



Life Insurance Corporation of India
O.S. Dept. Satara Divisional Office
Jeevan Tara Building, 513, Ganpatdas Devi Path,
Sadar Bazar, Powai Naka, Satara -415 001

Ref: OS/ House Keeping

Date:-13/11/2023

TENDER DOCUMENT

FOR

**PROVIDING
HOUSEKEEPING SERVICES
(cleaning)/Attendants
Guest House Care taker, Gardener**

AT

Life Insurance Corporation of India

"Satara Divisional office, Satara, "Jeevan Tara Building"

13 Branches and 7 Satellite offices

Under Satara Divisional office jurisdiction.

Date of Issue :- 13th of November 2023

Last date of submission :- 1st December 2023 at 4.30 pm



Life Insurance Corporation of India

O.S. Dept. Satara Divisional Office

Jeevan Tara Building, 513, Ganpatdas Devi Path,

Sadar Bazar, Powai Naka, Satara -415 001

Tender Notice

L.I.C. Of India Satara Divisional Office, Satara intends to hire the services of Agencies / Firms/ Organizations for House keeping services (cleaning) / Attendants / Guest House Care takers / Gardeners (Unskilled) under Two bid system for L.I.C.Of India, Satara Divisional office, Satara, Branch offices and Satellite offices under Satara Division jurisdiction, comprising Satara and Sangli Districts.

For complete details and tender documents please contact the O.S. Department, Satara D.O. at the above address from 13th November 2023 to 30th November 2023 between 10 am to 4.30pm excluding Holidays, Saturday and Sunday OR log on www.licindia.in and click on the **Tender** for House keeping service (Cleaning) /Attendants /Guest House Care Takers / Gardener for L.I.C. Of India Satara Divisional Office, Satara, Branch offices, Satellite offices under Satara Divisional office jurisdiction.

L.I.C. Of India reserve the right to accept OR reject any OR all offers in full / partial without giving any previous notice and reason to the service providers

Date:- 13.11.2023

Place :Satara

Sr. Divisional Manager



Life Insurance Corporation of India
O.S. Dept. Satara Divisional Office
Jeevan Tara Building, 513, Ganpatdas Devi Path,
Sadar Bazar, Powai Naka, Satara -415 001

TENDER DOCUMENTS FOR PROVIDING

Serial Number of Category	Name of the Category
05	Housekeeping services(cleaning)/Attendants/ Guest House Care taker and Gardener

On Contractual Basis for its offices under Satara Division as per locations mentioned in **Annexure "IV"**

Please check that total number of Pages is 38.

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

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Scope of Work

The successful Bidder will have to provide Attendants, Housekeepers, Guest house Care Takers, Gardeners services to LIC of India, Satara Divisional Office, Satara, Branch offices and Satellite offices under Satara Division Jurisdiction by deploying their personnel in consistency with LIC of India standards and following instructions issued by appropriate LIC of India officials from time to time to the satisfaction of Sr. Divisional Manager, LIC of India, Satara Divisional office, Satara.

1. **Attendants:** Attendants have to work as office boy and have to do miscellaneous work like shifting of files, furniture or whose services will be utilized by Departments for meetings, conferences and day to day works at different departments and outside locations. No other emoluments shall be entitled to attendant except the actual bus fare for services outside office premises, if deputed.

2. **Housekeeping (Sweeper / Cleaner) :-** As detailed below :

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

- (I) Sweeping and mopping of all cabins & area- Once in a day with Phenyl.
- (II) Dusting of all furniture, walls, ceiling, curtains, venetian blinds early in the morning before **10.00 a.m.**
- (III) Cleaning, Washing & replacing the dustbins after removing the waste material from the dustbins
- (IV) Dusting and cleaning of doors, windows, glass panes, partition walls, AC machines, water cooler, fridge etc.
- (V) Cleaning toilets, removing stains on floors & walls, keeping air fresheners, filling; liquid soap of approved quality in the morning & keeping urinal cubes etc.
- (VI) Cleaning and drying all the toilets in twice every day.
- (VII) Cleaning of Buckets/Mugs by liquid soap /cleaner on daily basis
- (VIII) Cleaning (Dry) of Car parking area and entire premises within the boundary Walls of the building and the basement with the help of suitable brooms & other equipment. Cleaning with water to be done on a periodical basis as stipulated
- (IX) The waste and the eatables in dustbins and waste papers baskets should be removed daily at 4pm without fail.
- (X) Cleaning the entire building area housing the offices (including the open garden area and entire boundary wall area of entire building, roofs and open area) corridors, staircases.
- (XI) Cleaning of carpets, curtains & sofa manually with brush.
- (XII) . Cleaning of window panes, frames and grills etc.
- (XIII) Wet cleaning of staircase of all floors with the help of good quality soap.



