

INSTITUTE OF ACTUARIES OF INDIA

(Statutory Body established under the Actuaries Act, 2006)

REQUEST FOR PROPOSAL APPOINTMENT OF AGENCY FOR PROVIDING HOUSEKEEPING SERVICES AT INSTITUTE PREMISES.

Reference Number	IAI/ADMIN/RFP/01/2026
Issuing Authority	Institute of Actuaries of India.
Date of Issue	15 th July 2026 (Wednesday)
Last Date for Queries	20 th July ,2026 (Tuesday)
Pre-Bid Meeting	25 th July 2026 (Saturday) – IAI Premises, Seawoods
Last Date of Submission	15 th August,2026 (Saturday) by 5:00 pm
Bid Validity Period	60 days from the last day of Submission of the Bid
Tender Fee (Non-Refundable)	N. A
Earnest Money Deposit	INR 50,000 (Refundable, Demand Draft)
Performance Security	INR 1,00,000/- Bank Guarantee, within 10 days of Lol
Contact / Tender Queries	Neel Deshpande Email: neel@actuariesindia.org Mobile: 8976806709
Submission Address	The Executive Director, Institute of Actuaries of India, Unit no. F-206, 2nd Floor, "F" Wing in Tower 2, Seawoods Grand Central, Plot no R-1, Sector 40, Seawoods, Near Seawoods Railway Station, Navi Mumbai - 400 706. (Working hours Tuesday to Saturday 10:00AM-6:00PM) closed on Sunday and Monday/ On all Public Holidays

NOTE: This document is non-transferable and issued on a strictly confidential basis.

IAI reserves the right to accept or reject any proposal without assigning any reason.

NOTICE INVITING PROPOSALS TO Appointment of Agency for Providing Housekeeping Services at Institute Premises

Institute of Actuaries of India

Unit no. F-206, 2nd Floor, "F" Wing in Tower 2, Seawoods Grand Central, Plot no R-1, Sector 40, Seawoods, Near Seawoods Railway Station, Navi Mumbai - 400 706

Institute of Actuaries of India (IAI) is a statutory professional body established under the Actuaries Act, 2006. IAI regulates and develops the actuarial profession in India and is responsible for education, examination, membership and continuing professional development of actuaries across various sectors.

IAI invites unconditional proposals in sealed envelopes from eligible, reputed and experienced housekeeping/facility management agencies. The proposals should be submitted after carefully going through this document. Details are available at the IAI website: www.actuariesindia.org.

Last Date of Bid Submission: As specified in Section I (by 5:00 PM).

Executive Director, IAI

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SECTION I: RELEVANT INFORMATION AT A GLANCE

Unconditional and sealed proposals are invited by the Institute of Actuaries of India (IAI) from reputed, eligible, experienced and legally compliant housekeeping/facility management agencies for providing housekeeping, pantry support and general office support services at IAI premises.

1. Project	Appointment of Housekeeping Agency for Providing Housekeeping Services at Institute Premises.
2. Scope of Work	Please refer Section IV in detail
3. Cost of Tender Document	NA
4. Earnest Money Deposit (EMD)	INR 50,000 (Fifty Thousand Only) – Interest free, refundable – by way of Demand Draft drawn in favour of 'Institute of Actuaries of India' payable at Navi Mumbai.
5. Performance Security / Bank Guarantee	The Successful Bidder shall furnish a Performance Security of INR 1,00,000/- (Rupees One Lakh only) in the form of Bank Guarantee from a Nationalised/Scheduled Bank, valid for not less than 15 months, in favour of 'The Executive Director, Institute of Actuaries of India' within 10 days of issuance of Letter of Empanelment (LoI).
6. Submission Address	The Executive Director, Institute of Actuaries of India, Unit no. F-206, 2nd Floor, "F" Wing in Tower 2, Seawoods Grand Central, Plot no R-1, Sector 40, Seawoods, Near Seawoods Railway Station, Navi Mumbai - 400 706. Bids to be submitted by Registered Post / Speed Post or dropped in the Tender Box at the above address, on or before the last date specified. (Working hours Tuesday to Saturday 10:00AM-6:00PM) closed on Sunday and Monday/ Public Holiday
7. Pre-Bid Meeting	IAI Premises, Seawoods Navi Mumbai
8. Tender Queries	Prospective bidders may submit written queries to neel@actuariesindia.org by the date specified in the timeline. Format: RFP Section → Clause → Query.
9. Validity of Bid / Proposal	60 days from the last date of submission of the Bid
10. Submission of Bids	EMD DD, Technical Bid and Commercial Bid shall be placed in separate sealed envelopes. These envelopes shall be enclosed in one outer sealed envelope superscribed: "Bid for Appointment of Agency for Providing Housekeeping Services at Institute Premises – Ref. No. IAI/ADMIN/RFP/01/2026".
11. Bid Opening	Date and time to be communicated through IAI website www.actuariesindia.org
12. Delivery Timelines	Empanelled Agency shall acknowledge LoI within 2 days, furnish Performance Security within 10 days, and sign Agreement with IAI within 30 days of LoI.
13. Period of Empanelment	1 (One) year from the date of signing of Agreement, extendable by a further period of 1 (one) year at the sole discretion of IAI, subject to satisfactory performance, continued requirement, statutory compliance and approval of competent authority.

