



Jamshedpur Divisional Office, OS Deptt: Jeevan Prakash Building, 2nd floor, M- Road,
Bistupur, Jamshedpur-831001
Phone no. 0657- 2321047- mail ID: os.jamshedpur@licindia.com

Ref: JDO/OS/Sweeper Cum Attendant Services/ Tender.

**TENDER DOCUMENT
FOR
SWEEPER CUM OFFICE ATTENDANT SERVICES
LIC OF INDIA,
OS DEPARTMENT, JAMSHEDPUR DIVISIONAL OFFICE, JEEVAN PRAKASH
BUILDING, 2ND FLOOR, M- ROAD, BISTUPUR, JAMSHEDPUR-831001.**

Date of Issue: 01.05.2024 Last Date of Submission: 15.05.2024 up to: 4.00 P.M.
Opening Date & Time: 16.05.2024 AT 11.00 A.M.

**NOTICE INVITING TENDER
FOR SWEEPER CUM ATTENDANT SERVICES
Under Minimum Wages Act 1948 by the Government of India or by the State Government**

Life insurance Corporation Of India (hereinafter referred to as "The Corporation) Jamshedpur Divisional Office invites **sealed Tender** through open tender from reputed, licensed organizations/ Agencies having their office in Jamshedpur and who are providing Sweeper Cum Attendant in any organization/ Government/ Public Sector Undertaking/ Private organizations of repute etc. for providing Sweeper Cum Attendant Services for its Offices of aforesaid Jamshedpur Division at the aforesaid address.

Bids through open tender are invited (**Sealed Tender**) from reputed agencies with their **operational office in Jamshedpur** with at least four years experience of providing Sweeper Cum Attendant Services to any Government organization/ Public Sector Undertaking/ Private organizations of repute etc. Tender formats and details of the tender containing terms and conditions are available at our web www.licindia.in/Tenders.

The Bids (Tender) must be complete in all respect and submitted strictly with the dates and time mentioned in the tender along with the other tender documents.

LIC of India reserves the right to call for missing/ additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.

LIC does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid (technical or financial or both bids) or cancel the tender without assigning any reason whatsoever.

Decision of the Corporation will be final, conclusive and binding on the tenderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the **last date and time** given in the tender.


Senior Divisional Manager,
LIC of India, Divisional Office, Jamshedpur.



SAILENT FEATURES OF THE TENDER.

| Sl. No. | Brief Description | Details |
|---------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Name of work | Tender for Sweeper Cum Attendant Services in Jamshedpur Division for the offices under its jurisdiction. |
| 2. | LIC offices where Services of sweeper cum attendant are proposed to be hired. | As indicated in Annexure BI based on the requirement of the Corporation. |
| 3. | Estimated Annualized Value of Contract. | Rs.1.40 Cr. (One Crore forty lakh) approx. |
| 4. | Name and address to whom the tender is to be submitted. | Tender box placed in the Office Service Department, LIC of India, Jamshedpur Divisional Office, Jeevan Prakash Building, Main road, Bistupur, Jamshedpur-831001. |
| 5. | Tender Fee. | Rs.590/- including GST as tender fee (non-refundable) by way of Demand Draft / Pay order in favour of LIC of India drawn on any Scheduled Bank payable at Jamshedpur or At the cash Counter At Divisional Office, Jamshedpur. |
| 6. | Form of Issue / Downloading of Tenders. | 01.05.2024 |
| 7. | Last Date and Time of submission of Tender. | 15.05.2024 up to 4.00 P.M. |
| 8.** | Date of opening of Tender. | The sealed tender will be opened by the Tender Opening Committee on 16.05.2024 at 11.00 A.M. in presence of the bidders or one of their authorized representatives who wishes to attend. |
| 9. | Date of opening of Financial Bids. | Only Technically Qualified Bids will be eligible for opening of Financial Bids. The Financial Bids will be opened on a later date which will be intimated separately to the Technically Qualified Bidders Only. |
| 10. | Contract Period. | The contract shall remain in force initially for a period of Two Years from the date of Commencement of the Work subject to further extension on the same terms and conditions with mutual agreement by both the parties subject to satisfactory performance to be determined by LIC authorities. The total contract period including extensions, if granted, will not exceed Three Years. However, the contract is subject to termination at any time if the services are not found satisfactory by LIC of India or any other reason whatsoever by serving 30 days' notice in writing by LIC and 90 days' notice by the Agency. |
| 11. | Notice for termination of Contract. | 30 days' notice in writing by LIC and 90 days' notice by the Agency. |
| 12. | Earnest Money Deposit. (Interest Free) | Rs.280000/- by way of Demand Draft / Pay Order in favour of LIC of India drawn on any Scheduled Bank payable at Jamshedpur. May be deposited at D.O. Cash Counter, Jamshedpur. (MSME firm exempted from EMD). |
| 13. | Security Deposit. (Interest Free) | 3% of the accepted tender amount. The Security Deposit has to be deposited with LIC of India within 7(seven) days from the date of issue of Letter of Acceptance by LIC of India. Security Deposit can be in the form of Demand Draft / Pay Order from any Scheduled Bank drawn in favour of LIC of India, payable at Jamshedpur. The total Security Deposit will be refunded without any interest, within a period of two months from the date of expiry of contract, provided subject to deductions for any appropriations thereof required to be made by LIC of India. |
| 14. | Validity of Tender. | 90 days from the date of opening of Tender. |
| 15. | Official Website | www.licindia.in / Bottom-Links / Tenders |

16. The Contractor/ Agency/ Firm who have been providing Sweeper Cum Attendant Services to the various offices under Jamshedpur Division since last five years or more at a stretch continuously is not eligible to participate in this tender.

TENDER FOR SWEEPER CUM ATTENDANT SERVICES FOR JAMSHEDPUR DIVISION

INSTRUCTION TO BIDDERS

1. LIC of India, Divisional Office Jamshedpur Division, invites Tender for rate contract for hiring Services of sweeper cum attendant in various Offices under Jamshedpur Division and in sealed envelope from reputed Agencies for providing Services of sweeper cum attendant to different offices and Divisional Office.
2. Preference will be given to Agencies having clients from PSU / Banks / Government Bodies / Reputable organizations.
3. For complete details and formats of Tender Document please log on LIC of India's website www.licindia.in / **Bottom-links / Tenders**. Should there be any changes in the terms and conditions of the tender, they will be duly notified on this official website and no further intimation will be given through any other means.
4. **TENDER FEE:** Tender Document can be downloaded from the website should be dully filled in and accompanied by a Demand Draft / Pay Order of RS.590/- including GST favoring LIC of India drawn on any Schedule Bank payable at Jamshedpur towards **non refundable Tender Fee**. Fee may be deposited at Divisional Office Jamshedpur Cash Counter.
5. **EARNEST MONEY DEPOSIT:** The tender should be accompanied by a refundable **Earnest Money Deposit of Rs.280000/- (Rupees Two Lakh Eight Thousand only)(2% on tender value)** in the form of Demand Draft / Pay Order favoring LIC of India drawn on any Scheduled Bank payable at Jamshedpur. The Earnest Money Deposit will be refunded to the unsuccessful bidders (**without interest**) within **two months** after finalization of the tender. The Earnest Money Deposit by the successful bidder may be converted into **Security Deposit**. The earnest Money Deposit will not carry any interest. (MSME firm exempted from EMD)
6. **TECHNICAL BID:** The bidders are requested to submit the **TECHNICAL BID (ANNEXURE A2)** in a sealed cover super scribed as "**Technical Bid for Tender for Sweeper Cum Attendant Services in Various Offices under Jamshedpur Division**". The envelope shall contain the name, contact no., E-mail ID and address of the bidder. **They are requested to put their signature with seal in duly completed Technical Bid (Annexure-A2) and submit the same.**
6. (a). **When minimum two Nos. of Technical Bids qualifies, then only Financial Bid will be opened.**
7. **FINANCIAL Bid:** The bidders are requested to submit **Financial Bid (Annexure B2 & C2)** in a sealed cover super scribed as "**Financial Bid for Tender for Sweeper Cum Attendant Services in various Offices under Jamshedpur Division**" as second envelope.
These two sealed envelopes containing Technical Bid and Financial Bid along with the third envelope containing Demand Draft / Pay Order / MR of Rs280000/- (**Rupees Two Lakh Eight Thousand only as EMD**) and also the Demand Draft / Pay Order of Rs.590/- towards non refundable Tender Fee are to be placed in a bigger sealed cover super scribed as "**Tender for Sweeper Cum Attendant Services in various Offices under Jamshedpur Division**."
8. The sealed cover containing the Tender Papers is to be addressed to **The Sr. Divisional Manager, LIC of India, Jamshedpur Division, Jeevan Prakash Building, Main Road, Bistupur, Jamshedpur-831001.**
9. The duly filled in tenders along with all relevant enclosures should be submitted in the **Tender Box placed in the Office Services Department located on 2nd Floor of Jeevan Prakash Building** at the address given below:
**The Senior Divisional Manager,
LIC of India, Jamshedpur Divisional Office,
Jeevan Prakash Building, Main Road,
Bistupur, JAMSHEDPUR- 831001**
10. The rates quoted shall be written in **FIGURES & WORDS BOTH & Overwriting / corrections** in the tender document are not allowed. **The bidders are instructed not to round off the rates.**
11. Every page of the tender document shall have to be signed by the bidder as a token of acceptance of the terms & conditions of the Tender.
12. **The agency should arrange to depute its authorized personnel to visit all the locations as per the list enclosed with the tender in order to have fair assessment of the job before bidding.**

