



Divisional Office, 19, M.G. Road, Indore M.P.

**LIMITED TENDER NO.03/2023-2024  
( ONLY FOR EMPANELLED VENDORS IN INDORE DIVISION UNDER THE CATEGORY)**

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ANNEXURE-1

**SCOPE OF WORK: TENDER FOR MAINTENANCE OF CHANDRA NIVAS GUEST HOUSE AND INDIRA COMPLEX – NAVLAKHA GUEST HOUSE –INDORE.**

LIC of India intends to avail the following services for Guest House Maintenance of its premises at the mentioned locations .

1. Cleaning, sweeping and mopping of the floors including lobbies, passages of all the common area.
2. Damp, wipe, cleaning of doors and glass panes etc.
3. Collecting waste paper/material and refuse on the floor regularly and dumping the waste outside the building at the dumping area of the Municipality.
4. Sweeping & Cleaning of the toilets/bathroom daily and also in case of change of guests.
5. Removing stains from floor, walls, doors, partition in hall on regular basis.
6. Dining room and Tables are to be cleaned after every usage.
7. Changing of bed sheet, Pillows, etc. on check in of the booked guest and twice a week if the guest occupies for a longer duration.
8. Changing of towels on daily basis.
9. **Cost of cleaning materials WILL be born by the concerned agency** for guest houses all rooms, premises, toilets, lobby will be popular and branded cleaning material to be used by the agency if any time of verification if found that unbranded material is used, penalty may be imposed and penalty will be material cost of particular month will not be payable.
10. Supply of man power to work as Caretaker and Sweeper. (Caretaker should not be deployed as sweeper).
11. Maintenance of Guest Register & Guest Forms.
12. Guest House charges to be collected at the prescribed rate and to be remitted at Zonal Office cash counter twice a week.
13. The remittance challan, Guest House Register and Guest Forms to be produced to OS Department for closing of entry and verification.
14. Guest Rooms to be allotted as booked by the department after verification of identity and confirmation letter for booking.
15. Workmen to wear uniform and ID- Card provided by the contractor while on duty.
16. Cleaning and dusting of tables, chairs, partitions, window glasses, sofas, wooden racks, wooden wardrobe, steel cabinets, almirah, etc.
17. Monthly cleaning of Ceiling fans, wall fans, table fans, etc or as and when required.
18. Cleaning of wall tiles, pots, partitions, windows, glasses of toilets, floor tiles, taps/ fixtures etc. on daily basis with good quality of detergents and disinfectants.
19. The successful Bidder will have to provide complete caretaking and upkeep services to LIC for its Guest Houses by deploying their personnel to the satisfaction of LIC and as per the instructions issued by LIC Officials from time to time.

20. The Service Provider will have to engage separate Caretaker and Sweeper for each Guest House, who will act as sole representative of the Service Provider and shall be responsible for execution of assigned services and shall maintain various records as required by L.I.C. The Caretaker so deployed should be well mannered, disciplined, alert, medically fit, sober, between the age of 21 to 45 years, capable of maintaining records in English/Hindi and should have police verification record. He should devote fulltime in Guest house premises unless instructed to do other jobs by L.I.C.
21. Except as otherwise hereinafter stated, the selection, replacement and remuneration of the caretaker and Sweeper shall be determined by the Service Provider. Such caretakers and Sweepers shall be the employees solely of the Service Provider. The Service Provider shall ensure that its personnel are competent and efficient.
22. The Service Provider will normally not change the working hands without consent of LIC. However, the Service Provider must immediately remove and replace any of their personnel, who in the opinion of LIC, is incompetent/negligent/of unacceptable behaviour or whose employment is otherwise considered by LIC to be undesirable.

#### **ASSISTANCE FOR GUEST HOUSE:**

The Guest House is equipped with the following items to enable the Service Provider to render the intended services:

(a) **FOR CHANDRA NIWAS – DIVISIONAL OFFICE INDORE**

Rooms for accommodation of guests are fully furnished with air conditioners/cooler, geysers, Colour TV with cable connections, wooden beds, mattress, pillows, curtains, furniture, carpet etc. The guest house is also having refrigerator, water coolers, telephones, additional air conditioners, TVs, **gas connections along with gas stove**, utensils etc.. The Guest House will be handed over to the Service Provider along with all these items in good working conditions to enable them to render effective and efficient services. **Refilling of Gas cylinder will be done by the Vendor.**

(b) **FOR INDIRA COMPLEX I NAVLAKHA GUEST HOUSE**

Rooms for accommodation of guests are fully furnished with air conditioners/cooler, geysers, Colour TV with cable connections, wooden beds, mattress, pillows, curtains, furniture, carpet etc. The guest house is also having refrigerator, water coolers, telephones. The Guest House will be handed over to the Service Provider along with all these items in good working conditions to enable them to render effective and efficient services. **Utensils ,Gas Connection with Stove and Refilling of Gas cylinder will be done by the Vendor.**

(c) Bed sheets, bed covers, pillow covers, and bath towels shall be provided in Guest House. The above items shall be replaced from Guest House as and when required after physical verification by LIC Officials from time to time.

