



Estates & Office Services Department
South Central Zonal Office, "Jeevan Bhagya", Saifabad,
Hyderabad – 500004.

**TENDER NOTICE INVITING QUOTATIONS THROUGH GeM PORTAL FOR
MAINTENANCE OF VIP GUEST HOUSE AT HYDERABAD**

Life Insurance Corporation of India, **South Central Zonal Office**, Hyderabad (hereinafter referred to as "The Life Insurance Corporation of India") invites tender for "MAINTENANCE OF VIP GUEST HOUSE AT HYDERABAD" for Housekeeping services for its Guest House located at Hyderabad (Please refer to scope of work in instructions to Bidders here in below) for a period of 2 years (Twenty Four Months) from the date of awarding contract extendable by one more year depending upon the experience and at the discretion of Competent Authority of the Corporation.

1. Those Technical Information which are found to be in order i.e. satisfying all the stipulated conditions for MAINTENANCE OF VIP GUEST HOUSE shall be short-listed and financial bids of only such short-listed bidders will be opened.
2. Any agency submitting the tender shall be deemed to have read and understood the terms and conditions, scope of the work, etc and quoted accordingly.
3. 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.
4. Any conditional offer / tender shall not be considered
5. Any modification in the tender after opening shall not be considered.
6. The Tenderers should read and understand all the terms and conditions of the Tender before applying as the submission of the tender shall be deemed to signify the acceptance of the terms and conditions of this tender forming a part and parcel of it and the successful tenderer shall sign and execute a Contract subsequently which shall be inclusive of the terms and conditions as set forth in this Tender.
7. The Contractor should be a registered body for providing services of skilled, unskilled labourers having requisite license.
8. The Bidders should have experience of at least 3 years in providing housekeeping services.

9. The average Annual Turnover during last 3 years should be at least Rs. 20 Lakhs per annum.
10. Satisfactory service certificates to be produced from any two of their existing major clients with details of contact person, telephone no., email, etc.
11. The Bidders should ensure and confirm that they have the entire mandatory compliance certificates/ registrations/ license under various applicable laws including labour laws applicable for the state of Telangana. Minimum wages payable to the personnel to be engaged shall be strictly as per Central Labour Laws only. The Bidder should comply with various provisions of Contract Labour (R & A) Act 1970 and Central Rules 1971 and should enclose the copies of the following:
 - a) License from Labour Commissioner to employ contract labour under the Contract Labour Act.
 - b) Registration certificate under Employees Provident Fund Act.
 - c) Registration under Employees State Insurance Act.
 - d) Last THREE Assessment Years (2022-23, 2023-24 and 2024-25) Income tax returns and PAN Card of the Contractor to be enclosed
 - e) GST registration Certificate.
 - f) Copies of last **3 financial** years (2021-22, 2022-23 & 2023-24) **profit and loss account statements.**

The Bidders shall have good name, standing and professional reputation for performing similar job/ assignment. In addition they should not have defaulted in providing similar services or should not have been black listed with any office of the Corporation (LIC) or any other establishments. The Bidders should have proper tools & tackles for providing Guest House Maintenance Services at Hyderabad.

12. The Bid shall be signed by a person or person so authorized by the Bidder. In case, the Bidder is a Company, the officer so authorized by the Company with its seal duly affixed shall sign the Bid.
13. While discharging the duties, the agency shall be responsible for all injuries to persons, damage to building, building structure, streets, and footpaths and shall rectify it at its own cost.
14. The agency shall be responsible for storing and safeguarding its own material at its own cost. Any damage/spoiling of floor/ building furniture caused during such act will have to be made good by the agency at his own expenditure.

TERMS AND CONDITIONS OF CONTRACT

1. Service provider has to manage VIP Guest House consisting of 8 suites located at Hyderabad as per annexure.
2. Power/electricity, telephone, water bills, DTH bills will be paid by LIC.
3. **Gas bill to be borne by Service Provider and will be reimbursed on production of original bill receipt.**
4. Service provider has to manage washing and ironing of linen, pillow covers, towels, Bed sheets, Bed Spreads etc. It has to be changed every alternate day or change of occupancy. Charges will be reimbursed on production of bill. **The washed items to be stored in a clean hygiene way.**
5. Common hall of Guest House should be provided TWO English (**One normal and one Financial**) and TWO Telugu newspapers every day. **Cost of the newspapers is to be borne by the Service Provider and will be reimbursed by LIC on production of bills / receipts.**
6. The Service Provider has to arrange all cleaning material for cleaning and mopping of floors, washing of utensils, cleaning and washing of toilets and bathrooms viz. Odonil in each bath room, toilets, wash basins and room freshener for Guest Rooms and common rooms Mosquito repellent has to be provided in each room on actual basis at the cost of Service Provider and will be reimbursed by LIC on **production of original bills / receipts.**
7. The LIC may provide (but not bound to do so) a few selected articles/equipments for the use in the LIC premises for the purpose. The Service provider shall take care of the said articles/equipments as a **bailee**, in terms of the provisions contained under the Indian Contract Act and duly return them in good working order and condition to LIC. The daily and periodical maintenance of the articles/equipments shall be the sole responsibility of the service provider. The cost of replacement/repair and servicing of all the articles/equipments during the currency of these presents shall be borne exclusively by the service provider only
8. All the materials used for services should be certified ISI mark and or as per the brand names/others as may be specified by LIC. Chemicals, Sprays, detergents and other materials should be of high quality, satisfactory to the LIC and shall be procured from reputed dealers/shops. The service provider shall arrange for their purchases on his own and shall bear all expenses in connection with such purchases including their transportation and the cost will be reimbursed by LIC on production of bills / receipts.