13. LIC of India reserves the right to reject incomplete and incorrect bids and bids lacking in details and without signatures or without relevant enclosures.
14. Tenders received late, not in properly sealed cover, received telegraphically & conditionally or not conforming to the prescribed conditions or not complete in all respects are liable to be rejected.
15. The last date for submission of tenders is as stipulated in the "salient features of the Tender". If any of the dates mentioned in the "Salient features of the Tender happens to be a holiday, the transaction will be made on the next working day.
16. The tender will be opened by the "Tender Opening Committee" on the same day as mentioned in the "Salient features of the Tender" in the presence of bidders or their authorized representatives if they are willing to attend.
17. Please note that only Technically Qualified Bids will be eligible for opening of Financial Bids. The Financial Bids will be opened on a later date which will be intimated separately to the technically qualified bidders only.
18. Bidder must quote Administrative / Agency Service Charges More than 2% but not exceed 3% of the applicable Minimum Wages. If a bidder does not quote Service Charges, the bid shall be treated as unresponsive and will not be considered.
19. Bidders should note that their tenders should remain open for consideration for a minimum period of 90 days from the date of opening of tender.
20. The Contractor shall not deploy any relative/s of any serving/retired/resigned/deceased employee/s of the Corporation for providing housekeeping boy services.
21. Bidders are requested to put serial number on all the pages. Documents should strictly be submitted in order as mentioned in Page no. 24. Index of all the documents submitted by the bidder mentioning page number should also be submitted on the front page. If submitted documents are not found in order, tender may not be considered. Bidders are requested not to submit UN wanted and UN required documents.
22. The Senior Divisional Manager, LIC of India, Jamshedpur reserves the right to make any modification/s in the tender before the last date of submission of tenders. The modification/s, if any, will be published on our website www.licindia.in/ Bottom-Links/ Tenders and will form part of the tender.
23. Bidders are requested to submit at least two satisfactory performance certificates from the principal employer (not before 31.03.2022) and solvency certificate issued by bank for the period not more than six months before.
24. Every Bidder must note that his/ her Bid shall be liable to be rejected in case the tender stipulations are not complied with strictly or the services do not confirm to the required specifications indicated therein. The Senior Divisional Manager, LIC of India, Jamshedpur Division, reserves the right to reject (both technical & financial bid), accept or prefer any bid instead of lowest quoted bid and to annul the bidding process and reject all bids at any time prior to award of contract, without there by incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its actions and decisions.
25. The Senior Divisional Manager, LIC of India, Jamshedpur Division also reserves the right to accept any bid in part or split the contract between two or more bidders. Contract will be awarded to bidder quoting lowest rate (L1) as per serial number 13 & 14 of the financial bid after fulfilling statutory requirements. In case of identical financial bid resulting in tie for (L1) quote, evaluation criteria as per Table A (in page no. 25) will be done. In case of further tie as per table "A" again, contract will be awarded by either drawn of lottery between the bidders who are tied, in the presence of such bidders or Agency which is already working with satisfactory performance in PSU / Banks / Government Bodies / Reputable organizations or to the agency which has the highest gross Annual Turnover for the last three consecutive Financial Years OR and other relevant factors to be considered by Senior Divisional Manager, Divisional Office, Jamshedpur.

ELIGIBILITY CRITERIA AT THE TIME OF FURNISHING TECHNICAL BID

1. **SERVICES OF SWEEPER CUM ATTENDANT:** The bidder having ISO certified company / Firm will be given preference.
2. The bidder Company / Firm must have a valid Labour license and other prescribed document required under relevant regulations.
3. The bidder Company / Firm must have experience of at least 4 years (as on 31.03.2024) in the field of Sweeper Cum Attendant Services.
4. The bidder Company / Firm must have minimum 50 employees enrolled on its role as on 31.03.2024.
5. **Minimum Average annual turnover** of the bidder Company-/ Firm must be Rs.3 (three) Crore and above, during the three Financial Years. (i.e. FY 2020-2021, FY 2021-2022, FY 2022-2023).
6. The bidder Company / Firm must have experience of having executed a contract of Annual Value of Minimum Rs. 1 (one) Crore with at least one PSU / Central / State Govt. Dept. / Institution/Reputed Private Organization, during any one of the three Financial Years. (i.e. FY 2020-2021, FY 2021-2022, FY 2022-2023).
7. The bidder Company / Firm must have a valid PAN Card issued by Income Tax Department, G.S.T. Registration and Contract Labour Licence issued by the relevant Department of Jharkhand.
8. The bidder Company / Firm should have a registered office in India, but operational office in Jamshedpur and Ranchi.
9. The bidder Company / Firm as an employer must be complying with all the statutory requirements such as Payment of Minimum Wages (like Basic+ VDA+EPF+ESIC+BONUS+STATUTORY payment) as per Central State Government Minimum Wages Act 1948.

GENERAL TERMS & CONDITIONS RELATED TO AGENCY

1. The rate to be quoted shall be inclusive of cost of deploying the services of sweeper cum attendant and inclusive of all statutory payments, taxes, charges, levies etc. if any, including GST which will be payable as per prevailing rules applicable from time to time. Minimum wages applicable as on the date of publication of the tender advertisement, taxes, charges, levies etc. must be taken into consideration when quoting.
2. **Overwriting / Corrections in the tender document are not allowed.**
3. Any corrigendum will be published / updated on our website www.licindia.in/ Bottom-Links/Tenders only.
4. Incomplete, conditional tenders and fax / e-mail / telegraphic tenders and tenders received after the stipulated time are liable to be rejected. L.I.C of India will not be responsible in any manner for postal delay / loss / non-receipt of the tender.
5. Any tender not complying with eligibility criteria and requirements either wholly or partially shall be liable to be rejected.
6. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in the rejection of the bid.
7. The tender shall be valid for a period of three months (90 days) from the date of opening of the tender. If the tenderer impairs / derogates the tender in any respect during this period of validity of the offer, the EMD is liable to be forfeited.
8. L.I.C. shall have the right to amend or modify any of the terms and conditions during the period of the contract.
9. The Competent Authority reserves the right to change the relevant dates, to accept or reject all technical bids or any of the applications, to accept any higher bid, or to cancel all tenders without assigning any reasons whatsoever.