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2) Periodical Schedule :

- (I) Washing of floors with soap/stain cleaner, removing of webs/Insects from walls, ceiling, under tables/chairs/cup boards etc. with vacuum Cleaner.
- (II) Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap, stain cleaner.
- (III) Polishing of floors
- (IV) Monthly Vacuum cleaning of carpets, curtains and sofa.
- (V) Brass polishing preferably on Saturday.
- (VI) Wet Cleaning of all dustbins and waste paper baskets on weekly basis.
- (VII) Quarterly Cleaning, sweeping & mopping of all open terraces.
- (VIII) Cleaning of ceramic /wooden walls on monthly basis.
- (IX) Monthly Sweeping and mopping of fire exit staircase.
- (X) Cleaning, Sweeping and mopping of all open terraces in the premises.
- (XI) Removal of all waste, broken furniture , if any.
- (XII) Qly. cleaning of overhead and underground water tanks in LIC owned premises.

3. Guest house Care taker : Guest house Care takers have to prepare register for check in/out, giving proper receipt of payment made by visitors. Deposit money at cash counter, attending complaints, making list of inventory. Over all maintenance of guest house and inventory in it. Allowing visitors only as per the office Instructions. Guest House Care taker should obtain entry in the register from the visitors after confirmation of Identity proof and booking confirmation. Any other miscellaneous work assigned by Senior officer of OS department.

4. Gardener :- Taking care and maintenance of Garden available at LIC office premises and staff Quarters and carry any other emergency Housekeeping activities if any notified by LIC Officials.

5. Working hours of attendants will be from 9.30 a.m to 6.00 p.m with a lunch break of half an hour from 1.30 p.m to 2.00 p.m.



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TENDER SCHEDULE

Name of Service	Providing House keeping Services(cleaning)/ Attendants/ Guest House Caretaker, Gardeners to LIC of India, Satara Divisional Office, Satara, Branch offices and Satellite offices under Satara Division Jurisdiction.
Tender documents	Tender forms will be issued on payment of Rs. 500/-+ GST Rs.90 = Rs.590 in cash or If form downloaded from the site Rs.590 by Demand Draft as non- refundable tender fees from O.S. Department, (L.I.C. of India, Satara Divisional office, Jeevan Tara Building between 10.00am to 4.30 pm from 13 th November 2023 to 30 th November 2023 excluding Holidays, Saturday and Sunday. Tender forms may also be downloaded from our website www.licindia.in by clicking on "Tender for Housekeeping Services(Cleaning)/Attendants Guest house Caretaker /Gardener for offices under Satara Division Jurisdiction" under the link "Tenders"
Earnest Money Deposit	EMD of Rs. 275000 (Rs. Two lakhs seventy five thousand Only) by Pay order / Demand Draft in favour of LIC of India, payable at Satara should be enclosed along with the Technical Bid.
Date of Sale of Tender Documents	From 13th November 2023 to 30th November 2023 from 10 am to 4.30pm
Pre Bid Meeting	On 21st November 2023 at 11.30 am
Last date of submission of Tenders	1st December 2023 at 4.30 p.m
Date and time of opening the Technical Bid	4th December 2023 at 11.00 a.m
Date and time of opening the Financial Bid	Shall be intimated later on.
Contract period	Two year term, which can be renewed on the same terms and conditions for Third / fourth years if the performance of the service provider is satisfactory to LIC.
Notice period for termination of contract	One month if LIC intends to terminate the services. Three months if the agency intends to terminate the contract.
Validity of Bid	180 days from the opening of the tenders (i.e. 6 Months)



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

LIC

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O.S. Dept. Satara Divisional Office

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Instructions to bidders

As the said Tender is to provide Attendants, housekeeping, Guest house Care taker and Gardener to branches and Divisional office under Satara and Sangli district, **Only those bidders / vendors who are dealing with all these services should apply for this tender**

1. The tender forms will be available from **From 13th November 2023 to 30th November 2023 from 10 am to 4.30pm** on working day's (excluding Holidays ,Saturday and Sunday) on payment of **Rs. 500/- Plus Rs.90 GST= Total Rs. 590/- (Rupees Five hundred ninety only)** in cash at the cash counter of Satara Divisional Office or DD drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Satara from the office at the above address. A receipt showing miscellaneous receipt will be issued through the cash department. For the tender forms downloaded from website, **DD for Rs. 500/- Plus Rs.90 GST= Total Rs. 590/- (Rupees five hundred ninety only)** (nonrefundable) payable at Satara to be enclosed along with Technical Bid towards the cost of tender application.

2. **The last date for submission** of filled in tenders (both technical and financial bids along with EMD amount) is **1st December 2023 at 4.30 p.m** . The offers received after the last date and time mentioned above will not be considered.

3. The filled in tenders for each category should be submitted at the OS Department, Satara Divisional Office (2nd Floor),A Wing addressed as under:

**Manager (OS)
L.I.C. Of India
Satara Divisional office
Jeevan Tara Bldg,513,
Ganpatdas Devi Path,
Sadar bazaar,Powai Naka
Satara-415001**

Technical bid will be opened on 4th December 2023 at 11.00.a.m. in the presence of bidders 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 Institute/Establishments mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document/ testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to LIC of India so that necessary verification is Completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non-responsive and their financial bids will not be processed further and **EMD will be forfeited.**

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



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The financial bids of only those bidders, 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 bidders.