9. The Service provider should maintain backup register for each activity like cleaning/washing of linen, consumable items and welcome kits etc. and enter items purchased by him during the month and will submit original bills, while submitting their monthly contract bills. The register should be made available for verification of the visiting authorized officials of the OS Department, Zonal Office, LIC of India, Hyderabad.
10. The service provider shall always have on his active rolls the services of sufficient numbers (as indicated in his offer document) of able, efficient, clean, healthy, honest, well-behaved and skilled persons including qualified technical or supervisory staff for rendering services at the Establishment/s.
11. Caretakers have to take care of the Guest House. **The Caretaker has to ensure that excellent services are provided to the Guests. This include receiving guests, guiding them to the allotted suites, cleaning of the suites after vacating it by the guests, taking care of minor repair and rectification of equipments, informing us about matters, which require urgent and immediate attention. These are only indicative and not exhaustive**
12. **All electrical, plumbing, carpentry repairs & TV petty repairs will be taken care by the Service Provider & cost of the same will be reimbursed by LIC on production of bills / receipts.**
13. The service provider shall be responsible for the good conduct and performance on the part of his personnel and **the vendor shall and be deemed, for all legal and contractual purposes, the employer of the said personnel engaged by him and such persons shall not have any claim for employment in the LIC in whatsoever and howsoever manner or in any connection therewith against the LIC now or at a future date.** He will, at the request of Secretary (OS) or any authorized office of the LIC remove from the work any person engaged by him for the services, who may be unsuitable or incompetent or whose conduct is not trustworthy or who misbehaves and/or is not courteous, polite with the employees of the LIC or its customers or third parties.
14. The service provider shall strictly comply with all **Labour Law** and all such other statutory Laws in relation to the services to be provided and the personnel engaged by the service provider and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any **privities** of contract for any purpose and to any intent between the LIC and said personnel so engaged by the service provider. The LIC shall not be liable nor answerable in respect of any claims or demands in respect of any matter or on any account which may be raised by the said personnel so engaged by the service provider and it shall be the sole responsibility and liability of the Vendor to answer all such claims or demands of the said personnel so engaged, under any law for the time being in force.

15. The service provider shall be responsible for the training, allotment of duties, hours of work and timing to the engaged personnel for the purpose. The service provider shall alone have the right to exercise control, give directions and manage the personnel engaged for the purposes. **The profile of the personnel engaged along with Xerox copies of their applications, appointment letters, certificates of educational qualifications, experience certificates, address proofs, etc. shall be submitted to the LIC.**
16. The service provider shall provide proper Uniform, ID Card, head caps, hand gloves including apron to all the personnel and ensure that they should wear/use invariably and also should ensure their cleanliness, hygiene and upkeep. Separate uniforms need to be provided for different categories of staff viz. Highly skilled/skilled/Semi skilled/unskilled and others etc. for identification and decorum.
17. The service provider shall ensure excellent standard of housekeeping and maintenance and also ensure that the entire premises are kept hygienic and clean. Preventive pest control treatment in the Guest House will be arranged by Service Provider periodically & the cost of the same will be borne / reimbursed by LIC on production of bills / receipts.. The cleansing materials, equipments should be arranged by the service provider for maintenance/cleaning of toilets, bath rooms, kitchen, common hall, utensils, etc. The cost of the same will be reimbursed by LIC on production of bills / receipts.
18. The service provider shall discharge his obligations under these presents most diligently, efficiently and honestly.
19. The service provider shall bear all costs and expenses and stamp duty in respect of execution of all Agreements that may be entered into with the LIC to give effect to this arrangement.
20. The service provider shall alone bear all taxes, rates, charges, 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 the rendering of services.
21. **The service provider will be obligated to meet the said authorized officer of LIC once in a month for assessing and monitoring the quality of guest house maintenance services rendered.** The service provider shall comply with such observations/feedback made and furnished by the LIC for improvement of the services by him/her. However, the continuance of the contract shall be subject to review of the performance from time to time and in case the performance is not found to be satisfactory by LIC for any period under such review, then LIC at its discretion, reserves its right to terminate these presents under due notice to the service provider without incurring any further liability therefore.