14. Process of Empanelment	Issue of RFP → Pre-Bid Meeting/Site Visit, if any → Submission of Bids → Eligibility Evaluation → Technical Evaluation → Opening of Financial Bids of technically qualified bidders → Award of work to the selected bidder as per the evaluation methodology approved by IAI.
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Note: IAI reserves the right to change dates at any time without assigning any reason. Intimation of the same shall be notified on the IAI Website.

SECTION II: INSTRUCTIONS TO BIDDERS

1. All terms and conditions will be as mentioned in this document. No change or alteration in the terms and conditions by the bidder will be acceptable.
2. Upon verification, if any information furnished by the bidder is found to be false, a suppression of facts, or a misrepresentation, their bid shall be summarily rejected and no correspondence in this regard shall be entertained.
3. No deviation from tender terms and conditions will be accepted. Any violation thereof will lead to rejection of the bid.
4. The Bidder shall, along with the bid, submit a letter of authorisation authorising the person signing the bid document on behalf of the Bidder and a written Power of Attorney in the name of the person empowered to make such authorisations.
5. The person signing the bid document shall sign with date at all relevant places where overwriting, changes, alterations, or corrections have been made. No erasure and/or overwriting without authentication is permissible.
6. IAI will not be responsible for any misinterpretation or wrong assumption by the bidder while responding to the tender.
7. IAI may, for any reason whether at its own initiative or in response to a clarification request by a prospective Bidder, issue amendments in the form of addenda during the Bidding period. Any addendum thus issued shall become part of the Tender document and the Bidder shall submit the 'original' addendum, duly signed and stamped, in token of acceptance.
8. Bidders are advised to go through the tender document carefully to understand all documents required to be submitted as part of the bid, including the number of envelopes, the name and content of each document, and the required cross-referencing with Tender Clause Numbers. Any deviation may lead to rejection.
9. Bids shall be submitted in the prescribed formats as given herein and shall include all relevant documents and enclosures. The complete Bid document shall be numbered and cross-referenced/linked with tender Clause Numbers. Any deviation noticed, even after award of work, shall result in termination of contract, forfeiture of Performance Security/Bank Guarantee, and any amount due and payable by IAI.
10. The Bid Validity Period, Pre-Bid Meeting, and Last Date of Submission are as specified in Section I.
11. The complete bid document shall be submitted before the due date and time specified in Section I. Bids received after the last date and time of submission shall not be considered and are liable for rejection.
12. IAI reserves the right to accept or reject any/all bids without assigning any reason. No correspondence in this regard shall be entertained.
13. The bidder shall carefully examine and understand the conditions of the Tender document and seek written clarifications in time, if required.

14. The successful Bidder shall be required to enter into an agreement with IAI within thirty (30) days of the receipt of the Letter of Empanelment or within such extended period as may be specified by IAI.
15. Submission of illegible documents shall lead to disqualification of the bidder.
16. The bidder must furnish EMD as specified in Section I. It is required to be submitted by all bidders.
17. If the bidder, after submission, revokes its bid or modifies the terms and conditions thereof during the validity of the bid (except where IAI has given an opportunity to do so), the EMD submitted by the Bidder shall be forfeited. The EMD of unsuccessful bidders shall be returned within 15 days of bid finalisation.
18. No enquiry shall be made by the bidder(s) during the evaluation of Bids, till the final decision is conveyed to the successful bidder(s). However, IAI may seek clarification from bidders, which the bidder must furnish within the stipulated time.
19. Bidders are not allowed to submit more than one Bid. The Bidder shall not assign or sub-let the work or its coordination to any other party or sister concern.
20. IAI reserves all rights to reject any bid at any time, at any stage, fully, partly, or for the whole process, and reserves all rights to add, alter, modify, change, edit, or delete any condition at any stage. The decision of IAI shall be final and binding on all participants.

