C
Kallakurichi	8018	2	G+2	C
Panruti	5700	2	G Floor	C
Polur	4400	2	First + Second Floor	C

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Pondicherry - II	5800	2	Second & Third floor	B
Ranipet	7199	2	First + Second Floor	C
TIndivanam	5675	2	G + First Floor	C
Tirukoilur	5277	2	G Floor	C
Vaniyamabdi	7550	2	First + Second Floor	C
<b>SATTELITE OFFICE</b>				
Kaveripakkam	1086	1	G floor	C
Vandavasi	1030	1	F Floor	C
K M Koil	1100	1	G Floor	C
Bhuvanagiri	1022	1	G Floor	C
Kurinjjipadi	665	1	F Floor	C
Pernambut	1150	1	F Floor	
Sankarapuram	1416	1	Ground Floor	C
Chinnasalem	1336	1	First	C
Nellikuppam	1540	1	First	C
Villiyannur	1000	1	Ground	B
Bahour	968	1	Ground	B
Thavalakuppam	1235	1	Ground	B
Sholingur	1196	1	First	C
Gingee	1483	1	First	C
Marakkanam	1262	1	Ground	C
Ulundurpet	1250	1	Ground	C
Chengam	1400	1	First	C
CLIA, T V Malai	1656	1	First	C
Ambur	1148	1	First	C
Pallikonda	1260	1	First	C
Vikravandi	1250	1	First	C
Thozhudur	1350	1	Ground	C
Pennadam	1609	1	First	C
Thittakudi	1831	1	First	C

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Tender which is received late on account of any reason whatsoever including postal delay etc. after the expiry of time and date i.e 4th April 2024 04.30 pm fixed for submission of tenders, shall be termed as 'LATE' tender and will not to be considered. Such tender shall be returned to the concerned tenderer without opening the same.

**Tenderers are advised to visit the above mentioned premises / locations with prior intimation between 11AM to 4 PM from Monday to Friday before quoting their rates .**

- 1) All columns of the tender documents must be duly filled in legibly and no column should be kept blank. All the pages of the tender documents are to be signed by the owner/authorized signatory of the tenderer. Any overwriting or use of white ink is not allowed. The Corporation reserves the right to reject the incomplete tenders or in case where information submitted / furnished is found incorrect.
- 2) In case the space in the tender document is found insufficient, the vendors may attach separate sheets.
- 3) There should not be any deviation in Terms and Conditions as have been stipulated in the tender documents failure of which will disqualify the tender application .
- 4) The Technical bids will be opened on 5th April 2024 at 11.00 a.m. in the presence of tenderers or their respective authorized representative at our above office. All tenderers or their authorized representatives are advised in their own interest to be present on that date, at the specified time. The authorized representative must bring an authority letter from the bidder.
- 5) Non-disclosure of relevant information or furnishing of incorrect information / documents shall lead to disqualification.
- 6) Corrections, if any, in the financial bid, it should be duly authenticated with full signature. In case of any Arithmetical errors in the Financial Bid it will not be allowed to correct and the tender will be rejected by LIC .

**7) Canvassing in any form will disqualify the tenderer.**

8) After opening the technical bid, the qualified and short-listed agencies/firms will be informed in writing by the Corporation for arranging their office inspection by LIC officials.

9. The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.100/- that they are complying with the provisions pertaining to various Acts as mentioned below.

10. It will be the sole responsibility of the Tenderer 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 & Payment of Wages Act 1935

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- g] Employees' Provident Fund Act 1952
- h] The Employees' State Insurance Act 1948
- i] The Payment of Bonus Act, 1965
- j] Income Tax Act 1961 & GST Act 2017
- k] Any other Act or Legislation which may govern the nature of this Contract .

11. Such other statutory enactments, amended from time to time. Any Rules and Regulations promulgated by the Government and Local Bodies, coming into force that may apply to this contract shall be the Agency's sole responsibility including any liability on account of non-compliance or violation thereof. The Agency shall also comply with all the requirements of laws with regard to provision of labor and ensure that an appropriate license from State/Central Labor Commissioner is obtained. In the event of any liability of any nature whether relating to statutory compliances or payment of wages or otherwise, is saddled on "the Corporation" with regard to Personnel engaged and deployed by "the Agency Providing Housekeeping services Cleaning (with materials), Attendants "the Corporation shall be entitled to recover the same from the EMD/Security/running bill held with the corporation. The Agency would undertake to indemnify and to make good the loss to the full extent to "the Corporation," failing which "the Corporation" shall be within its right to take appropriate action in law for recovery of the said amount. It will be the responsibility of the Agency to pay the wages and all statutory amounts and then claim the bill from LIC.

12 It is particularly agreed that "the Corporation" shall in no way be held responsible for any bodily injuries sustained or death of any worker(s) of "the Agency". "The Agency" shall alone be liable to pay all statutory compensations which may be awarded or payable to such worker or his/her dependent. If under any circumstance "the Corporation" is made liable to pay any such compensation, "the Agency" will indemnify / reimburse "the Corporation" to the full extent.

13 The Agency Providing Housekeeping services shall provide the names, KYC, local and permanent addresses, K.Y.C and mobile no of the personnel deployed to "the Corporation.

14 The bidder should neither be a sub-contractor to any other entity / person, nor should, at any time, sub-let to any other person, the contract awarded to him. He should not be a party to any cartel at any time for processing any contract including the present Tender.