4. The tender form consists of the following documents. i.e.

- A) Instructions to bidders and Terms & Conditions.
- B) Technical part relate to Technical Bid.
- C) Financial part relate to Financial Bid
- D) EMD and Tender Fee

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).

ENVELOPE- I

The Technical bid shall be submitted in sealed cover (**Marked Envelope – I**) super scribing as **“Technical bid for Housekeeping Services(Cleaning)/Attendants/Caretaker to LIC of India, Satara Divisional Office, Satara and Branch offices under Satara Division Jurisdiction”.**

ENVELOPE- II

It is compulsory for vendor, to apply for all categories of Manpower i.e. Housekeeping Attendants, Guest House Care taker & Gardner. A vendor not applying for all categories, will be disqualified for Technical Bid. The price bid for the category Housekeeping Services shall contain only financial details i.e. Administrative / Management Charges and all statutory & mandatory Charges per months (excluding GST). The Financial Bids will be placed in the Envelope - II and super scribed with **“Financial bid for Housekeeping Services(Cleaning)/ Attendants/Guest House Caretaker to LIC of India, Satara Divisional Office, Satara and Branch offices under Satara Division Jurisdiction”.**

ENVELOPE -III ---- It should contain DD for EMD and Tender form fee

Amount of **Rs. 275000/-** for E.M.D in the form of Demand Draft in favour of “ Life Insurance Corporation of India” payable at Satara and the Miscellaneous Receipt of the tender fee of Rs.500/-+ Rs.90 GST or DD of **Rs.590/-** if the tender downloaded from site super scribing as **“Earnest Money Deposit and Tender Fee for Housekeeping Services (Cleaning)/ Attendants, Guest House Caretaker & Gardener to LIC of India, Satara Divisional Office, Branches and Satellite offices under Satara 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.

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 super scribed with **“Tender for Housekeeping Services(Cleaning)/ Attendants/ Guest House Caretaker & Gardener”.** As already mentioned Envelop –IV should be marked to Manager (OS) as per address mentioned above in Serial no. 3



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In case the tender form is downloaded from the Corporation's web site, the non refundable tender fee of RS.590/- (Rupees Five hundred ninety only) will be remitted in the form of DD drawn on any nationalized/Scheduled Bank in favour of Life Insurance Corporation of India payable at Satara.

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

- a) EMD of all disqualified Vendors / bidders shall be refunded within one month's time after scrutiny and submission of Technical Assessment Report by the Relevant Committee/Competent authority.
- b) EMD of other bidders (except lowest 1) shall be refunded within one month's time after opening of Financial Bids/declaration of successful bidders.
- c) EMD of lowest bidder (Who is lowest in financial bid for housekeeping services and attendants/ Guest House Caretaker services in combined) may be adjusted against the amount of Security Deposit. LIC Satara Divisional office will award the contract to the bidder whose bid has been found to be responsive and **lowest as a whole for the Housekeeping Services** as per terms and conditions incorporated in this Tender Document. In case the lowest (L1) vendor / bidder refuses to sign the agreement within the prescribed time, a notice shall be served to him by giving seven days time to fulfill the conditions and sign the agreement, failing which his EMD amount lying /retained with us shall be forfeited without any further correspondence and he will be deemed to have abandoned the work.
- d) EMD shall not earn any interest.

Sr. Divisional Manager, Satara Division will be the competent authority to refund / forfeit the EMD amount.

6. Security Deposit :

LIC of India, Satara 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 deposit Security Deposit in the nature of performance guarantee @ 10% of the Contracted Value, Rs 1380000(Thirteen Lakhs Eighty Thousand only) through DD in favour of Life Insurance Corporation of India payable at Satara within 15 days after communication of selection as successful Tenderer and the same amount will be refunded without interest after expiry of the Tender Term on satisfactory performance of the Contract.

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

- ❖ Certificate of Registration under Companies Act, 2013/Partnership deed with proof of registration of firm/Individual Firm, all duly registered under the Maharashtra Shops & Establishment Act.
- ❖ Copy of the PAN no., as allotted by the Income Tax Department.
- ❖ Certificate of the Labour Licence/Statutory Licences as required by any Central or Govt.Act.
- ❖ Copy of the Goods and Service Tax Registration

**LIC**भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA**Life Insurance Corporation of India****O.S. Dept. Satara Divisional Office****Jeevan Tara Building, 513, Ganpatdas Devi Path,****Sadar Bazar, Powai Naka, Satara -415 001**

- ❖ Copy of the E.P.F. registration
- ❖ Copy of the E.S.I. registration
- ❖ The Professional Tax registration for PTEC and PTRC
- ❖ Copies of last 03 years I.T.RETURNS/ Balance Sheets & Revenue A/C having a turnover of at least **50 lakhs** for each last three financial years i.e 2020-21,2021-22, 2022-23
- ❖ An affidavit stating that the applicant is not facing any blacklisting from any of the establishment

Non disclosure of relevant information or furnishing of incorrect information, documents will suffer disqualification.