22. **The agreement shall come into force within SEVEN days** from the date of issue of Work Order, and will be for a period of 2 years, subject to renewal for a further period of one year on satisfactory performance on the same terms and conditions and upon renewal of license by the contractor on or before expiry of the license granted by the Appropriate Authority under the Contract Labour (Regulation and Abolition Act). This agreement shall be terminated by efflux of time or earlier by one month's notice at the option of the LIC in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the service provider under these presents. The service provider may, after giving 3month's notice to LIC terminate the contract, if he so desires at any time during the course of the currency of this agreement.
23. The service provider will be required to keep EMD of 2% (TWO) of the contract value (i.e. Rs. 80,000/-) by way of Demand Draft / Bankers' Cheque drawn on any of the Nationalised Banks in favour of Life Insurance Corporation of India payable at Hyderabad, to be submitted along with the tender (soft copy) and hard copy should reach the LIC Office before close of the tender date.
24. The service provider shall deposit 5% (FIVE) of Annual Contract value as SECURITY DEPOSIT (non-interest bearing) with the LIC **within a period of 7 days** from the date of issue of work order, for due fulfilment and performance of the Contract. The Security Deposit will be returned to the service provider within TWO months from the date of expiry of the Contract provided that there are no defects or loss of damage caused to the LIC and/or materials / articles / equipments provided to him are duly accounted for and returned to LIC in good working order and condition by the service provider to the satisfaction of all his due to LIC and all other liabilities under any law or otherwise arising out of or in connection with or in respect of the services are fully settled.
25. The service provider undertakes, accepts and admits absolute and complete responsibility for the service conditions, claims, damages and other compensations of the personnel enrolled by him and will be liable for and unequivocally assume responsibility for due compliance with all the requirements of all statutory obligations, duties and liabilities (including insurance) and to pay all such claims, costs, damages, expenses, fines, penalties and compensation which may arise out of any claim, suit or prosecution for contravention thereof. The service provider shall indemnify and keep the LIC indemnified from and against all such claims, demands, costs, charges, fines, or penalties and compensations etc. if any as aforesaid.
26. The service provider shall arrange and pay for the policy under the Public Liability Insurance Act, 1961 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which substances are used by the service provider during the course of the housekeeping services under these presents.

27. The service provider shall obtain adequate Insurance Policy in respect of his workmen engaged for the services, towards meeting the Liability of Compensation arising out of death, injury / disablement at work, etc., and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents.
28. The service provider will submit the bills for the services rendered, only at the end of each month to the authorized officer who will scrutinize the bills and if found in order certify for payment along with the certificate to the extent that all the equipments supplied by the LIC are well maintained and are in order. The payments as far as possible will be made within 10 days from the date of certification, subject to the condition that the vendor has cleared/paid all his dues, viz. Labour Payments, Taxes, Levies, EPF, ESIs etc. as required to be paid/payable by him under any law for the time being in force.
29. The LIC further reserves right to delete or reduce any item or sanction of the bills before effecting payment in case of any complaints regarding quality of services, inefficient services, non-adherence to agreed quality of materials of services have been received or noticed by the LIC without assigning any reason whatsoever and no claim will be entertained in this regard.
30. All questions relating to the performance of the obligations under this agreement and to the quality of material used in respect of the services and all the disputes and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payment to be made in pursuance thereof shall be referred to in the LIC whose decision shall be final, conclusive and binding on the service provider
31. All the taxes which LIC may be liable to deduct or called upon to so deduct, during the currency of the arrangement which are liable to be payable by the service provider under the law but not so paid, shall be set-off against the bills raised by the service provider and paid to the respective government departments or authorities as may be required under law and the service provider shall have no claim against the LIC in respect of any or all such payments.
32. The service provider should possess, for the entire duration of these presents, all licenses and registrations as may be required under any law and shall be responsible to register himself and obtain a valid license under Contract Labour (Regulation and Abolition) Act, 1950 and rules there under. The service provider shall comply with all applicable laws, rules and regulations relating to Provident Fund, Payment of Bonus, Minimum wages or any other Statutory/Regulatory requirements. Any dispute regarding such dues shall and be dealt with and settled by the vendor.