15 The Agency shall issue identity cards with photo on its own name and trading style to its workers deployed for rendering the said services, which are open to verification by LIC Offices, under Vellore D.O. jurisdiction at any time.

16 Any LIC Office, may refuse the entry into its premises to any worker of the Agency for not bearing such identity card or not being perfectly uniformed as prescribed by L.I.C. Of India , Divisional Office , Vellore .

17 The Corporation will not be entitled to retain any control, supervision or the manner of their discharge, dismissal or retrenchment of the personnel engaged and deployed by the Agency Providing Housekeeping services. However in case the Corporation is not satisfied with the work of any person deployed by the Agency, the Corporation can ask the Agency to replace him and it should be replaced by the Agency immediately. The Agency will be responsible for the supervision of personnel and it would provide the name of supervisor with his contact number to the Corporation for supervision purposes.

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18 In case of failure of the Agency/service provider to provide the housekeeping services on any date, the Corporation will be at liberty to engage the same from any other Service Agency, and the "Agency/Service Provider at default shall make good the expenses incurred for such purpose and also the "Agency/Service Provider "shall make good any loss or damage that the Corporation may suffer thereby.

19 The Agency shall ensure that the working hours of the Supervisor and Workers are regulated in such a manner that total number of working hours per worker in a day do not exceed as stipulated under the Minimum Wages Act 1948 and other Labour Laws in force including rules framed there under from time to time . The working hours are given in page 12 of the tender document.

20 It should be clearly understood and agreed that no relationship of Employer or Employee is created between "the Corporation and the housekeeping/Cleaning/Attendants personnel deployed & providing services by "the Agency .

21 No advance payment shall be made to Agency / Service provider against the work order/services at any time .

**Bonus payment to Workers:-** The Agency / Service provider should make the Bonus payment as per prevailing labour law. The Agency/Service provider should claim for Bonus reimbursement along with NEFT payment details made to workers and calculation sheet there on. L.I.C. Of India Divisional Office, Vellore will make reimbursement of Bonus payment to the Agency within 15 day's from the date of receipt of such request.

**22. It will be the responsibility of "the Agency Providing Housekeeping services to pay wages to its Personnel through NEFT on or before the 7th of the following month without fail according to the prevailing rates which shall not be less than the minimum wages approved by Central Government/State Government whichever is higher. The Agency/service provider should also ensure compliance of all the Labour Laws and statutory requirements/obligation applicable. TDS at the prevailing rates along with surcharge, education cess, if any will be deducted.** GST is applicable as per Govt., rules.

**23.** The Agency/Service Provider 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 Agency/Service Provider will not link the payment of wages to the workers with settlement of his bills by the LIC of India. The Agency/Service Provider has to first pay the wages to the Workers and then put up his bill for payment to LIC .Payment of bills will be made on monthly basis through NEFT only, provided that the Housekeeping services Cleaning( with materials),Attendants provided were/are to the satisfactory of LIC during the month and subject to deduction of Penalty imposed if any as per terms and conditions of tender/contract.



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The monthly bill payment will be made subject to the Agency/Service Provider submitting the attested photocopies of the following documents

- a) **Muster Roll / Attendance sheet:-** The Agency/Service provider should submit attendance of the workers signed by branch officials and 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.
- b) **Wage sheet of all workers:-** In each month the Agency should submit combined wage sheet of all workers along with NEFT payment details of each workers 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.
- c) **Payment to workers:-** The payment to workers should made by NEFT only , then a copy of Bank account statement with UTR no.of previous month showing debit of wages/benefits in favour of workmen should be submitted every month with the bill by the Agency/Service provider and a copy of the statement sent to the Bank duly acknowledged by the Bank.
- d) **Provident Fund :-** The Agency should submit the last months Provident fund's Challan showing the deposit of individual workers and Agency's contribution to Employees provident fund account with the appropriate authority.
- e) **Deposit of E.S.I. contribution :-** It is compulsory for Agency to register all workers deployed under Employees State Insurance and to deposit E.S.I. contribution to appropriate authority on time every month.. The Agency should submit last months challan showing the individual figure of deposit of contribution of ESI of workers' and Agency's share, with the appropriate authority.
- f) **GST payment to Authority:** L.I.C. Of India will reimburse the GST to Agency along with payment. The Agency has to deposit G.S.T. on our GST no. and upload GSTR 3B by 20<sup>th</sup> of the following month on Governments G.S.T. web site. The Agency has to ensure to file GSTR 1/11 of the following month .TDS on GST will also be deducted as per existing rules .
- g) **Our separate Challans :-** Deposit of Provident Fund and ESI contributions of workers deployed and Agency should be separately paid for LIC of India. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Agency.. The Agency should submit separate Challan for its workers deployed to LIC
- h) **Payment to Agency:-** 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.
- i) **Visit Report of Supervisor:-** The Agency should submit branch office and satellite office inspection report on monthly basis. It is compulsory to Agency, that his supervisor should visit each branch and satellite office in every month and submit his work assessment report to O.S. Department , L.I.C. Of India, Divisional office, Vellore .