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. Tenderer should note that their tenders will remain open for consideration for a minimum period of 6 (Six) months from the date of opening of Technical Bid.

8. The financial bids will be opened only if at least two Technical Bids are found suitable. In any case single Financial Bid 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 ANNEXURE-III-(F) i.e. Administration charges of the Contractor / agency (Per Month) should be written in figures and words, and not in percentage (%). Any service charges not adhering to the guidelines issued in respect of "Applicability of rates of minimum wages & Contractor's profit/service charges for outsourcing of conservancy services" will not be considered. In case more than one bidder quoting the lowest identical price then decision will be taken on the basis of the agency having highest turnover for the preceding three years

- (I) Agency /firm should have an establishment having good infrastructure in Maharashtra with their franchises preferably at Satara OR Sangli District.
- (II) The agency/firm/service provider should be in the profession for more than 4 years. Further, presently they should have completed at least 01(one) client amongst PSU / Banks / Government Bodies/reputed private firm.
- (III) The Agency is required to provide its NEFT details 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 Bidders may interact with the LIC Officials of OS Dept DO, (2nd Floor) Satara DO during office hours only to understand the existing infrastructure and facilities, existing deployment pattern of personnel, expected requirements of the Divisional Office and the desired level of services which the Service Provider is expected to render during the contractual period etc.
- (V) LIC of India reserves the right to accept any tender or to reject any or all tenders at its sole discretion without assigning any reasons thereof.



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General Terms and conditions for Attendants , Housekeeping services(Sweepers) , Guest House Care takers , and Gardeners :

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, Satara Divisional Office desires to engage the services of an agency for providing Housekeeping services (Unskilled) during working days / working hours and as & when required at the offices /premises at Satara Divisional Office's jurisdiction (the offices under Satara and Sangli Districts) (As per Locations mentioned in Annexure II) The tentative number of personnel required by the Corporation

ANNEXURE A	Area	Requirement as Under				
		Attendants	House Keeping		Guest House Care Takers	Gardner
			8 Hours	4 Hours		
Divisional office	26893	9	7		1	2
Ajinkya Staff Qtr.				1		
P&GS dept	3500	2				
Satara- I	7000	4	1			
Koregaon	1098	1		1		
Satara-II		2				
Wai	2705			1		
Phaltan	5528	2		1		
Lonand	872	1		1		
Waduj	3000	1		1		
Karad	11576	2	1		1	
Umbraj	1065	1		1		
Sangli-I	13530	3	1		1	
Sangli-II	7204	2				
Sangli Staff Quarter			1			
Miraj	4190	3	1			
Tasgaon	6743	2		1		
Vita	4045	3		1		
Atpadi	1062	1		1		
Islampur	6070	3	1	1		
Ashta	1014	1		1		
Jath	2528	1		1		
K.Mahankal	1600	1		1		
Shirwal	1500	1		1		
EDMS		1				
		47	13	15	3	2

Tender which is received late on account of any reason whatsoever including postal delay etc. after the expiry of time and date i.e 1st December 2023 ,4.30 p.m. is 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 party without opening the same.

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1) All vendors are requested to send/ submit the tender documents (Technical Bid, EMD and Price Bid) duly filled in with the relevant documents / information in the Tender Drop Box in the OS Department, at the address given below :

Manager (OS)

L.I.C. Of India

Satara Divisional office

Jeevan Tara building,513,

Ganpatdas Devi Path

Sadar Bazar , Powai Naka

Satara- 415 001

2) 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 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.

3) In case the space in the tender document is found insufficient, the vendors may attach separate sheets.

4) There should not be any deviation in Terms and Conditions as have been stipulated in the tender documents. However, in the event of imposition of any other condition, which may lead to a deviation with respect to the terms and conditions as mentioned in the tender document, the vendor is required to attach a separate sheet marking "list of deviations".

5) The Technical bids will be opened on 4th December 2023 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 .

6) Corporation reserves the right to accept or reject any or all the tenders without assigning any reason thereof. Non-disclosure of relevant information or furnishing of incorrect information / documents shall lead to disqualification

7) Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any arithmetical errors in Financial Bid, the same will be corrected ASSUMING that the basic quotes / bifurcated rates are correct.

8) Canvassing in any form will disqualify the tenderer.

9) The short-listed agencies/firms will be informed in writing by the Corporation for arranging their office inspection.

10) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.500/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the Contractor to abide by the

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

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 the 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", "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 employee(s) of "the Agency". "The Agency" shall alone be liable to pay all statutory compensations which may be awarded or payable to such employee 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 Contractor shall issue identity cards on his own name and trading style to his employees deployed for rendering the said services, which are open to verification by LIC Office, Satara D.O. at any time. LIC Of India, may refuse the entry into its premises to any worker of the Contractor for not bearing such identity card or not being perfectly uniformed as prescribed by L.I.C. Of India Satara Divisional office



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16) 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 may ask the agency to replace him. 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.