SECTION III: ABOUT THE INSTITUTE OF ACTUARIES OF INDIA

Institute of Actuaries of India (IAI) is a statutory professional body established under the Actuaries Act, 2006 (Act No. 35 of 2006) for the regulation and development of the profession of Actuaries in India. IAI functions under the administrative oversight of the Ministry of Finance, Government of India.

IAI is responsible for the education, examination, membership, and continuing professional development of actuaries across various sectors of the Indian economy, including life insurance, general insurance, health insurance, reinsurance, employee benefits, pensions, and investments.

IAI maintains a membership base of qualified actuaries, student members, and affiliates spanning public and private sector organisations, multinational insurers, consulting firms, and regulatory bodies. IAI is a full member of the International Actuarial Association (IAA).

Over the years, IAI has established itself as the authoritative voice of the actuarial profession in India, contributing to regulatory consultations, policy development, and standard setting for insurance and risk management. All communications by IAI must reflect professional integrity, institutional neutrality, public interest orientation, accuracy, and credibility.

Digital Presence

IAI currently maintains an active presence on the following digital platforms:

- Website: www.actuariesindia.org
- LinkedIn, Facebook, Twitter (X), YouTube, Instagram

SECTION IV: SCOPE OF WORK

4.1 Objective

The objective of this RFP is to appoint a professional housekeeping/facility management agency to maintain cleanliness, hygiene, sanitation, pantry support and general office support services at IAI premises in a legally compliant, uninterrupted and professionally supervised manner.

4.2 Scope of Work

Daily Cleaning:

- Sweeping and wet mopping of floors.
- Cleaning workstations, tables and chairs.
- Dusting furniture, cabinets and fixtures.
- Cleaning reception area.
- Cleaning meeting rooms and training rooms.
- Waste collection and disposal.
- Cleaning glass partitions and doors.
- Pantry cleaning and upkeep.

4.3 Continuation of Existing Manpower

The following categories of personnel are presently deployed at IAI. The selected agency may deploy suitable existing personnel, subject to its independent assessment, background verification, statutory onboarding, fitness for work, compliance with applicable labor laws and approval of IAI. Nothing in this clause shall be construed as creating any employer-employee relationship between IAI and such personnel.

Existing Resource	Quantity
Housekeeping Staff / Housekeeping cum Pantry	1 male and 1 female/ 1 male
Office Boy	1

The selected agency shall:

- Treat all deployed personnel as employees/workers of the agency only and comply with all statutory obligations relating to wages, EPF, ESIC, bonus, leave, gratuity, insurance, overtime and other applicable benefits.
- Ensure seamless transition without disruption of services.
- Deploy adequately trained manpower and ensure continuity of services without creating any direct employment, deemed employment or absorption obligation on IAI.

- Replace any deployed personnel immediately if found unsuitable, absent, negligent, non-compliant, medically unfit, involved in misconduct, or if required by IAI for operational reasons.
- Obtain prior written approval from IAI before replacing any existing resource.

4.4 Working Hours

The deployed personnel shall normally work during IAI office hours and as may be required by the Administration Department, subject to compliance with applicable labour laws regarding working hours, weekly off, leave and overtime, if any.