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- 24 Payment Register containing the signature of representative should be produced at the time of disbursement of wages amount. The Payment Register is to be produced for verification along with the Bills. The Agency will submit copy of challan as proof of payment made to the Personnel with statement of the Personnel showing deposit of PF and ESI contribution every month with bill , without fail. In case of disbursement of wages through e-payment/NEFT, a signed statement must be produced for verification along with bills. Also the Agency shall produce forthwith documents in proof of other statutory compliances.
- 25 The Agency/Service Provider 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 Agency Provider shall be made by NEFT subject to deductions, withholding of all penalties applicable, taxes and charges applicable from time to time in force.
- 26 The LIC will have an approximate requirement of 76 housekeeping personnel , preferably age between 18 to 58 yrs, the number may be increased/reduced from time to time as per our requirement. The tenderer should also be able to add or less the personnel at a short notice as and when required by LIC on the same terms and conditions.
- 27 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 after the satisfactory service provided by the Agency to LIC for Second & Subsequent years and thereafter as stated by LIC .In the event of early termination of the Contract by either parties or on expiry of the Contract, the Agency shall be obliged to continue to provide the services on the same terms and conditions as provided in the Contract, till such time as L.I.C. Of India Divisional office , Vellore is able to make any alternative arrangement or L.I.C. has agreed in writing to allow the Agency to discontinue earlier.
- 28 The Corporation reserves the right to pre- mature termination of the contract / agreement without assigning any reason thereof by giving one month notice before the expiry of the contract period. Three months prior notice is required if the Agency intends to pre- mature termination of the contract .
- 29 The selected Bidder should submit the deed of Agreement/Contract with LIC Of India, Vellore Divisional Office duly executed on a non judicial stamp paper of Rs 500/-, as per the draft conditions provided by LIC of India, within 15 days (maximum) of receipt of intimation as above. However LIC of India at its discretion may cancel the tender and the decision of LIC will be final and binding. On signing of the agreement, the Corporation will issue work order and the Agency shall start its works within 7 days from the date of receipt of work order.

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- 30 The Personnel provided by the Agency are required to have minimum qualifications asunder:
- a. The Housekeepers (Cleaners) /(Un-Skilled)4<sup>th</sup> std Pass.
- 31 The Corporation reserves the right to Remove/ Block list the /Agency/Organisation/ Service provider for a period of five to ten years for any deviation from the agreed Terms and Conditions if any activity is observed which is detrimental to the interest of the Corporation. However any order of blacklisting or removal shall be passed after offering a reasonable opportunity of hearing/ show cause to the Agency concerned.
- 32 During the CONTRACT PERIOD, if the rate of minimum wages payable to the personnel deployed by “the Agency/Service provider” increases because of the Central/State Government orders and if the increase extends beyond the above agreed rate, then “the Corporation shall increase the above accepted rate to the extent of the difference amount only and the above agreed rate shall be deemed to have been modified accordingly .**However the amount of “Administration charges” quoted in the Financial Bid by the Agency, will remain constant thorough out the period of contract .**
- 33 No other increase in the amount quoted by the selected tenderer shall be entertained on any account during the period of the contract., even due to variations in the prices of cleaning materials.
- 34 Agreement Period:- The contract for Housekeeping services Cleaning (with materials) shall be valid for One Year from the date of execution of agreement and issuance of work order. After further review and evaluation by LIC, it can be renewed for further 2 years on the same terms and conditions. However, in case of non performance or bad performance, the agreement may be terminated by the Competent Authority of LIC at any time before completion of above period by giving an opportunity to show cause. The competent authority of LIC may also terminate the contract simply by giving one month prior notice . The Senior Divisional Manger is the Competent Authority .
- 35 The Corporation reserves the right to cancel the contract without assigning any reason at any time by giving 30 days notice in advance in case of simple termination contract but in case of breach of the terms of the contract, contract may be terminated and the security deposit shall also be forfeited, other action such as blacklisting may follow .
- 36 Non- Disclosure of Confidential Information will be the sole responsibility of the Agency. For this the Agency shall depute persons of good integrity and honesty who will not divulge information in his possession by virtue of his working with the Corporation. Agency shall be liable for any loss caused to the Corporation due to any such wrongful disclosures.

**37 The Agency Providing Housekeeping services shall ensure that**

- a) All personnel deployed by it shall be efficient, skilled and honest, disciplined, courteous, trained and ever ready to attend housekeeping work politely.
- b) As maintaining cleanliness is the essence of the housekeeping work, selected service provider shall deploy adequate number of workers to ensure quality work. The selected service provider shall clearly mention the same in the covering letter.
- c) To provide proper uniform, ID Card with photo, hand gloves, shoes, Masks etc. to all the persons engaged in providing housekeeping services Cleaning (with materials). Attendants as per requirement .
- d) Regular training should be provided to deployed personnel so as to keep them abreast with the use of modern techniques of cleaning/ sweeping, behavioral training, safety, etc. by the Agency/Firm .
- e) To ensure immediate corrective actions on receipt of any complaint against the services provided or against any individual deployed by the Agency in the premises of Corporation.
- f) All persons engaged by the selected Agency/service provider for carrying out the work would be deemed to be selected service provider's personnel for all-purpose and he shall make regular and full payment to them.. No liability / responsibility whatsoever on account of persons engaged by the selected service provider is attributable to the Corporation. These persons, engaged by the selected service provider, will not be entitled to claim any kind of employment with the Corporation. Selected service provider has to ensure regular medical check up of all the personnel engaged by Agency at Agency's cost.
- g) To replace the absent personnel immediately on the same day within one hour of commencement of cleaning/ sweeping duty. Otherwise salary will not be paid in respect of that workman for the period of his absence.
- h) None of the personnel of the selected service provider shall enter into any kind of work other than provided under this contract, within the Corporation premises .
- i) The personnel deployed by the selected Agency/service provider shall be of good conduct, character and health. They should be in proper uniform and necessary identity cards with Photo are to be obtained from Agency. In case of any complaint against any of the personnel deployed by the selected Agency/service provider, is bound to remove such person and arrange for replacement of removed person as and when advised to do so by the Corporation.
- J) The selected Agency/service provider shall be solely responsible for the integrity of the personnel deployed. If any of the staff of selected service provider found misbehaving with employees of the Corporation or with any other person in the premises, the service provider shall terminate the services of such persons forth with. If the staff deployed by the Agency is found to be indulging in any undesirable activities in the premises of the Corporation, the Agency will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.