#### **CARETAKING & HOUSE-KEEPING AND UPKEEP:**

(a) The Service Provider shall render comprehensive caretaking and upkeep services and will take care of complete day-to-day functioning of the Guest House including cleaning of entire Guest House and maintenance of premises. **The maintenance includes sweeping, mopping of rooms, halls, staircase etc and cleaning of toilets by deploying sweepers.**

**Housekeeping includes cooking/catering services, attending the guests, serving tea snacks, lunch and dinner, marketing requirements etc. as per general guidelines and instructions given from the authorities of LIC as and when required..**

(b) The Service Provider shall upkeep the fixtures and furnitures, furnishings, fittings & equipments of the guest house at all the time during contractual period. The Service Provider shall also ensure to keep all such items in excellent condition. Such items shall not be taken out of Guest House premises without the consent in writing by authorized official of the LIC, D.O. INDORE.

(c) The Service Provider shall look after administration of laundry services for all the linen of the Guest House including the guest rooms and will maintain inventory of all such linens. **The reimbursement of laundry charges will be made to service provider after submission of the bills duly verified by LIC Officials on monthly basis.**

(d) The Caretaker will be responsible for taking good care of guest house property and keep up-to-date inventory thereof. The Caretaker shall attend emergency during breakdown of electrical power supply, Inverter, Cable TV, Cooking items, Water supply in the guest house.

(e) The Caretaker will provide clean linen, soap, toilet items etc. on arrival of guests for their use in the rooms.

### **CATERING:**

(a) The Service Provider shall provide meals to the guests (either vegetarian or non-vegetarian at guests' option) at the rates as fixed by LIC from time to time. Charges for tea, breakfast, lunch, evening tea and dinner will be in accordance with the menu.

(b) The Service Provider shall arrange for serving fresh meals (tea, breakfast, lunch, snacks and dinner) to the guest or any person as instructed by LIC. Such meals will be served in the dining hall, guest rooms or any place as required by LIC. The number of meals will depend upon occupancy and there is no guarantee of minimum number of meals.

(c) The raw materials for meals/snacks and other items will be purchased by the Caretaker. No reimbursement will be made by LIC and the caretaker has to collect the amount from the guests at the rates fixed by LIC

(d) The Service Provider will also ensure proper upkeep of crockery/cutlery/stores/ beverages/food items etc. in the most hygienic ways and proper inventory to be maintained.

(e) The Service Provider shall be responsible for day-to-day housekeeping of the kitchen and pantries and maintain them in clean, neat and hygienic condition at all the times during contractual period.

(f) The Service Provider shall use only the approved cooking medium for preparing food items. The officer(s) as nominated by LIC shall check the quality and quantity of ingredients used for cooking from time to time.

(g) The Service Provider shall not use electric equipment for cooking purpose. Only Commercial Gas Cylinder is to be used.

(f) Cooking material should be of agmark quality.

### **Terms and Condition:**

1. The Service Provider will have to maintain relevant records of such service hands engaged for execution of the jobs, which may be called for verification by LIC from time to time. In the event of failure on the part of Service Provider to perform the duties in the manner as desired and/or does not comply with the contract provisions, LIC shall have the right to levy penalty and deduct/recover the penalty amount from deposit or amount payable to the LIC. The amount of such deduction will be on pro-rata basis of the value of the contract or otherwise. The decision of LIC in this regard will be final and binding on the Service Provider.
2. The minimum wages of labour Commissioner Central/ State, the statutory provisions under minimum Wages Act which is higher will be payable to the workers engaged by the selected service Provider. The wages will be revised upon any revision done by the Central / State Labour Commissioner.
3. The service provider shall give an undertaking in favour of LIC that he will comply with all his statutory obligations and submit the documentary evidence to that effect latest by 22<sup>nd</sup> of the following month.
4. Provisions of Sec.33(3) of the insurance act, 1938 as amended by the Insurance Laws (Amendments) Ordinance, 2014: In terms of provisions of section 33(3) of the Insurance Act, 1938 as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory and Development Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the contractor in respect of service outsourced by the LIC of India. It will 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.
5. The bills of Guest House maintenance & caretaking should be submitted with a copy of PF, ESI remittance challan, service tax remittance challan etc. The bills will be reimbursed on monthly intervals within 15 days from the date of submission of all requirements. GST will be paid with the bill on the prevailing rates. The service provider will have to mention the GST no of LIC and also of the service provider on the invoice.
6. Income Tax and any other tax levied by the Government from time to time will be deducted at source at the time of payment, as per rules.