33. The service provider shall in terms of the provisions of Sections 16, 17 and 18 of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed under the said Act provide the prescribed amenities to its personnel. In case of failure of the service provider in complying with the said provisions, LIC may provide the same when called upon to do so by the Competent Authorities and deduct the expenses incurred thereof from the bills of the service provider without prejudice to its other rights and remedies under these presents. The service provider shall be responsible for proper maintenance of all Registers, Records and Accounts so far these relate to the compliance of any and all statutory provisions/obligations.
34. In terms of the provisions of the aforesaid Contract Labour (Regulation & Abolition) Act, 1970 and Rules 72 and 73 of the Rules framed there under, in case the same are applicable to the service provider., the service provider shall disburse the minimum wages payable to its personnel only by depositing to their accounts with Bank and shall provide the account numbers and name of the Bank to Authorized Representative of LIC and also keep record for verification. Any violation of the aforesaid provisions of the Law will entail forthwith termination of this Contract in addition to such penal consequences as may be attended with under these presents.
35. Nothing contained in these presents is intended nor shall be construed to be a grant, demise or assignment in law of the premises or the articles/equipments or any part thereof by LIC to the service provider and or its personnel and they shall vacate and handover the same in good working condition and order upon termination of these presents either by efflux of time or otherwise.
36. The service provider shall not assign/sublet the benefits of this contract to any person/entity and in the event of any violation or breach thereof, LIC at its discretion but without prejudice to its other rights and remedies terminate this contract.
37. The service provider shall be responsible for any loss due to theft/pilferage and/or damages to LIC property, when such damage is, in the opinion of LIC caused due to negligence, carelessness or any fault on the part of the service provider or his workmen/employees engaged for the services and the quantum of loss arrived at by the LIC is final and binding on the vendor and such losses shall be recovered by LIC from the charges payable to the vendor and from Security Deposit. The service provider shall ensure that the character and antecedents of the personnel engaged by him are duly verified before such engagement.
38. If during the currency of the Contract, any rules/Govt. notification prohibits employment of Contract Labour for the services envisaged under this Agreement or otherwise, the contract shall come to an end forthwith and no compensation shall be payable to the service provider or his workmen/employees.
39. Any indulgence, forbearance or waiver, granted or shown or made on the part of the LIC will not prejudice its rights under the contract.
40. In case the service provider fails to undertake the work within 7 days from the date of issue of work order, LIC reserves the right to terminate the contract or at it discretion will forfeit the security deposit furnished by the service provider.

41. Mandatory Conditions :-

- a) The tendering Firm/Agency/Company are required to enclose photocopies of the following documents duly self attested along with the Technical Information failing which their bids shall be out rightly rejected and will not be considered.
 - i) Registration certificate with Labour Department
 - ii) Copy of PAN/GIR card
 - iii) Copy of Income Tax Returns filed for the last three Assessment years 2022-23, 2023-24 and 2024-25
 - iv) Copies of EPF and ESI certificate
 - v) Copy of GST Registration
 - vi) Copy of Profit and Loss account of last THREE Financial Years (2021-22, 2022-23 and 2023-24)

- b) The agency should have the necessary valid license under Telangana Shops and Establishment Act. It shall also obtain the permission of the GHMC or any other authorities if required under the existing rules.

- c) The successful bidder shall give an Affidavit on Notarized Stamp paper of Rs.100/- that they are complying with the provisions pertaining to various Acts as mentioned below. It will be the sole responsibility of the agency to abide by the provisions of the following Acts as to the workers engaged by him for performance of the service.
 - i) Child Labour Abolition & Rehabilitation Act, 2006
 - ii) Workmen Compensation Act 1923
 - iii) Labour & employment Act 1972
 - iv) Industrial Employment (Standing Orders) Act 1946
 - v) Contract Labour (Regulation & Abolition) Act 1970
 - vi) The Minimum Wages Act 1948
 - vii) Employees' Provident Fund Act 1952
 - viii) The Employees' State Insurance Act 1948
 - ix) The Payment of Bonus Act,1965
 - x) Any other Act or Legislation which may govern the nature of Contract.

42. The successful bidder will discharge all legal obligations in respect of wages of their employees and their service conditions & shall comply with all the rules & regulations & provisions of Law in force that may be applicable to them time to time viz. statutory obligations under Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EFP & MP Act, Industrial Dispute etc. The agency 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 agency to comply with their obligations under the various laws towards their staff /employees employed by them or any loss or damage to the Corporation due to acts/ omissions of agency who has been allotted work of Housekeeping.

43. The successful agency shall execute and submit Integrity Pact on stamp paper.
44. The agency shall take all the necessary precautions while working and safeguard Corporation's Property, Corporation's employees and adjacent property.
45. The agency shall not directly or indirectly give the work to sub contractor.
46. The Agency is necessarily required to possess all the necessary certificates/ valid licenses in vogue and Mandatory to carry out maintenance of Guest House.
47. All work shall be carried out to the entire satisfaction of the Corporation.
48. Those who are eligible for Bonus as per rules, the amount paid based on the number of days worked during the year will be reimbursed to the contractor on production of payment bills/particulars.
49. The LIC of India reserves the right to increase or decrease the man power basing on the requirement.