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K) No residential accommodation would be provided by the Corporation to selected service provider and / or to the persons deployed by the Agency .

**L) All cleaning materials should be provided by Tenderer/Agency at the cost of the Agency for carrying out all the cleaning works to be done in the said LIC offices, as mentioned in this tender .**

m) The cost of the uniform, ID Card with photo of the worker and shoes for the persons deployed Shall be borne by the Agency. The Agency has to ensure that the uniforms are maintained properly & always kept neat & clean by the workers deployed by him.

n) The selected service Agency/ provider shall not at any time do cause or permit anyone to do or cause any nuisance in the LIC Office premises or do anything which shall cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation

38 The Agency has to provide housekeeping services cleaning(with materials), at premises mentioned in the page no 11 & 12 of General Terms & Conditions for Housekeeping Services- Cleaning(with materials) , ,Attendants, as per requirement of the LIC offices.

39 The Agency will carry out all the expectations, instructions, directions etc given from time to time by the Corporation/Its offices and shall take prompt action when informed of any such trespass.

40 The Agency himself or its authorized representative **must visit the premises at least once in a month per unit and whenever required**. Any deficiencies in the services should be rectified immediately when pointed out by such an authorized person. The Agency will check their personnel in respect of the attendance /duties/vigilances regularly and will maintain complete records in this regard which shall be made available for inspection by authorized official of the Corporation at all times in the respective buildings/offices.

41 The Agency shall maintain a daily record of the cleaning done of the office premises and toilets and obtain signature from Officer of each department on each floor .The names and contact no. of the Officer will be provided to the Agency by the Corporation. In respect of daily record maintenance in respect of the guest houses , the signature shall be obtained from caretaker. In respect of the daily record maintenance for parking area and other areas in the ground floor, signature shall be obtained from Security Officer/ Official of OS Dept, of concerned offices . The daily record of cleaning of premises (including toilets, parking area, etc )maintained by the Agency as required herein above shall be submitted to OS Dept, Vellore DO for verification as when required by OS Dept, Vellore DO.

42 All complaints informed by LIC officials during normal working hours should be attended to as early as possible. No complaints should be left unattended & not postponed to next day.

43 The Agency shall display and maintain inside each toilet, a chart showing the time during which the toilet(s) were cleaned as per the terms of this Agreement. The chart shall be initialed by the cleaner(s) along with the time of cleaning and shall also be signed by the

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supervisor(s) of the Agency in token of satisfactory cleaning.

- 44 The Agency shall obtain adequate Insurance Policy/ Group Insurance Policy in respect of its workmen engaged for services, towards meeting the Liability of Compensation arising out of death, injury, disablement of work etc. and shall regularly and punctually pay each and every premium as when the same shall become due during the currency of this Agreement.
- 45 Agency shall give the duty allocation chart mentioning the names of the personnel deployed at various locations to the Competent Authority of LIC one week in advance.
46. Any dispute arising out of the acceptance/agreement ,shall be referred to for "Arbitration" to the Sr. Divisional Manager, Vellore Division and his/her decision shall be binding on the firm/Agency/service provider. The Agency/service provider shall not raise any question of competence of the Sr. Divisional Manager to act as sole arbitrator.
- 47 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 Agency in respect of service outsourced by the LIC of India It shall be the duty of the Agency to provide such documents statements/ information as may be required by IRDAI within such time as may be specified by the IRDAI.
- 48 In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Ordinance,2014, Insurance Regulatory Authority of India (IRDAI) if it considers expedient to do so, may direct any person hereinafter referred to as the 'Investigating Officer', to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Sec 33(2) of The Insurance Laws (Amendment) Ordinance, 2014, who may examine under oath any Manager ,managing Director or other Officer of the service provider or contractor where the services are outsourced by LIC of India.
- 49 In order to satisfy itself about the nature and quality of services rendered by the tenderer, L.I.C. Of India Vellore Divisional office may depute its Officer (s) or authorized representatives to visit the Offices mentioned by the bidder. Besides, L.I.C. Of India Vellore Divisional office 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 L.I.C. Of India Vellore Divisional office, 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 .**
- 50 The workers deployed by the Agency shall have no presumptive right of absorption in the services of LIC of India. LIC of India shall in no way be responsible for wages, salaries, bonus, gratuity or any compensation, notice pay etc. of the workers deployed by the Agency for

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conducting these services at the Vellore Divisional office/BOs/SOs under Vellore Division jurisdiction.