10. The Technical Bids of those bidders, where L.I.C of India after its scrutiny / inspection / investigation / verification is satisfied with regard to the compliance of technical criteria as laid down in the tender document, will be declared as found responsive.

11 The Financial Bids of only those tenderers whose Technical Bids are found responsive by L.I.C of India, will be further processed and evaluated.

12. L.I.C of India will communicate to the successful bidder by letter sent through Courier / Registered Post / E-mail that his bid has been accepted.

13. **MOBILIZATION PERIOD:** On receipt of work order, successful bidder shall be required to mobilize all resources for commencement of the services. LIC of India will provide the contractor **7 (Seven) days** for mobilization of resources on his / her part after the issue of work order. The Contractor shall be required to commence operation immediately following the **7 (seven) days** period as aforesaid. Failure to do so, shall attract penalty of **10%** of the annualized contract value per month (part of the month shall be treated as full month). After a lapse of 30 days from the date of issuance of work commencement order, non execution of the order could result into cancellation of the order, forfeiture of the EMD and debarring the agency from participating in future tenders of the office **for a minimum period of three years.**

14. **PERIOD OF CONTRACT:** The contract shall remain in force initially for a period of **Two Years from the date of Commencement** of the Work subject to further extension of **one year** on the same terms and conditions with mutual agreement by both the parties subject to **satisfactory performance to be determined by LIC authorities.** The total contract period including extension, if granted, will not exceed **Three Years.** Any extension granted will require **renewal of all statutory registrations.** However, the contract is subject to termination at any time if the services are not found satisfactory by LIC of India or for any other reason whatsoever by serving 30 days' notice in writing by LIC and 90 days' notice by the Agency. The agreement will be signed by both the parties **with 15 days** from the date of issue of Work Order for which the Agency will submit three **non-judicial stamp paper each of Rs. 100/- value.**

15. **PAYMENT PROCEDURE:** The payment to the contractor shall be made through **NEFT/RTGS** only for which contractor/ agency have to submit a cancelled Cheque of their Bank Account along with a self attested photocopy of PAN Card of the Company/ Firm. The Contractor shall submit monthly bills (for Reimbursement) to **The Manager (OS), LIC of India, Jeevan Prakash Building, Main Road, Bistupur, and Jamshedpur-831001.** The bills raised should be provided with the following documents for verification and release of payment:

I. the Contractor shall ensure that payment to his employees is made by **ELECTRONIC TRANSFER ONLY (RTGS / NEFT)** and the **proof of having credited the same in the respective accounts of the employees hired** will be produced along with the bill raised and submitted to the corporation for reimbursement..

II. The attendance sheet of the sweeper cum attendant Personnel along with the monthly bill duly signed by any representative authorized by the Contractor and duly verified by Branch In charge / authorized representative of the concerned Branch Office / Divisional Office having SR. No, Designation and seal of the Signing authority.

III. **Proof of credit of wages and remittance of EPF & ESIC of each Sweeper Cum Attendant Personnel (as applicable) during the current month. Wages to their respective Bank accounts & Remittance of EPF, ESIC to the Government Account.**

IV. **Proof of remittance of ESI contribution of the deployed Sweeper Cum Attendant Personnel (as applicable) for the current & previous month (photocopy of the remittance receipt to be enclosed) (TO BE VERIFIED BY DIVISIONAL OFFICE OFFICIALS AT THEIR LEVEL BASED ON THE ESI CARD/ NO. ISSUED BY CONCERNED AUTHORITY)**

V. **Proof of remittance of EPF Contribution of the deployed Sweeper Cum Attendant Personnel (as applicable) for the current & previous month (photocopy of the remittance receipt to be enclosed) (TO BE VERIFIED BY DIVISIONAL OFFICE OFFICIALS AT THEIR LEVEL BASED ON THE EPF CARD/ NO. ISSUED BY CONCERNED AUTHORITY)**

VI. **Proof of remittance of GST and other taxes, if any for the current & previous month (photocopy of the remittance receipt to be enclosed).**

VII. **Payment pertaining to a particular month will be released only on production of proof of remittance of current & previous month's ESI and PF of the deployed Sweeper Cum Attendant Personnel.**

VIII. **Income Tax or any other applicable taxes shall be deducted at source at the time of payment to the Contractor in accordance with the provisions of the relevant Acts Rules as applicable.**

IX. The Agency/ Service Providers' will be required to provide its **NEFT details with PAN** along with the tender documents.

16. FUTURE CHANGES IN MINIMUM WAGES & Statutory: During the contract period, if there is any statutory increase / decrease in the Minimum Wages in accordance with the **Minimum wages notification issued by the appropriate authorities** under the **Minimum Wages Act** from time to time, the increase/ decrease in rates of **Minimum wages, ESI, EPF and Bonus** will be effected. Proportionate increase/ decrease in Relieving Charges and Agency Service Charges also will be affected.

However, there will be no change in Any Other Charges quoted by the selected tenderer during the entire period of the contract.

17. PERFORMANCE SECURITY DEPOSIT: The Service Provider/ Contractor will be required to keep a Security Deposit of 3% of the annual value of the Contract at the rates prevailing on the date of award of the Contract. The successful bidder will be required to make Security Deposit within **7(SEVEN) days** of awarding of the work and Earnest Money deposited will be merged with this amount. This total Security Deposit will remain with LIC of India throughout the period of the Contract.

This Security amount will be refunded without any interest to the contractor within 60 days of completion of the contract subject to:

i) Satisfactory Performance of the Contract.

ii) Deduction of any dues payable to LIC on whatsoever

iii) Any deduction due on account of Contractors / Service Providers' obligation under the contract and subject to such deductions as may be necessary for making LIC of India's claim against the Service Provider.

iv) Deduction of any liability/ damages incurred by LIC of India, on behalf of the Service Provider / Contractor in the discharge of his / their obligations under this Tender.

v) This Security Deposit will not bear any kind interest whatsoever.

18. PENALTY CLAUSE: In case the Bidder/ Agency fails to fulfill his obligations for any day to the satisfaction of the Corporation, for any reason whatsoever, the Agency shall pay damages ranging from **Rs.3000/- minimum to Rs.7000/- maximum per day** depending upon LIC's discretion for the entire number of such days, to deduct such damages from any amount payable to the Agency. **OR** It shall be the primary responsibility of the Contractor that work contract is executed as per Terms and Conditions stipulated under this contract to be complete satisfaction of the LIC of India. If the performance is not found to be satisfactory by the LIC of India, the Competent Authority may **deduct up to 15% of the scheduled monthly payment in a calendar month.**

18(A). TERMINATION CLAUSE: LIC of India may also terminate the contract by serving a **notice of one month** to the contractor in which case the **Performance Security Deposit will be liable to be forfeited.** The decision of the Sr. Divisional Manager, LIC of India, and Jamshedpur Division in this regard shall be treated as final and binding on the contractor. If the Contractor refuses to carry out the work under this contract at any stage before the expiry of the period of contract, the work contract shall be liable to be terminated by LIC of India without giving any notice along with **forfeiture of the Performance Security Deposit.** In the event of failure of the contractor to provide the services or part thereof as mentioned in this agreement for any reasons whatsoever for any particular period, the LIC shall be entitled to procure services from other sources for that particular period and the contractor shall be liable to pay forthwith to the LIC, the difference of payments made to such other sources during that period, besides damages at the rate of payment for the period of failure in providing the services or part thereof.

(B). If at any stage, it is revealed that documents/ certificates/ testimonials submitted by the Service Provider/ Contractor are forged or have been manipulated, the work order issued to the Service Provider/ Contractor shall be cancelled and Security amount deposited with LIC of India shall be forfeited without any claim whatsoever on LIC of India and the Service Provider/ Contractor shall be liable for action as appropriate under the relevant Laws.