Resource Category	Working Hours
Housekeeping Staff	Tuesday to Saturday, as per IAI Office Timings
Office Boy	Tuesday to Saturday, as per IAI Office Timings

SECTION V: SERVICE LEVEL AGREEMENTS (SLAs)

5.1 Turnaround Time

Sr. No.	Deliverable	Key SLA Parameters Applicable	Service Level Requirement	Measurement Criteria
1	Daily Cleaning of Office Premises	Cleanliness, Timeliness, Manpower Availability	All designated areas cleaned before commencement of office hours and maintained throughout the day	Daily inspection by Admin Department
2	Workstation & Cabin Cleaning	Cleanliness, Quality Standards	Dust-free and clean workstations, desks, chairs, cabinets, and cabins	Daily inspection and user feedback
3	Washroom Maintenance	Hygiene, Sanitation, Consumable Replenishment	Washrooms remain clean and functional throughout office hours	Cleanliness, Hygiene
4	Cafeteria Upkeep	Cleanliness, Hygiene	Pantry area to be maintained in hygienic conditions throughout the day	Daily inspection by Admin Team

5	Waste Collection & Disposal	Timeliness, Cleanliness	Dustbins to be cleared daily and waste disposed of as per local regulations	Daily verification
6	Office Boy Services	Responsiveness, Availability	Office Boy to remain available during working hours and attend support requests promptly	Attendance and service feedback
7	Deep Cleaning Activities	Timeliness, Quality	Weekly and monthly deep-cleaning activities to be completed as per approved schedule	Completion reports and inspection records
8	Consumable Replenishment	Availability, Responsiveness	Tissue paper, hand wash, air fresheners, garbage bags, etc. to be replenished without interruption	No stock-out situations during working hours
9	Replacement of Absent Personnel	Manpower Availability	Replacement manpower to be deployed within 2 hours of reporting absenteeism	Attendance records and deployment logs
10	Complaint Resolution	Responsiveness	Housekeeping complaints to be attended within 30 minutes and resolved within 2 hours	Complaint Register and closure records
11	Supervisor Visit & Monitoring	Service Monitoring, Reporting	Supervisor conducting periodic site visits and submitting reports	Weekly review reports
12	Statutory Compliance	Labor Law Compliance	Submission of wage registers, PF, ESI, and statutory compliance documents every month	Verification by IAI Admin Department

SECTION VI: RESOURCE DEPLOYMENT REQUIREMENTS

6.1 Mandatory Resource Allocation

The agency shall provide and maintain the following dedicated manpower for this engagement, subject to IAI's approval and applicable statutory requirements:

Resource Role	Responsibilities
Housekeeping Staff 2 people (1 male and 1 female)	Cleaning and maintenance of office premises, workstations, washrooms, meeting rooms, common areas, waste disposal, and hygiene upkeep.
Housekeeping Staff cum Pantry 1 person	Pantry services/cleaning, serving refreshments during council meeting/any other meeting, internal movement, support in cleaning and other duties assigned from time to time (Excludes Washroom Cleaning)
Office Boy 1 Person	Support to institute, admin department in documentation, Bank work and general office assistance.

6.2 Resource Conditions

- Named resources must be assigned, identified, and approved by IAI prior to commencement.
- Any replacement of a deployed resource shall require prior intimation to IAI, except in emergency/absence cases where substitute manpower must be arranged immediately. The replacement resource must be trained, verified and suitable for the assigned work.
- All resources must have demonstrable and relevant experience in their respective roles.
- Sub-contracting of housekeeping, pantry or office support services shall not be permitted without prior written consent of IAI.

6.3 Accessibility and Collaboration

- Resources shall be available during IAI's working hours (**Tuesday to Saturday, 10:00 AM to 6:00 PM IST**) and shall respond within agreed timelines.
- The Agency shall have the capability to support on premises at IAI's Seawood office.
- Preference shall be given to agencies with physical presence in Mumbai or Navi Mumbai.
- The Agency shall nominate a supervisor/account manager who shall be responsible for attendance, service quality, statutory compliance, replacement manpower and coordination with IAI.

SECTION VII: GENERAL CONDITIONS OF CONTRACT

7.1 Application

These general conditions shall apply to the extent that provisions in other parts of this document do not supersede them. In the case of any conflict, relevant clauses shall be interpreted harmoniously to make both clauses effective and binding as far as possible. For interpretation of any clause in the bid document or the Agreement arising thereunder, the interpretation/clarification of IAI shall be final and binding on the Bidder.

7.2 Conditions Precedent

The rights of the Bidder and obligations of IAI shall take effect only upon fulfilment of the following Conditions Precedent:

- The Successful Bidder shall accept the Lol/Work Order within 2 days of issuance.
- The Successful Bidder shall furnish Performance Security in the form of Bank Guarantee to IAI within 10 days of issuance of Lol/Work Order.
- The Successful Bidder shall execute the Agreement within 30 days of issuance of Lol/Work Order.