17) In case of failure of the "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 "Service Provider at default shall make good the expenses incurred for such purpose and also the "Service Provider "shall make good any loss or damage that the Corporation may suffer thereby.

18) The Contractor 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

19) It should be clearly understood and agreed that no relationship of Employer or Employee is created between "the Corporation and the housekeeping personnel deployed & providing Housekeeping services by "the Agency

20) No advance payment shall be made to vendor / Bidder against the work order/services.

21) **Bonus payment to employee :-** The vendor / contractor should make the Bonus payment as per existing labour law. The contractor should claim for Bonus reimbursement along with NEFT payment details made to their employees and calculation sheet there on. The controlling office of L.I.C. Of India will make reimbursement of Bonus payment within 15 days from receipt of such request.

23) 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 contractor/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.

24) The Service Provider/Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations/Law/ Statute in force. The Service Provider/Contractor will not link the payment of wages to the workers with settlement of his bills by the LIC of India. The Service Provider/Contractor has to first pay the wages to the Workers and then put up his bill for payment. Payment of bills will be made on monthly basis through NEFT only, provided that the Housekeeping services provided were/are satisfactory during the month and subject to deduction of Penalty imposed if any as per terms and conditions of tender/contract.

The monthly bill payment will be made subject to the Service Provider/ Contractor submitting the



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attested photocopies of the following documents

a) **Muster Roll/Attendance sheet:-** The contractor / Vendor 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) **Salary sheet of all employees:-** In each month the vendor should submit combined salary sheet of all employees along with NEFT payment details of each employee 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 worker :-** The payment to employees should be 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 Service provider Contractor. and a copy of the statement sent to the Bank duly acknowledged by the Bank.

d) **Provident Fund :-** The vendor should submit the last month's Provident fund's Challan showing the deposit of individual employee's and employers contribution to Employees provident fund account with the appropriate authority.

e) **Deposit of E.S.I. contribution :-** It is compulsory for vendor to register all employees under Employees State Insurance and to deposit E.S.I. contribution to appropriate authority. The vendor should submit last months challan showing the individual figure of deposit of contribution of ESI of employees' and employers' share, with the appropriate authority.

f) **GST payment to Authority:** L.I.C. Of India will reimburse the GST to contractor along with payment. The vendor has to deposit G.S.T. on our GST no. and upload GSTR 3B by 20th of the following month on Governments G.S.T. web site. The contractor has to ensure to file GSTR 1/11 of the following month

g) **Our separate Challans :-** Deposit of provident fund and ESI contributions of employees and employer 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 Contractor. The vendor should submit separate Challan for its employee's deployed to LIC

h) **Payment to Vendor :-** 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.

g) **Visit Report of Supervisor:-** The vendor should submit branch office and satellite office inspection report on monthly basis. It is compulsory to vendor, that his supervisor should visit each locations as per Annexure A (page no.11) in every month and submit his work assessment report to O.S. Department , L.I.C. Of India, Satara Divisional office, Satara.

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23) 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.

24) The Service Provider/Contractor shall raise the invoice/bill and LIC of India agrees to pay such invoices/bills within 15 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/Contractor shall be made by NEFT subject to deductions, withholding of all applicable, taxes and charges from time to time in force.

25) The Office will have an approximate requirement of around 30 housekeeping personnel, 50 attendants and caretaker, preferably age between 18 to 40 yrs and Physically fit. The number may be increased/reduced from time to time as per our requirement. The tenderer should also be able to provide additional personnel at a short notice as and when required on same terms and conditions.

26) The period of contract is for Two year from the date of approval of the tender with a provision to renew the contract on the same terms and conditions with mutual consent for Third and fourth years. In the event of earlier termination of the Contract by either parties or on expiry of the Contract, the Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as L.I.C. Of India OS. Department, Satara Divisional office, Satara is able to make any alternative arrangement or L.I.C. has agreed in writing to allow the Contractor to discontinue earlier.

27) Corporation reserves the right to pre- mature termination of the contract / agreement without assigning any reason thereof by giving one months notice before the expiry of the contract period.

28) The selected Bidder should submit the deed of Agreement/Contract with LIC Of India, Satara 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. Failure to sign and non submission of deed of agreement and Security Deposit in the nature of performance guarantee @ 10% of the Contracted Value within 15 days of intimation as above may result in the forfeiture of EMD and cancellation of selection as Lowest1 bidder. However LIC of India at its discretion may cancel the tender and the decision will be final and binding. On signing of the agreement, the Corporation will issue work order and the Agency shall start its work within three days from the date of receipt of work order.



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29) The Personnel provided by the Agency are required to have minimum 3 years experience and possess the minimum qualifications as under:

- a) Attendant and Caretaker (Un-skilled) : 3 years Experience and 12 th Class Pass (Male /Female Candidates)
- b) The Housekeepers (Cleaners) / Gardeners (Un-Skilled) (Male/female Candidates) 3 years Experience and 10th Standard Class Pass.