19. The Agency should possess the requisite Registration Licences of **Shops & Establishments, ESI, EPF, and GST etc.** from State / Central Government departments as applicable from time to time. The Agency will have to maintain the registers/ records as required under the provisions of various Acts and Complete the formalities prescribed there under. LIC shall not be responsible in any way for any breach of these rules and regulations by the Agency. The Contractor is liable to be terminated if breach of the rules and regulations is found even after the award of the Contractor.

20. The Contractor shall be responsible for their Corporate and Personal taxes as applicable and shall indemnify and hold LIC of India harmless for any liability in this regard.
21. The Agency shall not transfer or assign or share benefits of this agreement with anyone else.
22. The Agency shall, at all times, keep LIC effectually insured against all actions, suits, proceedings, losses, costs, damages, claims & demands in any way arising out of any reasons.
23. **LIC will not accept any claim in the event of any of the Agency's employees sustaining any injury, damages or loss of life of the person either inside or outside of LIC premises.**
24. Any dispute arising out of the terms of this contract on the interpretation of any clause herein shall be settled by mutual discussions between the Nominated Authorities of LIC and the authorized representatives of the Agency. Any dispute arising out of the Contract/ Agreement shall come under the jurisdiction of the Honorable Courts in Jamshedpur / Ranchi.
25. The Agency will co-operate with all other Agencies at Premises/ Campus under the jurisdiction of the Corporation.
26. This Contract is based on the principles of 'Law of Contracts'. All personnel deputed/ employed for execution of this Contract by the Contractor shall be employees of the Contractor. LIC of India shall not have any liability to absorb them at any point in time nor can they claim any right for employment in LIC of India. No relationship of employer & employees shall be created between LIC of India and the employees engaged by the Contractor.
27. LIC shall have the right to **increase or decrease the number of Sweeper Cum Attendant and add or delete location for Sweeper Cum Attendant** at any time and it will be binding on the part of the Agency to do so with mutual understanding with LIC. The Agency will follow the instructions given by the authorized LIC representatives from time to time.
28. **All the formalities and procedures prescribed under the Contract Labour (Regulation & Abolition) Act, 1970, Payment of wages Act and other related Acts should be strictly adhered to by the Agency. LIC's responsibility as Principal Employer should be fully Indemnified by the Agency.**
29. The Agency has to provide services of Sweeper Cum Attendant office/ offices within the jurisdiction of Jamshedpur division of the Corporation as and when so directed.
- 30). The attendance muster cum wages register of persons engaged during the month should be duly signed by the individual Sweeper Cum Attendant personnel engaged and countersigned by the representative of LIC and the Agency. This register must be kept updated at all times and be presented for inspection in LIC's office, as and when required.
- 31). **All the Sweeper cum Attendant personnel are to be paid wages not lower than the minimum rates prescribed by the Government under relevant rules.**
- 32) **Appropriate deductions are to be made towards EPF and ESI and remitted timely to concerned authorities. A documentary evidence of depositing the deductions should be got acknowledged immediately after depositing. After lapse/ deviation in this regard shall be sole responsibility of the Agency.**
- 33). Appropriate deductions are to be made towards Income Tax Salary/ Wages paid & remitted to concerned authorities, if any. A documentary evidence of depositing the deductions should be got acknowledge immediately after depositing. Any lapse/ deviation in this regard shall be the sole responsibility of the Agency.
- 34). All deductions are to be effected from Salary/ Wages as per the provision of the Payment of Wages Act.
- 35). The Licence under the provisions of Contract Labour (Regulation & Abolition) Act has to be obtained / renewed and kept operative. The half yearly/ yearly returns are to be submitted in time to the Authority as per rules.

36. The Agency shall ensure compliance of all the provisions of Contract labour Act (Regulation & Abolition) 1972, Minimum Wages Act 1948, Payment of Wages Act 1935, ESI Act 1948, EPF Act 1952 and Misc. Provisions Act, The child Labour Act (Prohibition & Regulation) 1986 and such other Statutory Enactments, amended from time to time. Any Rules and Regulations promulgated by the Government and Local Bodies, coming into force that may apply to this Agreement shall be solely the Service Provider's 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 labour and ensure that an appropriate licence from State / Central Labour department or other appropriate authority is obtained.

A). **The provisions of Sec. 33(3) & 33(4) of The Insurance Laws (Amendment) Act 2015 and the provisions of Para 81 of IRDA circular ref: IRDA/ Life/ CIR/ GLD/ 013/ 02/ 2011 dated 01/02/2011 are also applicable to the contract and proof shall be produced, if required.**

B). the necessary statutory registers, forms, returns etc. required as per the law are to be maintained and complied with by the Agency and should be available for inspection at any time.

37. The Agency/ Service Provider will indemnify and keep indemnified LIC from claim, loss or damage that may be caused to LIC on account of failure of the Agency/Contractor to comply with their obligations under various laws towards their staff/ employees employed by them or any loss or damage caused to LIC due to acts of omission of Agency/Contractor.. The successful bidder has to furnish an Affidavit to LIC of India on a Stamp Paper of Rs100/- as per terms and conditions
Of tender

38. 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 the institute/ establishments mentioned by the bidder. Besides, LIC of India may also arrange for verification of any document/ testimonial submitted by the bidder in support and 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, his bid would be considered as non responsive and his financial bid will not be processed any further and **EMD will be forfeited.**

39. The services provider should affix authorized person's signature with seal on all the pages of the tender as a token of acceptance of the terms and conditions.

40. In case of any dispute arising with any State/ Central Agency, owing to happening of any incidence with or outside the LIC premises, the Service Provider shall be solely responsible for it and will not have any liability in this regard whatsoever.

**** ROLE OF AGENCY IN DEPLOYMENT OF SWEEPER CUM ATTENDANT PERSONNEL**

1. **The appropriate payment of wages and other benefits to the employees of the Agency shall be the exclusive responsibility of the Agency and persons so employed by the Agency shall have no claim whatsoever on LIC.**

2. The Agency should issue Identity cards and their agency uniforms (TWO SETS & SHOES with logos, Every Year) to their employees bearing their photographs which they should always carry with them and make available for inspection to LIC at any time.

3. The Agency shall deploy sweeper cum attendant who are courteous, trained, well mannered and disciplined and should be vigilant while on duty in and outside the Corporation's premises dealing with employees of LIC, workers of other agencies etc. The personnel so engaged should decency and decorum during the course of their deployment in and out of LIC.

4. The Agency will have to follow the norms, rules and regulations, guidelines, standing orders of LIC and instructions given by the administration from time to time.