In the event of the Successful Bidder failing to fulfil the Conditions Precedent, IAI shall forthwith forfeit the EMD amount, Performance Security, or any amount due and payable by IAI to the Bidder.

7.3 Representations and Warranties

The Bidder represents and warrants to IAI that:

- It is duly organised and validly existing under the laws of India and has full power and authority to execute and perform its obligations under this Tender.
- It has taken all necessary corporate and other actions to authorise the execution and delivery of this Tender.
- It has the financial standing and capacity to undertake the engagement in accordance with the terms of this Tender.
- In providing the Services, it shall use reasonable endeavours not to cause unnecessary disruption to IAI's normal operations.
- All information furnished in the Tender documents is true and accurate. Nothing has been suppressed or misrepresented.
- The execution, delivery, and performance of the Agreement shall not conflict with or result in a breach of any of its Memorandum and Articles of Association, applicable laws, or any agreement to which it is a party.
- It and its personnel have the necessary experience, skill, knowledge, and competence to perform the Services.
- No sums in cash or kind have been paid or shall be paid to any person by way of fees, commission, or otherwise for the award of this Tender or for influencing any person associated with IAI.

7.4 Payment Terms

1. The successful bidder shall submit a monthly invoice for services rendered during the preceding month along with attendance records, wage register, proof of salary payment through bank transfer, EPF challan/ECR, ESIC challan, GST invoice, statutory declarations, proof of consumables supplied where applicable, and any other document required by IAI.
2. Payment shall be made monthly after satisfactory certification of services by the authorized officer of IAI and verification of the submitted documents.
3. IAI shall endeavour to release payment within **30 days** from the date of receipt of the complete and correct invoice, subject to satisfactory performance of the services and fulfilment of all contractual and statutory obligations.
4. Payments shall be made through electronic transfer (NEFT/RTGS) to the bank account furnished by the contractor.
5. Income Tax, TDS, GST TDS (where applicable), or any other statutory deductions shall be made as per the applicable laws in force.
6. No advance payment shall be made under the contract.
7. In the event of deficiency in service, non-deployment of manpower, non-submission of statutory records, non-payment of wages, or breach of statutory/contractual obligations, IAI reserves the right to withhold or deduct payment, impose applicable penalties, recover losses and/or invoke Performance Security.
8. GST shall be paid extra at the applicable rates, subject to submission of a valid tax invoice and compliance with the provisions of the GST Act and related rules.

7.5 Intellectual Property Rights

All Intellectual Property Rights accruing out of the activities carried out by the Agency under the scope of work of this contract shall vest absolutely and exclusively with IAI. The IAI name, logo, data, information, or material supplied by IAI to the Agency shall be the exclusive property of IAI and usage by the Agency shall be restricted to the provision of Services under this contract only, with prior written permission. These obligations shall survive the termination of the contract.

7.6 Confidentiality

The Agency shall always keep all Confidential Information strictly confidential and shall not disclose any such information to any third party under any circumstances. The Agency shall not use Confidential Information for any purpose other than that contemplated under this Contract. These obligations shall survive the termination of the contract.

7.7 Statutory Compliance and Employer Responsibility

The Agency shall be the sole employer of all personnel deployed for the services and shall be solely responsible for compliance with all applicable labour, employment, tax, safety, insurance and welfare laws, including payment of wages not below applicable minimum wages, EPF, ESIC, bonus, leave wages, overtime, gratuity, professional tax, GST and any other statutory dues. IAI shall not be responsible for any employment, wage, benefit, injury, accident, disciplinary, termination or statutory claim raised by any personnel deployed by the Agency. The Agency shall indemnify and hold IAI harmless against all claims, losses, penalties, interest, damages, proceedings and expenses arising from any breach of statutory or contractual obligations by the Agency.

7.8 Indemnity

The Agency shall keep IAI fully indemnified against all actions, suits, proceedings, costs, charges, expenses, loss, or damage incurred by IAI by reason of infringement of Intellectual Property Rights, personal information of a third party, or any default, breach, lapse, negligence, or non-performance by the Agency. The Agency shall at its own expense defend, indemnify, and hold IAI harmless for damages arising out of the Agency's violation of applicable laws, gross negligence, or wilful misconduct.