51. Any dispute arising out or relating to this tender/contract agreement shall be deemed to have arisen in Vellore and shall be under adjudications of a Court in Vellore only.
52. **Penalty Clause:** The Competent Authority at LIC Of India, Vellore Divisional office , Vellore will impose penalty for non fulfillment of contractual obligations by the contractor as per **Annexure-IV**
53. **Mobilization period:** On receipt of work order successful bidder shall be required to mobilize all resources for commencement of “ Housekeeping/ Sweeping services, as per schedule
- A) Work to commence within 20 days from the date of work order
  - B) In case of delay in commencement of work from 21<sup>st</sup> day to 30 days Penalty of @ double the wages per day per location for delay beyond 20 days
  - C) In case of delay in commencement of work after 30 days , in addition to penalty as above, the competent authority may forfeit the EMD , Cancel the contract and Blacklist the firm
- 54 **Forfeit of security Deposit:** If it is found at any time that ESI and PF contributions in respect of his employees are not being deposited, L.I.C. of India reserves the right to utilize the amount of Security Deposit for the same or from the amount payable to the said contractor. The Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner if a worker is terminated or dies or leaves the job for onward transmission to worker/legal heir.
- 55 ) **Refund of Security Deposit :** 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 which will be given by LIC after completion/termination of the Contract to claim refund of the Security Deposit amount.
- 56 **TERMINATION:**
- a. The contract can be terminated by LIC by giving One month prior notice and by the Agency by giving 3 months prior notice .
  - b. The contract is also liable to be terminated by the Corporation if
    - i. The Agency abandons the work or
    - ii. The Agency assigns or sublets the work in whole or in part thereof or
    - iii. The Agency makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or
    - iv. The Agency 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 Agency persistently disregards the instructions issued by the Corporation or
    - vi. The Agency fails to adhere to the agreed schedule of the work or
    - vii. The information submitted by the Agency in the Tender is found to be incorrect or
    - viii. The Agency fails to perform its obligations as per terms of the contract. OR
    - viii. The Agency fails to maintain records/registers as required under the terms of this contract.

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57. The Pre- Contract Integrity Pact as per the specimen enclosed separately with this document is to be executed by the successful tenderer.

**DECLARATION**

I hereby agree to all the Terms & Conditions mentioned above without any condition whatsoever. I also further agree that all the deficiencies will attract penalty and the recovery will be effected without any notice to me, from EMD & Security Deposit amount remitted by Me .

Place:

Date:

(Signature of Agency/service provider with seal)



**APPLICATION FORM FOR TENDER FOR PROVIDING**  
**House keeping services Unskilled cleaning(with materials ).**  
**(Technical Bid)**

**Profile of the Tenderer / Bidder**

Name of the Agency/Firm/Vendor (In Block Letters)	
Status of the Agency.(whether Sole Proprietorship/Firm/Pvt.Co.	
Date of Incorporation/Establishment	
Correspondence address and Telephone No. & E mail id.	
Address of Head Office (If Separate) , Telephone No. & E-mail id.	
Names of the Partners /Directors	
Name of Chief Executive with his present addresses and Telephone Nos.	
Name of Contact person with Designation who would be calling on us and attending to our jobs & contact phone No. & E-mail id.	
Name of your Bankers with Addresses & telephone nos.  Name of the beneficiary: (Vendor's name as in bank records.) Beneficiary's Account Number:  Account type : (Savings Account, Current Account, etc.)  Beneficiary's Bank –	

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Total number of housekeeping staff on roll	
PAN TAN Goods and Service tax registration No	
Whether holding certificate under Shops & Establishment Act, duly renewed (Copy should be enclosed)  Reg No  .. & Date	
Licence No. under Contract Labour (Regulation & Abolition) Act, 1970 & Contract Labour(Regulation & Abolition) Central Rules, 1971.	
ESI Registration No. (Copy to be enclosed)	
PF Registration No.  (Copy should be enclosed)	
Name of offices where you have carried out work during past 3 years (copies of Certificates to be enclosed)	
Name of at least four of your most valued clients at the present time	
Turnover of the Agency for the last three years. Submit copies of I.T returns, Balance Sheets & P/L accounts for last three years.	F.Y 2022-2023 F.Y.2021-2022 F Y 2020-2021 Average Turnover for the above period:-
Are you agreeable to abide strictly by the Terms and Conditions of the Tender Contracts.	

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Particulars of Tender Fee/EMD:-

Cash/DD Rs.295/--.( including GST Rs.45)

(2) Amount of DD for EMD- Rs.20,000/-(Rs.Twenty

thousand only) DD No. /MR No..... DD number- Date

of DD/deposit- Date ofDD-

Note: Please type this form or fill it legibly in ink. If space provided is insufficient, please type or write the replies on a separate sheet giving appropriate question number and attach it to the form. All the pages application form and documents submitted must be signed with seal.

**DECLARATION**

I/We \_\_\_\_\_ request

Life Insurance Corporation of India, Vellore Divisional Office, Vellore to consider my/our application and tender for the above mentioned category. We agree with all terms and condition and to give full satisfaction to the Corporation in the event of their doing so.