30) The Corporation reserves the right to Remove/ Black list Firm/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.

31) During the CONTRACT PERIOD, if the rate of minimum wages payable to the personnel deployed by "the Firm/Agency/Organization/Service provider" increases because of the Central/State Govt. 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" will be remain constant thorough out the period of contract**

32) No other increase in the amount quoted by the selected tenderer shall be entertained on any account during the period of the contract.

33) Agreement Period:- The contract for Housekeeping services(cleaning)/Attendants shall be valid for Two Year from the date of execution of agreement and issuance of work order. After further review and evaluation, can be renewed further for one or two more 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 at any time before completion of above period by giving an opportunity to show cause. The competent authority may also terminate the contract simply by giving one month prior notice or wages in time thereof without assigning any reason.

34) The Corporation reserves the right to cancel the contract/ rate contract without assigning any reason at any time by giving 30 days notice in advance in case of simple termination contract/ rate contract but in case of breach of the terms of the contract, rate contract may be terminated and the security deposit shall also be forfeited, other action such as blacklisting may follow

35) Non- Disclosure of Confidential Information will be the sole responsibility of the Contractor. 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.

36. 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.



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- 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, hand gloves, shoes, Rain coat for Gardners etc. to all the persons engaged in providing housekeeping services.
- 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.
- e) To ensure immediate corrective actions on receipt of any complaint against the services provided or against any individual deployed by them in the premises of Corporation.
- f) All persons 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 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 employed by him / her at his / her cost.
- g) To replace the absent personnel immediately on the same day within one hour of commencement of cleaning/ sweeping duty.
- 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 complex.
- i) The personnel deployed by the selected service provider shall be of good conduct, character and health. They should be in proper uniform and necessary identity cards are to be obtained from Security agency of the Corporation. In case of any complaint against any of the personnel deployed by the selected service provider, selected 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 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 forthwith. If the staff deployed by the Contractor is found to be indulging in any undesirable activities in the premises of the Corporation, the Contractor will solely be responsible for all the consequences. Besides, the Corporation shall be at liberty to lodge complaints before appropriate authorities.
- k) No residential accommodation would be provided by the Corporation to selected service provider and / or to the persons engaged by him.

l) All cleaning materials will be provided by LIC Of India (by local unit)

- m) The cost of the uniform, name/ badge and shoes for the workers Shall be borne by the Contractor. The Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by the workers deployed by

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him.

n) The selected service provider shall not at any time do cause or permit anyone to do or cause any nuisance on the site or do anything which shall cause unnecessary disturbance or inconvenience to the Corporation, employees of the Corporation

37. The agency has to provide housekeeping services at premises mentioned under Sr. No.1 Of Genral Terms & Conditions for Housekeeping Services, Attendants, Guest House Care-taker & Gardner as per requirement of the office.

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

39 The Contractor himself or his 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.

40. The agency shall maintain a daily record of the cleaning done of the office premises and toilets and obtain signature from Nodal Officer of each department on each floor. The names and contact no. of the Nodal Officer will be provided to the agency by the Corporation. In respect of daily record maintained in respect of the guest house at Satara D O, the signature shall be obtained from the Guest House care-taker. In respect of the daily record maintained in respect of parking area and pump room area on the ground floor signature shall be obtained from Security Officer/ Official of OS Dept, Satara Divisional Office. The daily record of cleaning of premises (including toilets, parking area, pump rooms etc) maintained by the Agency as required herein above shall be submitted to OS Dept, Satara D O for verification as when required by OS Dept, Satara D O.

41. All complaints received during normal working hours should be attended to as early as possible. No complaints should be left unattended and not postponed to next day.

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

43. The agency shall obtain adequate Insurance Policy in respect of its workmen engaged for service, 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 the Agreement.

44. Agency shall give the duty allocation chart mentioning the names of the personnel deployed at various locations to the Competent Authority one week in advance.

45 . Any dispute arising out of the acceptance/agreement ,shall be referred to for "Arbitration" to the Sr. Divisional Manager, Satara Division and his/her decision shall be



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- binding on the firm/agency/service provider. The firm/agency/service provider shall not raise any question of competence of the Sr. Divisional Manager to act as sole arbitrator.
46. In terms of provision of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of the contractor in respect of service outsourced by the LIC of India It shall be the duty of the contractor to provide such documents statements/ information as may be required by IRDAI within such time as may be specified by the IRDAI.
47. 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.
48. In order to satisfy itself about the nature and quality of services rendered by the tenderer, L.I.C. Of India Satara Divisional office may depute its Officer (s) or authorized representative to visit the Institute/Establishments mentioned by the bidder. Besides, L.I.C. Of India Satara 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 Satara 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**
49. The workers deployed by the Contractor 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 Contractor for conducting business at the Satara Divisional office
- 50). Any dispute arising out or relating to this tender/agreement shall be deemed to have arisen in Satara and shall be under adjudications of a Court in Satara (Maharashtra State) only.
- 51) Penalty Clause :** The Competent Authority at LIC Of India, Satara Divisional office , Satara will impose penalty for non fulfillment of contractual obligations by the contractor as per **Annuxure- IV**
- 52) 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



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- A) Work to commence within 20 days from the date of work order
- B) In case of delay in commencement of work from 21st 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 (54- B) above, the competent authority may forfeit the EMD, Cancel the contract and Blacklist the firm

53) 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.