7.9 Fraud and Corruption

IAI requires that Service Providers selected through this document must observe the highest standards of ethics during the performance of the contract. IAI will declare a firm ineligible, either indefinitely or for a stated period, for awarding the contract if it at any time finds that the Service Provider has, directly or indirectly, engaged in corrupt, fraudulent, coercive, or unfair trade practices.

7.10 Liquidated Damages and SLA Deductions

If the Agency fails to meet the defined service levels, IAI may impose reasonable SLA-based deductions/penalties proportionate to the deficiency, including deductions for non-deployment, delayed replacement, poor cleaning quality, repeated complaints or non-submission of statutory records. Such deductions shall ordinarily be capped at 10% of the relevant monthly invoice value, without prejudice to IAI's right to terminate the contract, recover losses, or invoke Performance Security in case of persistent or material default.

7.11 Period of Contract

If the Agency fails to perform its obligations in accordance with the terms and conditions of the Bid and the Agreement or fails to perform its work to the satisfaction of IAI, IAI shall be at liberty to impose penalties at 10% of the total value of the Contract on the defaulting Agency. Continued failure may lead to termination of the contract at the risk, cost, and responsibility of the defaulting Agency, including invocation of Performance Security.

7.12 Termination

Either party may terminate the contract without assigning any reason by giving sixty (60) days' prior written notice to the other party. Notwithstanding the above, IAI may terminate the contract by giving thirty (30) days' advance written notice in the following circumstances:

- Default in performing obligations under the Contract, or services not meeting IAI's specifications/satisfaction.
- Non-adherence to the time schedule.
- The Agency becomes incapable of or unable to perform the Contract; or commencement of liquidation/winding-up proceedings.
- The Agency assigns or sub-lets the work without prior written permission from IAI.
- The Agency violates any of the terms and conditions of the contract.

7.13 Resolution of Disputes

In case any dispute arises between the parties, they shall first try to resolve the dispute amicably within 30 days. Failing that, the dispute shall be referred to a sole arbitrator to be mutually appointed. The

Arbitration and Conciliation Act, 1996 shall apply. The seat of arbitration shall be Mumbai, and the language of arbitration shall be English.

7.14 Jurisdiction

All disputes between the parties, subject to the arbitration clause herein, shall be subject to the exclusive jurisdiction of the competent Courts at Mumbai only.

7.15 Governing Laws

The construction, validity, and interpretation of this document and Agreement shall be governed by the laws of India.

7.16 Force Majeure

The Agency shall not be liable for liquidated damages or termination for default if the delay in performance is the result of a Force Majeure event, defined as an event beyond the reasonable control of the parties, not involving the fault or negligence of the parties, and not foreseeable. Such events may include wars, fires, floods, epidemics, or quarantine restrictions. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

7.17 Period of Empanelment

The period of contract shall be 1 year from the date of signing of the Agreement, extendable by a further period of 1 year at the sole discretion of IAI, subject to satisfactory performance, continued requirement, statutory compliance, availability of budget and approval of competent authority. IAI may curtail or terminate the contract in accordance with the terms of this RFP/Agreement.

SECTION VIII: ELIGIBILITY CRITERIA

This invitation is open to Indian-registered partnership firms, companies, LLPs, or proprietorships. The following eligibility criteria must be met:

S.N.	Eligibility Particulars	Supporting Documents
1	The Bidder should be an Indian registered Company / Firm / Agency / Proprietorship / LLP engaged in housekeeping, facility management, manpower supply or allied support services. The Bidder must have been incorporated/established at least 3 years prior to the date of this RFP.	<i>Company Incorporation Certificate / Partnership Deed, Valid GST, PAN, Cancelled Cheque</i>
2	The Bidder must have successfully provided housekeeping/facility management/manpower support services under at least 2 completed or ongoing contracts during the last 3 years. Preference shall be given to experience with Government, statutory, professional, educational, institutional or corporate clients.	<i>Purchase Order / Client Certificate / Work Order with completion evidence</i>