### **II GENERAL CONDITIONS:**

1. No brokers/intermediaries shall be entertained.
2. Period of tender will start from the date of Handing over the charges of the guest houses.
3. The successful service provider/ contractor shall submit an Affidavit for verification of antecedents of workmen at the time of commencement of contract along with list of workmen to be engaged.
4. All workmen engaged by the selected service provider for carrying out the work would be deemed to be selected service provider's employees for all purpose and he shall make regular and full payment to his employees. No liability/ responsibility whatsoever on account of persons engaged by the

selected service provider is attributable to the Corporation. These person/ workmen , engaged by the selected service provider, will not claim any kind of employment with the Corporation.

5. None of the personnel of the selected service provider shall enter into any kind of work other than provided under this contract within the complex.
6. The Service provider/ Agency will ensure the presence of a Caretaker throughout the contract period. Any unauthorized absence of the said Caretaker will attract penalty at lump-sum rate of Rs. 500/- Per Guest House per day or part thereof.
7. The keys of the rooms shall remain with the Caretaker and shall be treated as the guest house is under the possession of service provider who will be responsible for everything inclusive of opening and closing of the rooms. However, allotment of rooms/allocation of guests will be done by LIC.
8. The Service Provider/Caretaker will not allow or permit to be allowed any unauthorized occupation of rooms and will not carry on or permit to be carried out any undesirable, unlawful obnoxious and illegal activities in the Guest House premises failing which the agreement shall be liable to be terminating with damages.
9. The Service Provider shall duly insure all their persons engaged in pursuance of the agreement against accident, sickness and agree to indemnify LIC against all liabilities in this regard. The Service Provider shall further accept liability and shall indemnify the LIC against any liability, claim, proceeding expenses or losses in respect of personal injury of any person whatsoever. The necessary documents/proofs in support of the same will have to be provided to LIC.
10. The LIC reserves the right to increase or to reduce the services. consequently, the rates of any such additional/reduce services have to be mutually agreed by both the parties, prior to execution and the service provider would be paid remuneration on pro-rata basis.
11. Duration of Agreement: LIC intends to enter in to an agreement with the successful bidder for an initial period of one year with a provision for further extension by one year( up to maximum extension of two years) at the same rates, terms and conditions at the sole discretion of L.I.C. However, LIC reserves the right to terminate the agreement, with one month written notice without assigning any reasons whatsoever. The service Provider will be paid for the period of services rendered before such termination, if any.
12. The service provider shall be responsible for the conduct and behaviour of his employees. .If LIC notices that the personnel of the service provider has/have been negligent ,careless in rendering the said service , indulge in theft and/or any illegal/ irregular activities or misbehaving with the guest/ LIC staff, the service provider shall take necessary and appropriate action to the satisfaction of LIC and inform the same to LIC.
13. The service provider shall not appoint any sub-contractor to carry out any obligations under the contract. The service provider shall take proper instructions from the office of LIC for the execution of the contract at the different places and will faithfully comply with the same during the period of the contract.
14. In the event of any dispute or difference arising out of operation covered in this tender, the same shall be referred to the sole arbitration and the sole arbitrator will be appointed by the Zonal Manger, Central Zonal Office, Bhopal whose decision shall be final and binding on both the parties. The venue of

arbitration shall be at Bhopal. The provisions of the Arbitration and Conciliation Act, 1996 shall apply to the arbitration.

15. The employees/agents of the service provider shall not be considered to enjoy any right to enter the premises of LIC by virtue of this agreement or otherwise at any time except with the prior permission of the LIC.

**16. Successful bidder has to submit 10 percent of annual tender value as security deposit by way of demand draft of the schedule bank.**

17. The parties hereto have considered agreed to and have a clear understanding on the following aspects:

i) This Agreement is for providing caretaking services and is not an Agreement for supply of Contract Labour.

ii) LIC shall not be liable for any obligations/responsibilities, contractual, legal or otherwise, towards Service provider's employees/agents or to the said employees/agents directly and/or indirectly, in any manner whatsoever.

iii) That the employees/personnel of service provider rendering the services under this Agreement, shall never be deemed to be the employees of the LIC in any manner whatsoever and shall not be entitled for employment, salary/wages, damages, compensation or anything arising from their deployment by service provider for rendering the said services.