54) 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 enclosed in Annexure-V after completion/termination of the Contract to claim refund of the Security Deposit amount.

55) TERMINATION:

- i) The contract can be terminated by either party by giving one/ Three months' notice.
- +ii) The contract is also liable to be terminated by the Corporation if
 - a. The agency abandons the work or
 - b. The agency assigns or sublets the work in whole or in part thereof or
 - c. 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
 - d. 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
 - e. The agency persistently disregards the instructions issued by the Corporation or
 - f. The agency fails to adhere to the agreed schedule of the work or
 - g. The information submitted by the agency in the Tender is found to be incorrect or
 - h. The agency fails to perform its obligations as per terms of the contract.
 - i. The agency fails to maintain records/registers as required under the terms of this contract.



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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 affected without any notice to me.

Place:

Date:

(Signature of service provider with seal)

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Sadar Bazar, Powai Naka, Satara -415 001**APPLICATION FORM FOR TENDER (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 –	

Place:

Date:

(Signature of service provider with seal)

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Total number of housekeeping staff on roll (as on 1.4.2019)	
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	
Average 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.2020-2021 F Y 2021-2022 FY 2022-2023
Are you agreeable to abide strictly by the Terms and Conditions of the Tender Contracts.	

Place:

Date:

(Signature of service provider with seal)



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Particulars of Tender Fee/EMD:-

Cash/DD Rs.590/--.(including GST Rs.90)

(2) Amount of DD for EMD- Rs.275000/-(Rs. Two Lakh seventy Five Thousand Only)

DD No. /MR No..... DD number- Date of

DD/deposit- Date of DD-

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, Satara Divisional Office, Satara 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.....,2023

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.



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“ Financial Bid “ for Tender

Financial Bid Housekeeping Services (Cleaning) / Attendants/ Guest house Care Taker/ Gardener

Annexure -- I

Wages under "B" Area Sangli & Miraj City					
Details			Attendants		
			Sweeper/Guest House Care Taker		
			8 Hours	8 Hours	4 Hours
Baisc + VDA (Minimum wages per day per person as per central Act w.e.f.1.04.2023)			628	628	314
Wages for 26 days for one workman		(A)	16328	16328	8164
Employers contribution to Various PF account	13% of (A)	(B)	2122.64	2122.64	1061.32
ESI	3.25% of (A)	(C)	530.66	530.66	265.33
Cost of Material	Concerned Unit will Provide the Material		By LIC	By LIC	By LIC
Total of A+B+C			18981.30	18981.30	9490.65
No of Workmen			8	4	0
Total Wages for Workmens		(D)	151850.40	75925.20	0

Annexure -- II

Wages under "C" Area other than Sangli & Miraj City					
Details			Attendants		
			Sweeper/Guest House Care Taker/ Gardener		
			8 Hours	8 Hours	4 Hours
Baisc + VDA wages per day per person as per central Act w.e.f.1.10.2019			504	504	252
Wages for 26 days for one workman		(A)	13104	13104	6552
Employers contribution to Various PF account	13% of (A)	(B)	1703.52	1703.52	851.76
ESI	3.25% of (A)	(C)	425.88	425.88	212.94
Cost of Material	Concerned Unit will Provide the Material		By LIC	By LIC	By LIC
Total of A+B+C			15233.40	15233.40	7616.70
No of Workmen			39	14	15
Total Wages for Workmens		(D)	594102.60	213267.60	114250.50



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Annexure -- III

Total wages As per Annexure I " B" Area		151850.40	75925.20	0
Total wages As per Annexure II " C" Area		594102.60	213267.60	114250.50
Total Monthly wages for all Workmen's	(E)	Rs. 1149396.30		
Administration Charges Per Month (include supply and control of man power , Depositing of all statutory payments , depositing of G.S.T. & uploading, Monthly visit to branches & satellite office, cleaning of water Tanks Uniform , Badges to all employee etc.) of the Contractor / agency to be quoted on (E)	(F)	Amount In word & figure (To be Quoted in Lump sum & not in Percentage) Rs.		
GST at applicable Rate on (E+F)	(G)	LIC will reimburse as per prevailing rates		
Total amount payable By LIC		(E+F+G)		

Minimum Wages shall be based on the prevailing Central Act wef (as on date) 01.10.2023. However the companies are free to pay more but not less. EPF, ESI contribution to be paid for personnel employed by the tenderer shall be responsibility of tenderer.

- The administration charges quoted shall be inclusive of all these including cost of uniform, training, other overheads, gratuity, profits etc., and taxes whatsoever payable and given in service charges.
- Adherence to statutory requirements is sole responsibility of the company.
- The duty hours will be limited to 8(eight) hours per day and not exceeding 48 hours per week.