S.N.	Eligibility Particulars	Supporting Documents
3	The Bidder should have a minimum of 3 years' experience in housekeeping, facility management, office support services or manpower deployment services.	<i>Self-Declaration with evidence</i>
4	The Bidder must possess valid statutory registrations/compliances applicable to the engagement, including PAN, GST, EPF, ESIC, Shops and Establishment registration and Contract Labour licence/registration or undertaking to obtain the same where applicable.	<i>Copies of statutory registration certificates/challans/undertaking</i>
5	The Bidder should not have been blacklisted/debarred by any Government authority, statutory body, regulator, public sector undertaking, educational/professional institution or corporate client during the last 5 years. There should be no pending insolvency, winding-up or material legal proceeding that may affect performance of the contract.	<i>Self-Declaration on Bidder's letterhead</i>
6	The Bidder must have an annual turnover of at least INR 25 Lakhs in at least one of the last 2 financial years.	<i>Audited Financial Statements / CA-certified turnover certificate</i>

SECTION IX: TECHNICAL SCORING SHEET

Bidders who qualify the Eligibility Criteria will be technically evaluated as per the parameters below.

Sl.	Technical Parameters – Checklist	Max Score
1	Years of incorporation/establishment and experience in housekeeping/facility management services: ≥ 7 years: 15 marks ≥ 5 and < 7 years: 12 marks ≥ 3 and < 5 years: 10 marks	15
2	Number of housekeeping/facility management/manpower support contracts completed or ongoing during the last 3 years: ≥ 10 contracts: 15 marks ≥ 7 and < 10 contracts: 12 marks ≥ 5 and < 7 contracts: 10 marks ≥ 3 and < 5 contracts: 8 marks	15
3	Manpower strength and supervisor mechanism for housekeeping/facility management services: ≥ 50 deployed personnel: 10 marks ≥ 25 and < 50: 8 marks ≥ 10 and < 25: 6 marks	10
4	Experience with institutional/statutory/government/professional/corporate office clients and quality of client references: 3 or more such clients: 10 marks 1–2 such clients: 7 marks Other clients only: 4 marks	10
5	Presentation/interaction on proposed service plan for IAI, including manpower deployment, supervision, transition plan, statutory compliance process, consumables management, replacement mechanism, complaint handling and quality assurance.	50
TOTAL		100

The evaluation of bids shall be carried out using a **Quality and Cost Based Selection (QCBS)** methodology, with the following weightage:

- **Technical Evaluation:** 70%
- **Financial Evaluation:** 30%

1. Technical Evaluation

- Technical bids shall be evaluated out of **100 marks**
- Bidders scoring **70 marks or above** shall be considered technically qualified
- Only technically qualified bidders shall be considered for financial evaluation

2. Financial Evaluation

- Financial bids of technically qualified bidders shall be opened
- The bidder quoting the **lowest financial bid (L1)** shall be assigned a score of **100**
- Financial scores of other bidders shall be calculated using the formula:

$$\text{Financial Score} = \left(\frac{\text{L1 Bid Value}}{\text{Bid Value of Bidder}} \right) \times 100$$

3. Combined Score Calculation

The final score shall be calculated as:

$$\text{Final Score} = (0.70 \times \text{Technical Score}) + (0.30 \times \text{Financial Score})$$

4. Award of Contract

- The bidder with the **highest combined score** shall be ranked **L1 (Selected Bidder)**
- In case of a tie, the bidder with the **higher technical score** shall be ranked higher
- IAI reserves the right to negotiate with the selected bidder, if required

* Abnormally low bids may be rejected if found to be non-viable or impacting quality of deliverables.

SECTION X: COMMERCIAL BID FORMAT

The Commercial Bid shall be submitted in a separate sealed envelope and shall clearly indicate the monthly and annual cost for providing services under this RFP. The quoted rates shall be inclusive of wages, statutory contributions, service charges, uniforms, supervision, administrative costs and consumables, wherever applicable, and GST shall be indicated separately.

Sr.	Cost Component	Monthly Amount	Annual Amount	Remarks
1	Basic wages and statutory wage components			
2	EPF, ESIC, bonus, leave, gratuity and other statutory liabilities			
3	Service/administrative charges			
4	Consumables, tools, equipment and uniforms, if applicable			
5	GST			
	Total			

SECTION XI: ALLOCATION OF WORK AND CONTRACTUAL FRAMEWORK

- The empanelment shall be initially for 1 year from the date of acceptance of terms and conditions and signing of the Agreement with IAI, extendable by a further period of one year based on periodic reviews and performance assessment, at the same terms and conditions.
- IAI shall be free to curtail the empanelment at any time during the period of empanelment, without assigning any reason.
- IAI shall award this engagement to a single selected bidder who will be responsible for end-to-end execution of the scope defined under this RFP
- This Bid document covers a broad scope of work. The exact scope, deliverables, timelines, service level, and payment terms for each assignment would be as per the specific ToR/RFP/RFQ issued by IAI.
- IAI reserves the right to award work to any empanelled Agency based on the merit of its proposal in response to specific ToR/RFP/RFQ.
- The selected Agency shall not assign the project to any other Agency, in whole or in part, to perform its obligations under the Agreement.
- Mere empanelment with IAI does not guarantee the allocation of work or volume of engagement.