5. All legal formalities required in engaging personnel will be the sole responsibility of the Agency.

6. **The Agency, at its own expenses, should provide proper uniform and other accessories to their employed Sweeper cum attendant personnel. The Agency will ensure that the persons on duty are in neat and clean uniform.**

7. Supervision/ coordination of various sweepers cum attendant jobs will be the responsibility of the Agency in consultation with head of the concerned office.
8. The Agency should ensure that no sweeper cum attendant leaves or remain absent in an un-authorized way without a replacement. Agency shall provide replacements/ backup in case of such requirement, failing which penalty @ Rs.300/- each day shall be deducted besides the deduction of wages etc. from **service charges of Agency/Contractor**, of number of persons absent.
9. The personnel employed by the Agency as Sweeper cum attendant should preferably be in age group **18 (Minimum) to 60 (Maximum) years**. No minor should be employed under any circumstances.
10. The Sweeper cum attendant personnel of the Agency shall be only Indian nationals and their character and antecedents should be checked by the Agency without fail. The Agency should submit the KYC documents of the personnel deployed in LIC. Offices, and not later than 10 days from the date of deployment of person(s) at their risk and consequences.
11. **The Contractor shall change the Sweeper cum Attendant personnel on demand by the administration within 24 hours, if he / she commits unethical acts sleeping while on duty, intoxication, negligence in performing duties, disobedience, theft, dishonesty, indulgence in illegal activities, unlawful acts, involved in the work other than the allotted one or any other misconduct. Such persons shall not be re-deployed in any of our offices.**
12. The responsibility to deposit EPF and ESIC premium will be borne by Agency/Bidder/Contractor.
13. It is incumbent upon the Agency to ensure that each Sweeper cum attendant execute his duty for prescribe hours and **minimum wages** is payable for every eight duty which will be decided in consultation with head of the office.
14. The Agency must ensure settlement of wages to all its employees latest by **3rd of the following month**, as per the **Central/State Government labour laws and rules provide minimum wages, EPF, ESIC etc. and yearly Bonus** to the deployed Sweeper cum attendant personnel and inform to the office in every month.
15. The workers/ staff of the Agency will have nothing to do with LIC and shall have no presumptive right of absorption in the services of LIC.
16. In case the workers engaged by the Agency have any grievances, they will take it up with the Agency without creating any disturbances in the campus / premises. Under no circumstances agitational means are to be resorted to by the workers of the Agency. The Agency will be solely responsible if the workers engaged by it misbehave or create disturbances.
17. The Agency shall, in case of any theft during tenure of contract agreement, will lodge FIR with police, conduct their investigation and submit the report findings to the Administration. The Agency shall also be responsible to pursue the theft case with police and related authorities.
18. **No residential accommodation shall be provided by the Corporation to the Agency/ Contractor/ Bidder/ or to the personnel deployed by him.**

SCOPE OF WORK OF HOUSE KEEPING

1) The House Keeping persons (Sweepers) shall execute the job of sweeping, moping, scrubbing, removing cobwebs, dusting of table and chairs etc., cleaning of floors/ doors/ windows / mirrors / window panes, wall fans, tube lights, cleaning of walls / ceiling fans, cleaning of toilets, sinks, washing and cleaning of stair case leading to offices and common areas, cleaning of water coolers, maintenance of and other misc. works as per office need/ instruction by the Competent Authority.

2) Further the House Keeping personnel (Sweepers) will also execute the dusting of furniture, cupboards, telephones, computer peripherals, fax, photocopy machines, Switch Boards, Sofa, Chairs, Cleaning of Roof Top, and other such equipment with dry and moist cloth.

3) Mopping and cleaning particularly toilets shall be done twice a day and as and when necessary.

4) **Supervision / Coordination of various housekeeping jobs will be the responsibility of the Agency in consultation with the head of the concerned office.**

DUTIES OF SWEEPING, CLEANING AND HOUSE KEEPING AND SCHEDULE

Duty Timing: At present it is decided that duty hours for **Sweeper Cum Attendant** staff deployed by the contractor will be **8.00 A.M. to 4.00 P.M. (with ½ an hour lunch break)** for **Divisional Office and Branch Offices on all working day.**

For Satellite Offices & Guest House duty hours will be **8.00 A.M. To 12.00 Noon on all working day.**

Entire necessary Housekeeping work for smooth functioning of office must be completed before 9.30 A.M. on all working day.

DAILY SCHEDULE: 1. Entire (Total) sweep able area should clean & sweep everyday at least two times daily. Apart from these should clean & sweep as and when needed or at the requirement of office/ department/ premises.

1a) Sweeping and cleaning with broom and wet mopping of all the floors, including room, corridors, open spaces, staircases, fire exit staircases, basement, canteen, reception area, toilet blocks, water cooler area, lift lobbies, open areas using phenyl before the start of scheduled office hours and maintaining cleanliness of the office premises thereafter continuously.

2) Dusting of furniture, cupboards, telephones, computer peripherals, fax, photocopy machines and other such equipment with dry and moist cloth.

3) Provision of air freshener sprays in all Manager's chamber, and every departments.

4) Thorough cleaning of toilet blocks including cleaning of WCs, Urinals, Washbasins, looking glasses, sanitary fittings, etc.

5) Cleaning of window panes, frames, grills, etc.

6) Cleaning and Washing of dustbins after disposal of the accumulated waste material from the dustbins.

7) Dusting and cleaning of doors, windows, glass panes, partition walls, AC machine, water cooler, fridge etc.

8) Cleaning toilets, removing stains on floors & walls keeping air fresheners keeping soap of approved quality in the morning & keeping urinal cubes etc.

9) Cleaning and drying all the toilets minimum two times a day and whenever necessary.

10) Guest house pantries- removing muck, cleaning and washing of platform drains, sink etc. twice a day.

11) Removal of waste and garbage from the building and dumping it at the designated place outside the building in the garbage dump provided by the Municipal Corporation.

- 12) Watering of plants and upkeep of lawns wherever present in office area.
- 13) Any other miscellaneous works within the ambit of housekeeping services as assigned by concerned department from time to time.

WEEKLY SCHEDULE:

- 1) Washing of floors, stairs with soap /stain, cleaner, removing of webs/ insects from walls, ceiling under tables / chairs /Almirah etc.
- 2) Dusting of all walls, ceiling, curtains, venation blinds early in the morning.
- 3) Vacuum cleaning of carpets, curtains sofas, chairs etc.
- 4) Cleaning of taps, wash basins, flushing system, sinks etc. with help of soap, stain cleaner.
- 5) Cleaning of partitions.
- 6) Polishing of floors.
- 7) Cleaning (dry) washing of Parking Area in basement and open area adjoining the building of the Divisional Office and the areas where it exits.

MONTHLY SCHEDULE FOR DEEP CLEANING

- 1) Removal of cobwebs from office premises.
- 2) Cleaning of window panes from inside as well as outside.
- 3) Cleaning of dust from fans and tube lights / security grill.
- 4) Cleaning of roof top.

LIST OF CONSUMMABLE CLEANING MATERIALS TO BE USED

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

- 1) Liquid Soap. (Lifebuoy, Dettol, Similar brands)
- 2) Phenyl (Harpic, Lizol, Cross, Bengal Chemicals/ Similar brands/ISI marked)
- 3) Odonil and Naphthalene Balls
- 4) Detergents
- 5) Room fresheners (Godrej/Similar brands)
- 6) Floor cleaner
- 7) Urinal Cakes
- 8) Brooms (Soft)
- 9) Brooms (Tilliwala)
- 10) White Duster

- 11) Floor Duster
- 12) Pan with handle to collect sweeping
- 13) Yellow Duster
- 14) Hand Brush
- 15) Glass Cleaner
- 16) Cobwebs Remover
- 17) Washing Powder
- 18) Mops
- 19) Garbage Sacks
- 20) Glubs and Masks
- 21) Any other item required for cleaning & maintenance purposes.

Note: Sufficient material should always be in stock of House Keeping Work within the respective office premises.

Estimated Monthly Material Cost should not be more than for

- A) Divisional Office Rs.2500/ (Maximum)
- B) Every Branch Office Rs.700/- (Maximum)
- C) Every Satellite Office Rs325/- (Maximum)
- D) Guest House at Jamshedpur Rs350/- (Maximum)
- E) Guest House at Ranchi Rs275/- (Maximum)

PAYMENT TERMS:-

The billing and payment will depend on actual number of days (**maximum of twenty six days**) and actual number of housekeeping personnel deployed by the contractor/agency/firm and their stipulated minimum wages act 1948 by the Government of India or by the State Government or any other authority constituted by or under any law, **which is higher**. The Service provider Contractor/Agency/Firm **has to first pay the wages to the workers (housekeeping personnel) latest by 3rd of the following month** (if 3rd is a holiday then next working day) **and then put up his bill to the Corporation for reimbursement.**

The Contractor Agency will be paid on monthly basis by NEFT/ RTGS only for the *services rendered during the particular month* for which he shall submit the bill for the agreed amount latest by **3rd of the following month** (if 3rd is a holiday then next working day) along with proof of remittance (Copy of Challan) **EPF, ESIC** of the current and previous calendar month along with list of employees for whom the amount stands remitted. The list shall mention all the particulars like name of housekeeping personnel, amount remitted (with bifurcation like **BASIC+VDA+EPF+ESIC+BONUS+STATUTORY** payment), Bank name, Bank Branch and Bank Account number.