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

Date:

Place:-

Name:

Designation:

Address :

**Signature of service provider
with Seal**



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with the Technical Bids:

All these documents are mandatory to Qualify Technical Bid

1	Agency Registration/Incorporation certificate
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.
5.	Proof for PF Registration number
6.	Proof for ESI Registration number
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/ Banks / Govt. Bodies/ repudiated private firms
14	Affidavit stating that the applicant is not facing any blacklisting from any of the establishment.

**LIC**भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA**Life Insurance Corporation of India****O.S. Dept. Satara Divisional Office****Jeevan Tara Building, 513, Ganpatdas Devi Path,****Sadar Bazar, Powai Naka, Satara -415 001****Annexure – IV (Penalty Clause)**

A	Delay / Non performance in providing services as per the specified time schedule	Rs.100/- 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 100 per complaint
D	Non cleaning of toilets daily twice during the office hours that is at 11.30AM & 03.30 PM	Rs 100/-per complaint occasion or 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 before 7 th of the following month	Failure for payment of salaries on or before 7 th 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 , Satara D.O. – Rs. 1000/- Penalty per month



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How to Apply

Tender for Housekeeping services, Attendants, Care taker, Gardner

This tender consists of two parts, viz., Technical Bid including Instructions to Bidders, Terms and Conditions and Financial Bid containing expected price/rate only.

The Technical Bid, Financial Bid and the Earnest Money Deposit (EMD) should be sealed in envelope The use of envelopes will be as under :

(a) **Envelope marked as I** : The duly completed tender form (Technical Bid) , Instruction to bidders General Terms and Conditions along with supportive relevant papers/evidence to be put in this envelope and sealed superscribed as ‘ **Technical bid for Housekeeping Services(Cleaning)/Attendants/Caretaker/ Gardener to LIC of India, Satara Divisional Office, Satara and Branch offices under Satara Division Jurisdiction** The envelope shall contain the addressee’s details and details of the bidder also.

(b) **Envelope marked as II**: The duly completed Financial Bid to be put in this envelope and sealed superscribed as ‘ **Financial bid for Housekeeping Services(cleaning)/ Attendants/Caretaker to LIC of India, Satara Divisional Office, Satara and Branch offices under Satara Division Jurisdiction** The envelope shall contain the addressee’s details and details of the bidder also.

(c) **Envelope marked as III** : The DD for “ Earnest Money Deposit” and “Cost of tender fee” in the form of DD or the M.R of the required value be put in this envelope and sealed superscribed as “**EMD and Tender Fee for Housekeeping Services(Cleaning)/Attendants/ Gardener/ Caretaker to LIC of India, Satara Divisional Office, Satara and Branch offices under Satara Division Jurisdiction.**” The envelope shall contain the addressee’s details and details of the bidder also.

(d) **Envelope marked as IV** : All the above three envelopes shall be placed in envelope marked IV and sealed (i.e. Envelopes marked as IV , will contain three envelopes marked as I , II & III) and send/submitted in the tender box on the under mentioned address, in sealed condition superscribing as “**Tender for Housekeeping services(Cleaning)/Attendants/Care takers / Gardener at LIC of India, Satara Divisional Office, Satara and Branch offices under Satara Division Jurisdiction.**” The envelope shall contain the addressee’s details and details of the bidder also.



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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 _____

_____ do hereby solemnly
affirm and state as under:-

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 Bidders, confirm that I / We strictly follow various laws as mentioned in para 10 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, from any sum or sums due or to become due to us.

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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Annexure A

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2023. , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s represented by Shri..... (Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part. WHEREAS the BUYER proposes to procure (Name of the Stores/ Equipment/Item/Service) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956. NOW, THEREFORE, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:- Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS/Sellers/ Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

1.Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.



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1.3 All the officials of the BUYER will report to the "Chief Vigilance Officer" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount



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been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the Project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act,2013.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.



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4. Previous Transgression

.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.

(vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.



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(viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

6. Independent Monitors:

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor(s):

Shri. Rajni Kant Mishra, IPS(Retd) Ex Director General in BSF, P-23, Sector-11, Noida, Dist. Gautam Buddha Nagar, UP-201301, E-mail Id: rkmishraips84@gmail.com

Shri. Arun Chandra Verma, IPS(Retd), Flat No C-1204, C tower, Amrapali, Platinum Complex, sector-119, Noida (U.P), E-mail Id :acverma1@gmail.com

6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the

Executive Director (E&OS), LIC.

6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same



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is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recues himself / herself from that case.

6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

6.8 The Monitor will submit a written report to the Chairman, LIC within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation: In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

8. Law and Place of Jurisdiction: This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. Other Legal Actions : The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members. Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.



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11. The parties hereby sign this Integrity Pact at.....on.....

BUYER
 Name of the Officer:
 Designation
 Deptt./

BIDDER
 CEO:

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider Stores/equipment/item/service Bidding process/ bid evaluation/process of availing services Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)