#### **Damage clause:**

1. In the event of any loss/damage being occasioned to LIC on account of the negligence of the service provider's employees, the service provider shall make good the loss sustained by LIC either by replacement of the material/equipment approved by LIC or payment of compensation as prescribed by LIC.

2. Should the service provider commit any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by LIC from time to time, it shall be open and lawful for the LIC to terminate this agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or contractor at the risk and cost of the service provider which will be adjusted from deposit if any amount due to service provider. The service provider shall have no right to claim any compensation whatsoever on this account.

3. If any theft, damages or loss of any of the items of LIC occurs during the period of this agreement, the service provider shall be liable for the same and shall make good the loss.

4. In the event of failure of the service provider to provide the services at par thereof, as mentioned in this agreement for any reasons whatsoever, LIC shall be entitled to procure services from other sources and the service provider shall be liable to pay forthwith to LIC, the difference of payments made to such other sources, besides damages at double the rate of payment for the period of failure in providing the services or part thereof.

5. If, at any time, during the operation of this Agreement or thereafter the LIC is made liable in any manner whatsoever by any order, direction or otherwise of any Court, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the present or ex-personnel of the Service provider or to any third party, the service provider shall immediately pay to LIC all such amounts and costs also and in all such cases/events the opinion of LIC shall be final and binding upon the service provider. LIC shall be entitled to deduct any such

amounts as aforesaid, from the deposit and/or from any pending bills of the service provider and if such amount is not fully recovered, LIC shall be entitled to recover the balance amount through legal recourse.

6. The Service provider further agrees to absolve LIC from all the liabilities in regard to any statutory enactments to the extent applicable to the service provided by the service provider. It is clearly understood that should the LIC be called upon to make any payment to any authority, the service provider shall reimburse such amounts to LIC whether such liability arises during the period of this agreement or after expiry of the period of this agreement. If there would be any claim on LIC for any default of the service provider or its employees committed during the operation of this Agreement, the service provider shall pay LIC such amount on demand without protest.

7. In case of food –poisoning all medical and legal responsibility will solely be of Vendor. Corporation will not be held responsible for any consequences .All penalty/ expenses shall be solely borne by the Vendor.

### **TERMINATION:**

1. Either party can terminate this Agreement by giving three month's written notice to the other without assigning any reason and without payment of any compensation, thereof.

However, LIC shall give 24 hours' notice to the service provider whenever there is a major default for e.g. as envisaged at Para 3 or what so ever there is in General Condition in compliance of the terms and

Condition of this agreement .Further if at all , the service provider has failed to comply with its statutory obligations within a reasonable period then LIC shall be on liberty to take the services in their hands by ad hoc arrangement for which any payments shall be adjusted from the payment of the Service Provider as per damage clause of this agreement.

2. If service provider commits breach of any covenant or any clause of this agreement, LIC may send a written notice to the Service provider to rectify such breach within the time limit specified in such notice. In the event the service provider fails to rectify such breach within the stipulated time, the Agreement shall forthwith stand terminated and the service provider shall be liable to LIC for losses or damages on account of such breach.

3. This Agreement may be terminated forthwith if either party becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this Agreement.

4. Either party's liabilities for any charges, payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination and such amounts shall be immediately due and payable on the termination date.

5. Any obligations under this Agreement which either expressly or by their nature is to continue after termination or expiration of this agreement shall survive and remain in effect.

6. Security Deposit - At the end of the contractual period, LIC will return the Security deposit if any after necessary adjustment as above to the service Provider. Security Deposit will not accrue any interest whatsoever.

7. Invoicing and Payment: The Service Provider will submit their monthly

invoice/bill in triplicate to LIC at the end of each calendar month up to 7<sup>th</sup> of the following month for the services rendered during the month, including reimbursement of actual expenses incurred, if any, towards permissible/ purchase of items for guest house use, which are otherwise to be provided by LIC as per terms and conditions. Any claim towards such reimbursement must be accompanied with respective cash receipt/vouchers or self certified document duly endorsed by authorized official of LIC.

I fully understood and Accept all  
Terms & conditions.

Sr.Divisional Manager  
LIC Of INDIA - INDORE

Signature of the Vendor.