The Corporation reserves the right to withhold bills if the contractor fails to produce the proof for having remitted the **EPF/ESIC** dues. The Contractor/Agency/Firm shall disburse the **Minimum Wages** (in vogue as on date of payment of wages) to its housekeeping personnel by electronic mode only, along with issue monthly **Payment Slip** to each deployed housekeeping personnel every month.

**TDS (if any) at the prevailing rates will be deducted.

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

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

The rates quoted shall be for **8 hours and 4 hours of duty.

**The Minimum Wages (i.e. Basic/ VDA/ EPF/ESIC/Bonus) to be quoted should be as on 01.04.2024.

**Bidder must quotes Administrative/ Agency Service Charges More than 2% but not exceed 3% of the applicable Minimum Wages. If a bidder quotes unresponsive service charge or quotes nil, bid will not be considered.

**In case any revision of Minimum Wages by Statutory Authority, corresponding revisions in the Minimum Wages will be applicable automatically.

Payment of Bonus:-

The Contractor/Agency/Firm/Vendor has to first pay the Bonus to the workers (housekeeping personnel) latest by 15th April of the following (next) financial year as per existing Central/ State Government labour laws. The Contractor/Agency/firm/Vendor should claim for Bonus reimbursement along with NEFT payment details made to the housekeeping personnel and calculation sheets there on. The Corporation will make reimbursement of Bonus amount with 15(fifteen) working days from receipt of such request.

EXTRA PAYMENT:-

The Contractor/Agency/Firm/Vendor has to first pay extra payment (without working) for three nationalized holidays (26th January, 15th August and 2nd October) to the workers (housekeeping), excluding maximum twenty six days working days as housekeeping personnel, and should mention in the monthly salary sheets and claim for reimbursement.

Mandatory Conditions:-

** The Bidders should ensure and confirm that they have entire mandatory compliance certificate/ registrations/ license under various applicable laws including labour laws applicable for the state of Jharkhand. The Bidder shall ensure that none of his employees are paid salary/ wages which are less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by the State Government or any other Authority constituted by or under any law, whichever is higher, for the category of workers employed by them from time to time. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and other related Acts should enclosed the copies of the following documents duly self attested along with the Technical Bid failing which their bid (tender) shall be summarily rejected.

**Registration Certificate with Labour Department.

**Copy of PAN/GIR Card.

**Copy of Income Tax Returns filed for the last three financial years.

**Copies of EPF and ESI Certificate.

**Copy of GST registration.

**Copy of Shop and Establishment License.

**Registration No as per Private Agency to provide housekeeping personnel

*** The Bidder should have necessary valid license under Jharkhand Shops and Establishment Act 1948. It shall also obtain the necessary permission of the concerned Municipality or any other authority if required under the existing rules.

**** The Bidder should not have defaulted in providing similar services and should not have been black-listed with any office of LIC of India or any other establishment.**

****No residential accommodation shall be provided by the Corporation to Bidder/Contractor/Agency and/ or to the personnel deployed by him.**

**** 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.**

**** The Corporation shall not be responsible financially or otherwise for any injury or death caused to any of the personnel of the Contractor during the performance of duties in the premises of the Corporation. The Bidder/contractor shall be solely responsible for providing compensation, if any and / or providing for expenses towards treatment for any injury or loss of life during performance of duties by the personnel deployed by him.**

**** The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.100/- that they are complying with the provisions pertaining to various Acts as smended from time to time as mentioned below. It will be the sole responsibility of the Contractor to abide by the provisions of the following Acts as to the workers deployed by him for performance of the service.**

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

HOUSE KEEPING PERSONNEL PROPOSED TO BE DEPLOYED

| List of Offices | Area Category | Sweepable Area (approx) | Number of Personnel proposed to be deployed |
|--------------------------------------------------------------------------------------------------------------|---------------|-------------------------|---------------------------------------------|
| Divisional Office, Jamshedpur (including store, front and back total stair, three sides total parking place) | B | 33982.36 Sq.ft | 5 |
| Jamshedpur Branch No.3 | B | 4317 Sqft | 1 |
| Jamshedpur Branch No.4 | B | 4517 Sqft | 1 |
| Adityapur Branch | B | 5241 Sqft | 1 |
| Mango Branch | B | 6000 Sqft | 1 |
| Jugsalai Branch | B | 4260 Sqft | 1 |
| Chota Govindpur SO | B | 1298 Sqft | 1 for 4 hrs. |
| Customer Zone, Jamshedpur | B | 968.76 Sqft | 1 for 4 hrs |
| Guest House, Jamshedpur | B | 35381.27 Sqft | 1 for 4 hrs |
| EDMS Dimna,JSR | B | 24000 Sqft | 1 |
| Ranchi Branch No.1 | B | 6562 Sqft | 1 |
| Ranchi CAB (including guest house) | B | 6098 Sqft | 1 |
| Ranchi Branch No2 including guest house, ground common space | B | 16296.48 Sqft | 2 |
| Hinoo Branch | B | 6496 Sqft | 1 |
| Ratu Road SO, Ranchi | B | 843 Sqft | 1 for 4 hrs |
| Total B- Category | B | 156260.87 Sqft | 20 |

HOUSE KEEPING PERSONNEL PROPOSED TO BE DEPLOYED

| List Of Offices | Area Category | Sweepable Area (approx.) | Number of Personnel Proposed to be deployed |
|----------------------|---------------|--------------------------|---------------------------------------------|
| Ghatsila Branch | C | 5977 Sqft | 1 |
| Chaibasa Branch | C | 4008 Sqft | 1 |
| Chandil SO | C | 1000 Sqft | 1 for 4 hrs |
| Seraikela SO | C | 1250 Sqft | 1 for 4 hrs |
| Baharagora SO | C | 1298 Sqft | 1 for 4 hrs |
| Noah Mundi SO | C | 800 Sqft | 1 for 4 hrs |
| Bundu SO | C | 1055 Sqft | 1 for 4 hrs |
| Khunti SO | C | 1518 Sqft | 1 for 4 hrs |
| Mahadeo Nagar SO | C | 912 Sqft | 1 for 4 hrs |
| Simdega SO | C | 2073 Sqft | 1 for 4 hrs |
| Lohardaga SO | C | 1273 Sqft | 1 for 4 hrs |
| Latehar SO | C | 1715 Sqft | 1 for 4 hrs |
| Japla SO | C | 1468 Sqft | 1 for 4 hrs |
| City SO Daltonganj | C | 1358 Sqft | 1 for 4 hrs |
| Khalari Branch | C | 3722 Sqft | 1 |
| Daltonganj Branch | C | 9636 Sqft | 1 |
| Chakradharpur Branch | C | 7343.17 Sqft | 1 |
| Gumla Branch | C | 9652 Sq ft | 1 |
| Garhwa Branch | C | 5292 Sqft | 1 |
| Total C- Category | C | 60347.17 Sqft | 19 |



*** Vendors are advised to visit the above mentioned premises/ locations before quoting their rates between 11AM to 4 PM on working day.

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

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

In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such Insurance Regulatory and Development Authority of India (IRDAI), is authorized to verify such books of account, registers, other documents and the data base in the custody of the Contractor in respect of services outsourced by the LIC of India. It shall be the duty of the Contractor to provide such documents / statements / information as may be required by IRDAI within such time as may be specified by IRDAI. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as "Investigating Officer", to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Act, 2015, who may examine on oath any Manager, Managing Director or Other Officer of the Contractor or agency where the services are outsourced by LIC of India.