Dated at.....this.....day of ..... ,2024

Vendors Signature with Seal

Name:

Designation:

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

**TENDER FOR PROVIDING HOUSE KEEPING(UNSKILLED)-CLEANING(WITH MATERIALS),**  
**FOR OFFICES UNDER LIC OF INDIA, VELLORE DIVISION JURISDICTION**

**FINANCIAL BID**

To be submitted in a separate sealed cover and marked as "Financial Bid for Housekeeping(Unskilled) Cleaning(with Materials) , Attendants ( Unskilled) .

The Agency should quote their rates in tender taking into consideration the minimum wages and Statutory liabilities arising out of placing the workmen for rendering the services as applicable on the date of publication of the Tender Advertisement . In no case after the work is awarded to Agency, LIC OF INDIA DIVISIONAL OFFICE,VELLORE would be liable to revise the rate on any ground what so ever except for changes in applicable minimum wages and related Statutory payments .

SI No	Details	Rates(or)Percentage (As per present rules/Acts/Regulations and Policies promulgated by Competent Govt.Authorities	For Class B Area(Amount in Rupees) for One Worker for 4 hours duty	For Class C Area(Amount in Rupees) for One Worker for 4 hours duty
1	Monthly rates of Basic Wages(BW), Plus Variable Dearness Allowances (VDA)	Class B : Rs.628.00 x 22 days		
	Monthly rates of Basic Wages(BW), Plus Variable Dearness Allowances (VDA)	Class C : Rs.504.00 x 22 days		
2	Medical Insurance/ESI (rounded to next higher rupee)	..... % of SL No.1		
3	Employees Provident Fund(rounded to next higher rupee)	..... % of SL No.1		
4	<b>TOTAL</b>			
5	Administrative/Service Charges plus cleaning material cost for all locations Rounded off to near by Rupees (If the Administrative/Service Charges quoted is found to be less than 8% of total in Serial-4, the tender is liable to be rejected )	.....% SL No.4		
6	<b>GRAND TOTAL( to be rounded off to near by Rupee)</b>			

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**Jeevan Prakash Building, No.64D, Arcot Road ,**  
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**Mail: os.vellore@licindia.com**

1. The Monthly rates of Basic Wages and Variable Dearness Allowance quoted by the tenderer/Service Provider should be in no case lesser than the Minimum wages which shall be based on the prevailing Central Government/State Government Act, Whichever is higher as applicable from time to time, as applicable to Housekeeping Services ( Unskilled) Cleaning, Attendants ( Unskilled) as on date of publication of the Tender Advertisement .
2. Statutory Liabilities such as ESI/EPF etc., will be paid at prevailing rates as declared by the State/Central Government from time to time .
3. The Percentage in SL.No. 5 in financial bid will remain the same throughout the contracted period and Accordingly Administrative/Service Charges will vary consequent to revision in SL No. 1 as mentioned above .
4. Liability of Goods and Service Tax will be as per prevailing rules and wherever applicable, reimbursement to the Agency at prescribed rates subject to production of satisfactory document evidence .
5. For Monthly rate Basic wages plus Variable DA 26 DAYS per month to be considered.
6. If a firm quotes “NIL” , “ZERO” or its derivatives against service charges, administrative charges, the bid shall be treated as non-responsive and will not be considered .
7. ESI/EPF amount to be rounded to the next higher Rupee .
8. Minimum Wages shall be based on the prevailing Central Act . However the Companies are free to pay more but not less , EPF, ESI contributions to be paid for personnel employed by the Tenderer shall be responsibility of the tenderer.
9. The rates quoted shall be inclusive of all these including Uniform, Other Overheads, ID Card with Photo, Profits , Cost of Cleaning Materials, etc., and taxes whatsoever payable should be given in Administrative Charges.
10. Details to be provided in separate sheet for the Percentage quoted in SI No. 5 of FINANCIAL BID . Adherence to Statutory requirements is sole responsibility of the Agency/Service Provider .

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11. 1.5% TDS will be deducted from Total Invoice Bill .
12. 1% TDS on SGST and 1% TDS on CGST or 2% TDS on IGST will be deducted from bill amount .

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 over selves to abide by them .

DATE :

NAME :

DESIGNATION :

ADDRESS:

**Signature of Tenderer with Seal**

**Checklist of Self attested copies of documents to be enclosed along  
with the Technical Bids:**

All these documents are mandatory to Qualify Technical Bid

1	Agency Registration/Incorporation certificate – Copy to be enclosed .
2	Certificate under Shops & Establishment Act, duly renewed (Copy should be enclosed)
3.	License under Contract Labor (Regulation & Abolition) Act, 1970 & Contract (Regulation & Abolition) Central Rules, 1971. ( If Apply)
4.	Status of the Firm (Individual/Sole Proprietor/Partnership/Company and related document copies & Agreement deed copy of the existing clients .
5.	Proof for PF Registration number with last 3 months remittance statements
6.	Proof for ESI Registration number with last 3 months remittance statements .
7.	TAN Copy
8.	PAN Copy
9.	Copy of Registration Certificate of Goods and Service Tax
10.	Copy of Professional Tax Registration ( PTEC and PTRC Registration)
11.	Audited Final Accounts for the last three financial years
12	Income tax returns for the past 3 financial years
13	List of Existing clients with Experience certificate obtained in Current year (2023-24) In which organization you are providing housekeeping services currently, with nature of duties & period of contract. (PSU/LIC/ Banks / Govt. Bodies .