SCOPE OF WORK

1. The main scope of the job of the contract is to maintain the guest house properly, receive the guests courteously, maintaining the records of books of the guests visited/stayed properly, maintaining of the ambience of the guest house in neat and clean with hygiene condition which are all explained in the following points.
2. The service provider has to maintain a register furnishing the Name, Address. Latest photographs and Telephone Number of the contract personnel engaged by him and posted at the guest houses. This register completed in all respects has to be handed over to the OS Department within 15 days from the date of award of contract.
3. The service provider has to maintain register furnishing the details of duty roster i.e. the shift they will attend duty. This register should be checked every morning by the authorized official of the service provider for verification/signature and shall also be made available for inspection to the authorized representative of LIC whenever called for. Any changes in the staff should be intimated to LIC with valid reasons.
4. The service provider before engaging any person has to get his antecedents checked by the police and the police report to be produced to LIC. Similarly medical certificate from an authorised doctor should be obtained and to be produced to LIC.
5. The service provider has to issue Identity Cards to all his staff engaged by him and ensure that the staff shall wear the same while on duty.
6. The service provider has to issue Uniform, head caps, hand gloves including apron to all his staff deputed to the centre at their cost. Prior approval from LIC should be obtained regarding the colour etc. The service provider has to ensure that the engaged staff wear the same while on duty and present themselves in neat, hygeine and clean with proper hair cut, polished shoes etc.
7. The service provider should note that the contract is not transferable. He shall not transfer, assign or sublet the contract. In the event of non compliance of any terms and conditions of the contract, the contract will be terminated immediately entailing forfeiture of Security Deposit.
8. **The persons engaged in the guest house should have the knowledge of cooking and should be able to provide Tea/Break-fast/Lunch/Dinner as and when required by the guest in a hygiene way.**
9. The service provider should ensure that his staff is very polite and courteous while dealing with the guests and should not enter the room occupied by the guests without prior permission. In case of theft of any item form the guest, it is the sole responsibility of the service provider and the value of the same will be deducted from the monthly payments.
10. The service provider should keep the guest houses always clean and spray the room with room freshener everyday and keep the same ready for occupation/allotment at all times.

11. The service provider has to maintain the dining hall clean and as such get the flooring swabbed every night once the guests have vacated. The tables, chairs shall be cleaned and properly arranged. ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans etc. Shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared everyday. The surroundings shall be kept clean.
12. The service provider has to ensure that the staff washes the kitchen utensils with proper and standard variety liquid washing soap, before preparing any dish and also every day whenever necessary. Similarly, the kitchen flooring should be washed every night using disinfectant once the kitchen service is closed. The exhaust fans should be cleaned every week.
13. The service provider has to ensure that his staff properly washes the plates, glasses and other cutlery. The plates should be kept in the oven before laying the table for serving.
14. The service provider has to ensure that the toilets and bathrooms of each room as well as common rooms are washed every morning and thereafter whenever required by using quality and standard detergents. All the toilets and bathrooms should be provided with Odonil/naphthalene balls, toilet paper rolls, liquid soaps, etc. The, bathrooms and toilets should be kept dry as far as possible. The rooms should be provided with room fresheners, liquid mosquito destroyer etc. as per the requirement of the guest.
15. The service provider should ensure implementation of Code of Conduct in the following areas;
 - a) "NO SMOKING ZONE" boards should be displayed in the dining hall/Common rooms in each guest houses.
 - b) Guests should be requested that they should not enter the dining area in intoxicated condition. No liquor and other intoxicating items should be supplied in the rooms and consumption of the same in the guest houses/rooms is strictly prohibited
 - c) The service provider should also maintain register provided by the LIC by filling all the columns and obtaining the signatures of the Guests at the time their check-in and check-out. The requisite register should be kept ready for verification of the authorized officials of LIC during their regular visits
16. The service provider should note that the Officials of the OS Dept or authorized representative and any instructions issued by them will be final and binding for the vendor and his staff. The overall performances will be observed and reported to LIC at quarterly intervals.
17. The service provider should maintain a register / feed back forms which should be submitted to each and every guest prior to their departure for their comments/suggestions and the same should be presented to LIC. It is the duty of the service provider to check the comments from the guests and initiate remedial measures, wherever required.