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


**Senior Divisional Manager
LIC of India, Divisional Office,
Jamshedpur.**


I/We accept all the above terms and conditions.

AUTHORISED SIGNATORY

NAME / DESIGNATION & SEAL OF THE FIRM/ CONTRACTOR/COMPANY

**** Work Experience (not before F.Y. 2019-2020) of Bidder in the field of housekeeping Service: (Attach Proof)**

| Sr.No. | Name of the Client | Specify whether Financial organization, Government /Public Sector undertaking /Private organizations | Since when Service is provided (Servicing Financial Year e.g. 2021-22) | Annual contractual amount of Security services (In lacs) |
|--------|--------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

**** DETAILS OF EXISTING CLIENTS (Attach Proof) not before F.Y. 2021-2022.**

| Name and Address of the | Contact Person | | | | Date of award of Contract | Number of security guards deployed | Total Annual Contract Value (In lacs) |
|-------------------------|----------------|-------------|-----------|-----------|---------------------------|------------------------------------|-----------------------------------------|
| | Name | Designation | Phone No. | e-mail ID | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Give reference with full details of the person to whom enquiry in the above organizations can be made about work performance by authorized Officials.

TECHNICAL BID
(Last Date for Submission 13.05.2024. Up to 4.00 P.M.)

| SI No | Information Sought | Information Provided |
|-------|-----------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1. | Name of the Firm/ Organization (in Block Letters) | |
| 2. | Date of Establishment/ Incorporation | |
| 3. | Registration No. under Companies Act 1956 (Please enclose photocopy of the certificate) | |
| 4. | Correspondence address and Telephone No., Mob. No., E-mail-Id | |
| 5. | Address of Head Office (if different) and Telephone No. Mail Id. | |
| 6. | Status: Proprietary / Partnership/ Private Ltd.Co./ Public Ltd.Co. | |
| 7. | Name(s) of the Proprietor / Partners / Directors | |
| 8. | Name of the Chief Executive with his present address, Mobile / Telephone No. | |
| 9. | Name, Address, Mobile no., Mail Id of Representative with Designation who would be calling on us and attending to the jobs | |
| 10. | Name of Bankers with address & Telephone Nos. & IFSC Code & Bank Account Details (Copy of cancelled cheque to be enclosed) | |
| 11. | Permanent Account Nos. (Please enclose attested photocopy) | |
| 12. | Labour Licence Nos. and validity under various provisions of Labour Laws (Please enclose attested photocopy of certificate) | |
| 13. | GST Registration No. (Please enclose attested photocopy of certificate) | |
| 14. | EPF Registration No. (Please enclose attested photocopy of certificate) | |

| | | |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 15. | ESI Registration No. (Please enclose attested photocopy of certificate) | |
| 16. | Date of obtaining ISO 9001: 2008 or ISO 9001: 2015 Certificate and its validity (Please enclose photocopy of certificate) if registered. | |
| 17. | Turnover for last 3 (three) years | FY 2020-2021: _____ FY 2021-2022: _____ FY 2022-2023: _____ |
| 18. | State the latest Income Tax assessed year and amount of Tax assessed (copies of last 3 years IT Returns, Balance Sheet & Revenue A/C to be enclosed.) | FY _____ FY _____ FY _____ |
| 19. | Registration details with any other Government Authorities, if registered | |
| 20. | Details of empanelment with any office of LIC and /or PSUs / any other Corporate Offices (Please list giving details and name and telephone no. of persons who may be contacted for confirmation) (Enclosed Certificates) | |
| 21A. | Details of past experience in the present field engaged in (Please enclosed certificates from relevant institutions) | |
| 21B. | Please state how many contracts are : A. Fresh B. Renewed C. Completed but not renewed D. Total Contracts in hand | |
| 22. | Furnish details of contract annulled / broken services before the end of contractual period, if any | |
| 23. | Mention any other specialties of your establishment. | |
| 24. | Total number of housekeeping Personnel employed as on 31.03.2024. | |
| 25. | Details of Tender Fees | |
| 26. | Details of Earnest Money | |

I/We declare that the above information is correct and complete to the best of my knowledge and belief.

SIGNATURE OF THE BIDDER/FIRM/CONTRACTOR/AGENCY WITH SEAL

FINANCIAL BID PART- 2

**FINANCIAL BID FOR SWEEPER
CUM ATTENDANT RATE FOR 8 HOURS DUTY**

| Sl.No | PARTICULARS | Category B | Category C |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| 1 | Basic wages per day as per Central/State Govt. Minimum Wages Act as on 01.04.2024 (A) | 437.00 | 350.00 |
| 2 | VDA as on 01.04.204 (B) | 214.00 | 172.00 |
| 3 | EPF @ <u>13%</u> as per prevailing rule (C) | 75.00 | 67.86 |
| 4 | ESI @ <u>3.25%</u> as per prevailing rule (D) | 21.15 | 16.96 |
| 5 | TOTAL OF (Sl. No. A + B + C + D)= (E) | 747.15 | 606.82 |
| 6 | MINIMUM WAGES FOR 26 DAYS (F) | 19425.90 | 15777.32 |
| 7 | AGENCY COMMISSION @ MORE THAN 2% BUT NOT EXCEED 3% on Minimum Wages { up to two decimals places} = (G) | | |
| 8 | TOTAL (F) + (G)= (H) | | |
| 9 | YEARLY BONUS @ 8.33% p.m.= (I) | 16919.22 | 13566.57 |
| 10 | STATUTORY CHARGES (If Any)= (J) | | |
| 11 | GST IN RUPEES AT PREVAILING RATE 18% as per prevailing rule OF ABOVE TOTAL ON (H)= (K) | | |
| 12 | Cost of Materials for A) Divisional Office (L) B) Every Branch Office C) Every Satellite Office D) Guest House at Jamshedpur E) Guest House at Ranchi | | |
| 13 | GRAND TOTAL PER MONTH (RS)= (H + J + K+L)= (M) | | |
| 14 | GRAND TOTAL PER MONTH IN WORDS = (N) | | |

** Calculation of PF: - @ 13% will be charged on wages maximum up to Rs.15000/- in a month.

** Calculation of ESI: - ESI @ 3.25% is not applicable if wages is more than Rs.21000/- in a month.

** Calculation of Bonus: - At present if a wages of worker (Basic + VDA) is exceeds Rs.21000/-, a bonus is not payable.

** All the above fields (from Sl. No. 01 to Sl. No. 14) are mandatory. Incomplete bids may not be considered.

** Please show working calculation of service charges at the end of Sl. No. 14 in the financial bid.

SIGNATURE OF THE BIDDER/FIRM/CONTRACTOR/AGENCY WITH SEAL.