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**Annexure–IV ( Penalty Clause)**

A	Delay / Non performance in providing services as per the specified time schedule	Rs.50/- per item for each day of delay.
B	Misuse (consumption of alcohol etc...) of any space / room/ Entry of any unauthorized person	Rs.1000/- per day per unauthorized person
C	Non attending the daily cleaning, mopping, sweeping ,dusting etc	Rs 50 per complaint
D	Non cleaning of toilets daily twice during the office hours that is at 11.30AM & 03.30 PM	Rs50/-per complaint per occasionor Per toilet.
E	Non cleaning of cobwebs, fans and tube lights , window frames, shutters, Vertical Blinds, doors in each Quarter	Rs 100/- per complaint
F	Non cleaning of roof / terrace of Buildings	Rs. 500/- per instance per building.
G	Non wearing of both ID card & uniform by staff of contractor	Rs 200/- per person per month for each branch and Satellite office ( Every Unit)
H	Non visit of contractor or his authorize person to LIC Branch and Satellite office premises at least once in a month	Rs 500/- per Branch and Satellite office
I	Salaries to the staff to be paid on or before 7 <sup>th</sup> of the following month	Failure for payment of salaries on or before 7 <sup>th</sup> of the following month – Penalty of Rs. 5000/- per month will be imposed.
J	On surprise check on any day, if there is difference in attendance sheet and physical presence of staff.	Minimum wages of the no. of persons will be reduced / deducted and penalty of Rs. 500/- + GST per occasion will be imposed.
K	Goods and Service Tax	Non uploading of GSTR 3B in the relevant website even after mandatory and non providing of GSTR- 1 to LIC Office , Vellore D.O. – Rs. 1000/- Penalty per month
L	Any Loss or Damage caused to the LIC Offices due to the activities of workers deployed by the Agency (Intentionally or Un-intentionally ) or loss in any other ways caused by the Agency/Workers .	To the extent of loss , the amount will be recovered from EMD , Security Deposit amount . And the Agency should change the worker immediately.



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AFFIDAVIT  
(To be given on stamp paper of `500/-)

I / We, authorized representative of \_\_\_\_\_, being  
Indian Company/ Sole Trading Company / Partnership Firm, registered  
\_\_\_\_\_ bearing registration no. \_\_\_\_\_ having  
office at VELLORE ....at ...

\_\_\_\_\_ do hereby solemnly  
affirm and state asunder:-

Whereas Life Insurance Corporation of India has floated a tender for appointing House Keeping Services and in respect of the same, I / we being one of the Tenderer, confirm that I / We strictly follow various laws as mentioned in para 13 of General Instructions and other pages of this tender.

I / We being employer further state that I / we shall indemnify Life Insurance Corporation of India against all claims, which may be made upon the Life Insurance Corporation of India, I / we hereby empower " Life Insurance Corporation Of India" to deduct the amount of any damages, compensation costs, charges and expenses arising or occurring of any claim of damages, Penalty imposed, from any sum or sums due or to become due tous.

I / We state that Life Insurance Corporation of India has considered my / our bid on the basis of the statement made by me /us in this Affidavit. I / We further state that non-compliance of any provisions, being a statutory requirement, any misstatement made shall be sufficient reason for Life Insurance Corporation of India to terminate the contract, besides taking recourse to other legal remedies available in the contract.

Signed  
before me  
Notary

**Signature of the**

**Vendor NAME /**

**DESIGNATION AND  
SEAL OF THE FIRM / COMPANY**

Date:

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**ROLE OF AGENCY IN DEPLOYMENT OF HOUSEKEEPING PERSONNEL**

- 1 The appropriate payment of wages & other benefits to the employees of the Agency shall be the exclusive responsibility of the Agency & persons so employed by the Agency shall have no claim whatsoever on LIC.
- 2 The Agency should issue Identity cards to their employees bearing their photographs which they should always carry with them & make available for inspection to LIC at anytime. Agency will provide uniform to them with Agency logo at their own cost.
- 3 The Agency shall deploy House Keeping personnel who are courteous, trained, well mannered & disciplined and should be vigilant while on duty in and outside the Corporation's premises dealing with employees of LIC, workers of other agencies etc. The House Keeping Personnel so engaged should observe decency and decorum during the course of their employment in & out of LIC.
- 4 The Agency will have to follow the norms, rules & regulations, guidelines, standing orders & instructions given by the LIC from time to time.
  - 5 All legal formalities required in engaging personnel will be the sole responsibility of The Agency.
- 6 The contractor, at its own expense, should provide proper uniform, Identity cards, name badges & other accessories such as safety shoes, gloves, masks etc. to their employed House Keeping personnel. Uniform is mandatory and should be provided within 15 days of awarding the tender and deployment of personnel. The Agency will ensure that the persons on duty are in neat & clean uniform on all working days failing which a penalty of Rs.100/- per worker per day will be imposed/ deducted. The Agency shall issue identity cards and name badges to all the deployed House Keeping personnel which they shall wear while on duty.
  - 7 The Agency should ensure that no Housekeeping personnel leaves in an un-Authorized way without their placement. Agency shall keep replacements/ backup ready in case of any requirement.
- 8 The personnel employed by the Agency as House Keeping Personnel should preferably be in age group 18 (Minimum) to 58 (Maximum) years. Nominors should be employed under any circumstances.
- 9 The House Keeping personnel of the Agency shall be only Indian nationals and their character and antecedents should be checked by the Agency without fail. The Agency should submit the KYC documents of the House Keeping personnel employed in LIC offices, and not later than 15 days from the date of deployment of person(s) at their risk and consequences.
- 10 The Agency shall change the House Keeping personnel on demand by the LIC within 24 hours, if he/ she commits unethical acts like sleeping while on duty, intoxication, negligence in performing duties, disobedience, theft, dishonesty, indulgence in any illegal activities, unlawful acts, involved in the work other than the allotted one or any other misconduct. Such persons shall not be re-deployed in any of our offices and Guest Houses.