18. The service provider has to indemnify LIC against all claims out of action under the Employees State Insurance Act or the Workmen's Compensation Act or any other Civil or Criminal Law in force in so far as they relate to the contract personnel employed by him or claims arising out of such employment.
19. The service provider has to solely responsible for all the accidents or injuries to the contract personnel employed by him and deputed at the guest houses. LIC shall not be liable for any disability claims/compensation due to such accident/injury/death.
20. Arrival/Departure register and such other registers as prescribed by LIC from time to time will be maintained by the service provider. Room charges as fixed by LIC to be recovered from the occupants as per LIC instructions, before their departure from Guest Houses. The room charges recovered should be deposited to LIC within 3 working days.
21. LIC shall have the right to add new guest rooms if created by LIC and the service provider shall be under obligation to provide necessary services to the new guest rooms also subject to additional payment under the terms and conditions agreed upon.
22. The service provider should note that the members of the contract personnel provided by him shall be the employees of the service provider and not of LIC to any extent under any circumstances.
23. The service provider should note that any amount due to the LIC arising out of the contract will be recoverable from any amount due to the vendor including the Security Deposit.
24. The service provider shall have full control over the employees engaged by him and he will be responsible for maintenance & upkeep of the Guest Houses.
25. The service provider shall be responsible for any loss due to theft / pilferage damage of LIC property when such losses caused due to negligence or carelessness or any fault on the part of the service provider or any of his employees and also liable to pay to LIC such amount of loss as may be assessed.
26. Any article of furniture, fixture, crockery or equipments broken and damaged should be brought to the notice of LIC.
27. Proper records of washing of bed linen, towels, Bed Sheets and Bed Spreads, etc., should be maintained and periodically submitted to LIC.
28. The service provider or one of his representatives must be available round the clock at the Guest House.
29. The persons on duty should be in uniform and should wear caps, gloves and apron while serving/cooking.

30. The service provider shall inform the day to day position of the guest houses to LIC.
31. The service provider shall maintain a proper account of the calls made by the officers/guests on the telephone provided by maintaining a register.
32. No unauthorised person should be allowed in the Guest House. Persons who booked LIC guest house will only be permitted to stay at the Guest House.
33. Under no circumstances the service provider or his employees should bring their family to dwell in the Guest Houses. If it is observed by the LIC that Service provider is allowing unauthorized person for stay in LIC Guest house, a suitable penalty will be imposed and the Contract will be terminated immediately without any prior notice.
34. The service provider shall provide weekly off / holidays to his workmen as per labour laws but it shall be his responsibility to ensure uninterrupted services to LIC on all days, 24x7, 365 days
35. The service provider should ensure the following:-
 - a) Caretaker who is on duty should be in touch with the LIC
 - b) **Serve bed tea/coffee to the guests as and when requested by the guests.**
 - c) Washing all the linen, towels, table cloth, curtains etc. provided to the rooms, through the dhobi and payment will be reimbursed to the service provider along with monthly bill.
 - d) All round maintenance of the premises and surroundings shall be done by the service provider.
 - e) The service provider should ensure that their staff should not go for undue demands from guests.
 - f) Mosquito repellent & refilling cost in each room and common room of the Guest House will be reimbursed, on production of bills/receipts, and will be settled on monthly basis.
 - g) Provision of Gas cylinder and cost of refilling of the same for the purpose of cooking will be reimbursed along with monthly bills on production of bills / receipts.
 - h) Electric Kettle with Tea / Coffee, Sugar & milk powder in each room is to be provided by the service provider and it is to be refilled on day to day basis. The cost of the same will be reimbursed along with monthly bills on production of bills / receipts.
 - i) The Service provider has to supply kit to the Guest(s) containing items as instructed by the LIC. The cost of the kits supplied will be reimbursed on production of the control register and supporting bills etc.,

36. PAYMENT TERMS:

The agency will be paid on monthly basis by NEFT/ RTGS for the services rendered during the particular month for which he/she shall submit the bill for the agreed amount latest by 7th of the following month along with proof of remittance of EPF, ESIC of the previous calendar month along with list of employees for whom the amount stands remitted.

In terms of the provisions of The Contract Labour (Regulation & Abolition) Act, 1970 and Rule 72 and 73 of the Rules framed there under, the agency shall disburse the minimum wages (in vogue as on date of payment of wages) to its personnel by electronic mode only. Agency shall, as may be practicable, make the disbursement of wages in a mode otherwise than in cash and inform the principal employer electronically the amounts so paid by such mode. It shall be the duty of every contractor to ensure the disbursement of wages under sub-section(2) of Section 21 of Contract labour Act to make the payment to its labours by electronic mode only and in case payment is not made by electronic mode, then the same will be made in presence of the authorized representative of the Corporation & shall obtain due certification to that effect from the Authorized Representatives of the Corporation. Any violation of the aforesaid provisions of the law will entail forthwith termination of this Agreement in addition to such penal consequences as may be deemed fit by the Corporation. As and when the wage rate is revised as per Minimum wage act, as applicable, corresponding increase in the payment of should be made by the contractor to their workmen, accordingly it will be reimbursed..

- TDS at the prevailing rates, if any, will be deducted.
- The agency 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.
- All the taxes which the Corporation may be liable to deduct or called upon to so deduct, during the currency of the Agreement which are liable to be payable by the agency under the law but not so paid, shall be set-off against the bills raised by the agency and paid to the respective government department(s) or authorities as may be required under law and the agency shall have no claim against the agency in respect of any or all such payments.
- Applicable GST will be paid.