FINANCIAL BID PART- 2 (A)

**FINANCIAL BID FOR SWEEPER
CUM ATTENDANT RATE FOR 4 HOURS DUTY**

| Sl.No | PARTICULARS | Category B | Category C |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| 1 | Basic wages per day as per Central/State Govt. Minimum Wages Act as on 01.04.2024 (A) | 218.50 | 175.00 |
| 2 | VDA as on 01.04.204 (B) | 107.00 | 86.00 |
| 3 | EPF @ <u>13%</u> as per prevailing rule (C) | 42.31 | 33.93 |
| 4 | ESI @ <u>3.25%</u> as per prevailing rule (D) | 10.57 | 8.48 |
| 5 | TOTAL OF (Sl. No. A + B + C + D)= (E) | 378.38 | 303.41 |
| 6 | MINIMUM WAGES FOR 26 DAYS (F) | 9837.88 | 7888.66 |
| 7 | AGENCY COMMISSION @ MORE THAN 2% BUT NOT EXCEED 3% on Minimum Wages { up to two decimals places} = (G) | | |
| 8 | TOTAL (F) + (G)= (H) | | |
| 9 | YEARLY BONUS @ 8.33% p.m.= (I) | 8459.61 | 6783.28 |
| 10 | STATUTORY CHARGES (If Any)= (J) | | |
| 11 | GST IN RUPEES AT PREVAILING RATE 18% as per prevailing rule OF ABOVE TOTAL ON (H)= (K) | | |
| 12 | Cost of Materials for A) Divisional Office (L) B) Every Branch Office C) Every Satellite Office D) Guest House at Jamshedpur E) Guest House at Ranchi | | |
| 13 | GRAND TOTAL PER MONTH (RS)= (H + J + K +L)= (M) | | |
| 14 | GRAND TOTAL PER MONTH IN WORDS = (N) | | |

** Calculation of PF: - @ 13% will be charged on wages maximum up to Rs.15000/- in a month.

** Calculation of ESI: - ESI @ 3.25% is not applicable if wages is more than Rs.21000/- in a month.

** Calculation of Bonus: - At present if a wages of worker (Basic + VDA) is exceeds Rs.21000/-, a bonus is not payable.

** All the above fields (from Sl. No. 01 to Sl. No. 14) are mandatory. Incomplete bids may not be considered.

** Please show working calculation of service charges at the end of Sl. No. 14 in the financial bid.

SIGNATURE OF THE BIDDER/FIRM/CONTRACTOR/AGENCY WITH SEAL.

****Order of Arrangement of Documents with Technical Bid:- (Self Attested)**

1. Attested copy of firm/ Contractor/ Agency/Company Registration.
2. Attested copy of certificate of Registration with labour department (Labour Licence no. & Date of Validity)
3. Attested copy of certificate of Registration under Shop & Establishment Act.
4. Attested copy of PAN/GIR Number.
5. Attested copy of EPF Registration letter/certificate.
6. Attested copy of ESI Registration letter/ certificate.
7. Attested copy of GST Registration.
8. Certified copy of Balance Sheet and Profit & Loss Account for last 3 (three) F.Y.from 2020-2021 to 2022-2023.
9. Attested copy of last 3 (three) Years Income Tax Returns.
10. Minimum Employees Enrolled as on 31.03.2024.
11. Minimum Annual Average Turn Over of F.Y. (2020-2021, 2021-2022, 2022-2023).
12. Minimum Annual Contract Value at least one PSU/ Central/ State Govt. / Reputed Private Organization during any one of F.Y. (2020-2021, 2021-2022, 2022-2023).
13. Satisfactory performance certificate at least from two principal employers not before F.Y. 2021-2022.
14. Solvency Certificate issued by bank for the period not more than six months before.
15. Work experience of bidder in the field of housekeeping services from F.Y. 2019-2020 on wards not before that period (Attach Proof).
16. Details of Existing Clients of bidder (Attach Proof).
17. Details of how many contracts are: - (A) Fresh. (B) Renewed. (C) Completed but not renewed. (D) Total contracts in hand.
18. AFFIDAVIT ON STAMP PAPER VALUE OF Rs.100/-
19. Annexure "A" Technical Bid.
20. Tender Form (Document) with each page duly signed by the bidder with seal in token of their acceptance.

All the documents to be arranged in serial as above. Index of all the documents submitted by the bidder mentioning page number should be done on front page.

Signature of the Bidder

NAME / DESIGNATION AND SEAL OF THE FIRM / COMPANY/CONTRACTOR/AGENCY
DATE:

TABLE- (A)

| Sl. No. | INFORMATION | CRITERA FOR BIDDER | MARKS ALLOTTED |
|-------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1. | Average Annual Turn Over for F.Y. 2020-21, 2021-22 & 2022-23. | Equal to or > 4 Cr. 3 Cr to < 4 Cr 2 Cr to < 3 Cr 1 Cr to < 2 Cr | 4 3 2 1 |
| Providing2. | Annual Contract Value With At Least One PSU/ Central/ State Govt. Deptt./ Reputed Private Organization. | Equal to or > 3 Cr. 2 Cr to < 3 Cr 1 Cr to < 2 Cr | 3 2 1 |
| 3. | Experience in the field of Providing housekeeping Services. | Four years and above. Between three to less than four years Between two to less than three years | 4 3 2 |
| 4. | Number of Existing Clints in the field of Providing housekeeping Services. | 4 and above clients. 3 Clients. 2 Clients 1 Client. | 4 3 2 1 |
| 5. | Nature of Experience in the field of Providing housekeeping Services. | Only in Reputed Pvt. Organization. Only in Govt. Sector OR Only in PSU. Both in Govt. Sector & PSU. In Govt. PSU and Private Sector. | 1 2 3 4 |

Signature of the Bidder

NAME / DESIGNATION AND SEAL OF THE FIRM / COMPANY/CONTRACTOR/AGENCY
DATE:

Tender Document of LIC of India for Providing Sweeper Cum Attendant Services

AFFIDAVIT

(To be given by the successful bidder on stamp paper of 100/- before First Class Magistrate)

I/We, authorized representative of _____ being Indian Company / Sole Trading Company / Partnership Firm, registered under _____ bearing registration no. _____ having office at _____ do hereby solemnly affirm and state as under:-

Whereas Life Insurance Corporation of India, Jamshedpur Divisional Office, Jamshedpur has floated a tender for Security 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 General Instructions and other pages of this tender.

I/We confirm that we are neither black listed nor facing any penal action from an establishment of Central Govt. or the State Govt. or the PSU for breach of agreement.

I/We shall at all time indemnify and keep indemnified the Corporation against any/all claims of/by its employees including but not restricted to the claims under the Workmen's Compensation Act, 1923; payment of Wages Act ; Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Minimum Wages Act, Employees' State Insurance Act or any other Act(s) or statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by any worker or personnel of our firm or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made there under, by any person whether in the employment of our firm.

I/We 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 being employer and it shall be at liberty and is hereby empowered 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 me/us.

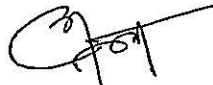
I/We state that Life Insurance Corporation of India has considered my / our bid on the basis of the statement made by me /us in this Affidavit. I/ We further state that non- compliance of any provisions, being a statutory requirement, any mis-statement made shall be sufficient reason for Life Insurance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

Signature of the Bidder

**NAME / DESIGNATION AND SEAL OF THE FIRM / COMPANY/ CONTRACTOR/ AGENCY
DATE:**

NOTE:

1. The rates quoted shall be written in **figures and words both**.
2. The bidders are instructed **not to round off** the rates quoted.
3. **Rates are to be quoted excluding G. S. T.** G. S. T shall be reimbursed to the Contractor by LIC of India on production of relevant documents.
4. The Bidder must provide bifurcation of rates for **Any Other Charges**, if quoted.
5. **The wages quoted should not be less than the Minimum Wages** (as per the Minimum Wages Act, 1948) of Sweeper cum attendant Personnel applicable of unskilled Category **as on the date of inviting the tender**.
6. The rates quoted shall be for **8 hours and 4 hours of duty**.
7. If a bidder quotes **Agency Service Charges** which is not as per the tender conditions Or quotes nil Or unreasonable cost of Supply Of housekeeping personnel, **bid shall be treated as nonresponsive and will not be considered**.


Senior Divisional Manager
LIC of India, Divisional Office,
Jamshedpur.

I/We confirm that we have gone through the above terms and conditions from Page number 01 to 27 of this tender and the rates have been quoted by us after having acquainted ourselves with the scope of work. We also confirm that we shall abide by all the terms and conditions as laid down in the tender document.

SIGNATURE OF THE BIDDER/FIRM/CONTRACTOR/AGENCY WITH SEAL