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- 11 The responsibility to deposit EPF & ESIC premium will be borne by House Keeping Agency.
- 12 It is incumbent upon the Agency to ensure that each House Keeping personnel execute his duty for prescribed hours and minimum wage is payable for every eight /four hours duty.
- 13 The Agency must ensure settlement of wages to all its employees latest by 7th of the following month without waiting for the settlement of their bills from LIC. Failing which a penalty of Rs.5000/- per month will be recovered from the monthly bill at DO Level.
- 14 The workers/ staff of the Agency will have nothing to do with LIC and shall have no presumptive right of absorption in the services of LIC.
- 15 In case the workers engaged by the Agency have any grievances, they will take it up with the Agency without creating any disturbances in the campus / premises. Under no circumstances agitation means are to be resorted to by the workers of the Agency. The Agency will be solely responsible if the workers engaged by it misbehave or create disturbances.
- 16 The Agency shall, in case of any theft during tenure of contract agreement, will Lodge FIR with police, conduct their investigation and submit their report findings to the LIC. The Agency shall also be responsible to pursue the theft case with police and related authorities.
17. The Agency should have sufficient tools/material used for carrying out timely house keeping jobs as per schedule enclosed.
18. The Agency should arrange to depute its authorized personnel to visit all our Office premises/Locations at its own cost after giving prior intimation as per the list enclosed .After visiting the places, the tenderer can quote the cost for all including Cleaning materials .

**SENIOR DIVISIONAL MANAGER**

**Life Insurance Corporation of India**  
**O.S. Dept. Vellore Divisional Office**  
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**(A) LIST OF CONSUMMABLE CLEANING MATERIALS TO BE USED**

The Agency while executing the house keeping jobs shall provide all necessary tools, equipment and branded cleaning materials necessary for carrying out the house keeping jobs, some of which are:

1. Liquid Hand Wash Soap
2. Phenyl
3. Naphthalene-Balls
4. Detergents
5. Room fresheners
6. Floor cleaner
7. Urinal Cakes
8. Metal Polish
9. Brooms (Soft)
10. Brooms
11. Floor Duster
12. Scouring Powder
13. Pan with handle to collect sweeping (Dust pan)
14. Hand Brush
15. Glass Cleaner
16. Cobwebs Remover
17. Washing Powder/Bleaching Powder
18. Air freshener
19. Mosquito Repellent/Disinfectant
20. Mops
21. Garbage Sacks
22. Any other item required for cleaning/sanitation/sweeping purposes.

**(B) List of Repute makes material:**

1. The material to be used shall be of reputed make as specified or approved by LIC.
2. **One month materials** should always be in stock of the contractor within the respective office premises.

<b>S.No.</b>	<b>Description of Material required</b>	<b>Manufacturing and Brand Names</b>
1.	Flush Cleaner, Phenyl	Harpik, lizol, Bengal Chemicals/similar brands/ ISI marked
2.	Air freshener installation/refilling	Dabur (India)/ Odonil/Ambipure/similar brands
3.	Stain/Glass cleaner	Colin/similar brands
4.	Liquid Soap	Lifebuoy, Dettol, similar brands

**SENIOR DIVISIONAL MANAGER**



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**LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING**

The Manager(OS)  
Life Insurance Corporation of India  
Jeevan Prakash Building,  
No.64D, Arcot Road  
Vellore-632004

Sub: Authorization for attending bid opening on.....at  
.....Hrs

Following person is hereby authorized to attend the bid opening for the House  
Keeping Services Tender on behalf of  
.....(Bidder)

Name of the Person	Specimen Signature

Signature of Bidder or  
Officer authorized to sign  
The Bid Documents on  
behalf of the Bidder  
along with seal of the  
firm

Dated.....

**Note: Only one representative for any Bidder shall be authorized and permitted to attend the BID OPENING. Such person shall carry this authorization letter & ID Card along with him to participate in the bid opening .**



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**COMPLIANCE REPORT**

The Senior Divisional Manager,  
LIC of India, Divisional Office,  
Vellore

Dear Sir,

Re: **Tender for Providing House Keeping Services Cleaning (with materials) . in Vellore Divisional Office.Branch Offices. Satellite Offices and Guest Houses under its jurisdiction.**

I /We certify that I /We have read the terms and conditions of the tender. I /We under take 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, Tamilnadu, **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.

Certified that I /We have read the tender document containing Notice inviting Tender, Terms and conditions .I/We have understood the contents of complete tender documents. I/We under take to abide by the terms and conditions as laid down in the tender document and as stated above in case the work order is allotted to me/ us.

Place:.....

Date:.....

Signature of Tenderer  
Name of the Tenderer:  
Address :