37. TERMINATION:

- j) The contract can be terminated by either party by giving two months' notice.
- ii) The contract is also liable to be terminated by the LIC if
 - a) The agency abandons the work or
 - b) The agency assigns or sublets the work in whole or in part thereof

- 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 LIC 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 LIC 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 or
- i) The agency fails to maintain records / registers as required under the terms of this contract.

38. DISPUTES & DIFFERENCES:

In all cases of dispute, the matter will be referred to the Regional Manager(E&OS) of LIC of India and his/her decision shall be final and legally binding on the contractor.

Any dispute arising out of or relating to this tender/agreement shall be deemed to have arisen in Hyderabad and be subject to adjudication of a Competent Court in Hyderabad

39. SECURITY DEPOSIT.

The selected agency will have to remit security deposit of 05% of tender value of the contract. The amount will be kept with us interest free for the entire period of the contract. The Security Deposit shall be refunded within a period of two months from the date of expiry or termination of contract (whichever is earlier) provided there are no defects or loss or damage caused to the Corporation. In case of defects or loss or damage caused to the Corporation, the same shall be recovered from the Security Deposit and balance, if any, shall be refunded without interest to the agency.

- 40. The agency shall remit ESI and EPF contribution of all his workmen regularly to ESI Corporation and P.F. Authorities respectively and furnish the proof of the same every month to us. If it is found at any time that ESI and EPF 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.
- 41. The agency agrees to abide by the regulations if any notified by IRDAI during the currency of agreement in connection with, "Outsourcing of Services" by LIC of India.

42. 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 authorised to verify such books of account, register, other documents and the data base in the custody of the agency in respect of service outsourced by the LIC of India. It shall be the duty of the agency to provide such documents / statements / information as may be required by IRDAI within such time as may be specified by 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 other Officer of the agency or contractor where the services are outsourced by LIC of India.

43. The Corporation reserves the right to call for missing/ additional requirements from the agency at any time in response any query from the Appropriate Authorities.

We read, understood and accept all the above terms and conditions

AUTHORISED SIGNATORY
NAME / DESIGNATIONS & SEAL OF THE FIRM/ AGENCY/COMPANY

DETAILS OF THE GUEST HOUSE MAINTENANCE WORK

Service provider has to manage VIP Guest House consisting of 8 suites located at Hyderabad as per annexure. Number of Guest House Rooms can be increased or decreased with one month's prior notice. Accordingly, manpower will be adjusted. Decrease or increase in the cost will be adjusted accordingly.

PARTICULARS OF GUEST HOUSES AND MANPOWER REQUIREMENT:

| Sl. No. | Name of the Guest House | No. Of Rooms | Caretaker | Sweeper Cum Cleaner | Total |
|---------|-------------------------|--------------|-----------|---------------------|-------|
| 1 | VIP | 8 | 5 | 1 | 6 |

Note:- Service Provider has to take of activities for smooth functioning and for directly reporting to OS Department, South Central Zonal Office, Hyderabad.

Description/brand of materials to be used:-

| Function | Chemical Description/Brand |
|--|---|
| Cleaning and sanitizing of surfaces of toilets/wash rooms | R1-Lizol/Domex/Harpic |
| Cleaning of floors and walls | R2- Lizol/Domex/Venigar |
| Cleaning of toilet windows, mirrors | R3- Colin |
| Cleaning of WCs, Urinals (to be done in full like below, rear side, etc | R6- Harpic / Domex |
| Removal of oil/grease stains | R7- Vanish / Tide |
| Removal of hard stains from walls of wash rooms and fittings | R9- Cleanmate / Lizol Any ISI Brand |
| Hand-wash in all toilets | Dettol / Lifebuoy |
| Cleaning wash basins | Vim liquid and Scotch-brite |
| Cleaning glass doors, glass shelf, windows of cabins | Colin liquid and glass cleaner/ wiper/yellow cloth |
| Cleaning glass table tops, coffee tables | Colin liquid and yellow cloth |
| Cleaning tables, partitions, cupboards | Dusters(checks) |
| Sweeping lift lobbies, entrance lobbies, floors and stairs and staircases | Lobby/Dry Mop |
| Mopping floors, lift lobbies, entrance lobbies, toilets, stairs and staircases | Wet Clip Mop |
| Toilet freshener | Odonil/Garden Fresh |
| Plastic dustbins, mugs and small buckets for use | ISI brand |
| Sani cubes | Homacol/Odonil/Any other ISI marked and |
| Cleaning WCs, Urinals | Toilet brush |
| Mosquito Repellent | Good Night / All Out |
| Room Freshener | ISI Brand |

If materials/equipments as mentioned in the table above is/are not used, appropriate penalty as decided by the Corporation will be imposed and recovered from the monthly payment due to the agency.

Generalpoints about materials for Guest House Maintenance:

- i. The description/brand of materials to be used for various house-keeping activities shall be as specified above.
- ii. All cleaning material such as phenyl, disinfectants, air-fresheners (stick), air fresheners (round), hand-wash, liquid soap, sani cubes, squeeze, detergent powder, naphthalene balls, etc. shall be provided and arranged by the agency and the cost will be reimbursed by LIC. All the material used should be of good quality and eco-friendly.
- iii. The agency shall arrange for all cleaning equipments such as – Hard brush/ soft brush, Soft / Hard duster, Mops, Multi Wash, Dry mops kit, Glass cleaner, WC cleaner, Vacuum cleaner, Jet-pump etc. and the cost will be reimbursed by LIC.
- iv. The quality of cleaning material/ equipments may be inspected by us periodically.
- v. Dustbins, mugs, small buckets in all guesthouse area, toilets (common and attached) shall be provided by the agency and replaced as and when informed by LIC to the agency.
- vi. Dustbins shall be provided with disposable garbage bags and the same shall be replaced daily.

TENDER NOTICE INVITING QUOTATIONS THROUGH GeM PORTAL FOR MAINTENANCE OF VIP GUEST HOUSE AT HYDERABAD

TECHNICAL INFORMATION

(This form to be filled and to be up loaded in GeM Portal)

| | | |
|---|---|--|
| 1 | Name of the Firm / Agency Company (attach certificate of Registration) | |
| 2 | Name of the Proprietor / Director of the Firm / Agency / Company | |
| 3 | Full Address of Registered Office: | |
| | a. Telephone Number/s | |
| | b. Mobile No. | |
| | c. E-mail address | |
| 4 | Full Address of Operating Office / Branch: | |
| | a. Telephone Number/s | |
| | b. Mobile No. | |
| | c. E-mail address | |
| 5 | Registration Certificate with Labour Department | |
| 6 | PAN NUMBER (attach certified copy) (Last THREE Assessment Years IT Returns to be enclosed – 2022-23, 2023-24 and 2024-25) | |
| 7 | GST Registration Number (copy to be enclosed) | |
| 8 | PF Registration Certificate (copy to be enclosed) | |
| 9 | ESI Registration Certificate (Copy to be enclosed) | |

10. Work Experience of agency in the field of maintenance of House Keeping. Give details of the existing clients at Hyderabad:- (Attach separate sheet in the following format)

| Sr. No. | Name of the Client | Whether Pvt/ Govt. Body / PSU | Since when service is provided | No.of Guest houses / house keeping maintained | Annual contractual amount of maintenance of House Keeping (Rs. In lacs) |
|---------|--------------------|-------------------------------|--------------------------------|---|---|
| | | | | | |
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| | | | | | |
| | | | | | |

11. Turnover of the Company / Partnership Firm / Proprietorship for the Financial Year 2021-22, 2022-23 and 2023-24 (Please attach a copy of Profit and Loss Account for all the three years):-

| Sr. No. | Financial Year | Turnover (Rs.) |
|---------|----------------|----------------|
| 1 | 2021-22 | |
| 2 | 2022-23 | |
| 3 | 2023-24 | |

Date :

Signature and Seal

DECLARATION

1. I, Son / Daughter /
Wife Of Shri. Proprietor /
Director /Authorized Signatory of the Firm/ Agency/ Company mentioned
above is competent to sign the declaration and Execute this Tender Document:
2. I have carefully read and understood all the terms and conditions of the Tender and undertake to abide by these terms and conditions.
3. The information / Documents furnished along with the application are true and authentic to the best of my knowledge and belief. I / We/ am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate Law.

Date: -
Place: -

Signature of Authorized person
Full Name: -
Seal:-

BID SECURITY DECLARATION

I/We hereby declare that if I/We withdraw or modify our bid during period of validity the corporation has right to suspend /removal from list/black listed for 1 year to participate in bids.

Authorized Signatory

Date & place:

Signature

Name

Mobile /contact number

Enclose the following Documents with Technical Information : -(Self Attested)

1. Application of Technical Information and Declaration
2. Attested copy of Firm/ Agency /Company Registration
3. Attested copy of PAN/ GIR Number
4. Attested Copy of last 3 years IT Returns filed by Firm /Company
5. Attested copy GST registration
6. Attested copy of PF Registration letter / Certificate
7. Attested copy of ESI Registration letter / Certificate
8. Certified Document in support of entries in column of Technical Information form
9. Certified copy of Profit and Loss Accounts of last THREE Years
10. Copy of the terms and conditions of all pages in tender document with each page duly signed (with seal) by the Authorized signatory of the Firm / Agency/ Company in token of their acceptance.
11. Separate sheet in reply to question no. 10 of Technical Information in the given format with additional details

DETAILS OF EXISTING CLIENTS (Guest House Maintenance / House keeping)

| Name and Address of the Company | Name, Designation of contact person with telephone no. and email ID | Area allotted for Job | Total Annual Contract Value (in lacs) | Since when the contract is awarded |
|--|--|------------------------------|--|---|
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