- All terms and conditions of empanelment will be applicable and binding on successful empanelled Agencies executing any work unless stated otherwise in the subsequent specific ToR/RFP/RFQ.
- IAI may, at its discretion, allocate work to more than one Agency at a time depending on the quantum, nature, and criticality of the work.

FORM A: TECHNICAL BID

(To be completed by Bidder on Bidder's Official Letter Head)

S.N.	Items	Information to be Filled by Bidder (Mandatory)	Specify Attachments & Page No.
1	Name, Address, Mobile, Landline, Email and other details of the Bidder	(Please Specify)	Annexure / Page No.
2	Name and address of Directors / Proprietor / Partners	(Please Specify)	Annexure / Page No.
3	Year of Establishment and Nature of Business	(Please Specify)	Annexure / Page No.
4	GST Number, PAN, Bank Account and NEFT Details	(Please Specify)	Annexure / Page No.
5	Tender Fee Payment Details: Not Applicable	(Please Specify)	Annexure / Page No.
6	EMD Payment Details (DD Details)	(Please Specify)	Annexure / Page No.
7	Persons authorised by the company to execute documents on its behalf with IAI	(Please Specify)	Annexure / Page No.
8	Total Number of similar projects (as on date of RFP)	(Please Specify)	Annexure / Page No.
9	Number of years' experience in housekeeping/facility management/office support services	(Please Specify)	Annexure / Page No.
10	Total Number of Permanent Employees	(Please Specify)	Annexure / Page No.
11	Number of years' experience with institutional/statutory/government/professional/corporate office clients	(Please Specify)	Annexure / Page No.
12	Annual Turnover (last 2 financial years)	(Please Specify)	Annexure / Page No.
13	Names/details of supervisor and manpower proposed for deployment at IAI	(Please Specify)	Annexure / Page No.
14	Office location(s) in India – owned or partner (GST proof)	(Please Specify)	Annexure / Page No.
15	Whether Bidder has been blacklisted by any client in the last 3 years? (Yes / No)	(Please Specify)	Annexure / Page No.
16	Whether Bidder has ever withdrawn from any contract in the last 3 years? (Yes / No)	(Please Specify)	Annexure / Page No.
17	Whether Bank Guarantee has ever been invoked by any client in the last 3 years? (Yes / No)	(Please Specify)	Annexure / Page No.

Undertaking: I/We hereby certify that all the information furnished above is true and nothing is suppressed, concealed, or misrepresented. I/We have understood all the terms and conditions mentioned in the tender document and hereby accept the same completely.

Signature of Authorised Signatory: _____

Name: _____ Designation: _____

Official Seal / Stamp: _____ Date: _____

Telephone / Mobile No.: _____

FORM B: COVERING LETTER

(On the Bidder's Official Letter Head)

Date: _____

To,
The Executive Director,
The Institute of Actuaries of India,
Unit No. F-206, 2nd Floor, "F" Wing, Tower-2
Seawoods Grant Central, Plot No. R-1
Sector 40, Seawoods Near Seawoods Railway Station.
Navi Mumbai-400706

Dear Sir / Madam,

Sub: Bid for

With reference to your Tender Document published on the IAI website dated _____, I / We, M/s _____, having examined the Tender document and understood its contents, hereby offer our proposal for the subject engagement and confirm full conformity with the Tender document. We have read all provisions of the Tender document and confirm these are acceptable to me / us.

I / We declare that our proposal is unconditional and unqualified. I / We further declare that any additional conditions, variations, or deviations, if any, found in my / our bid, will make my / our bid liable to be rejected summarily along with ensuing consequences as per the terms of the Tender document.

I / We hereby declare that all information provided and statements made in the proposal are true and correct and all documents accompanying such proposal are true copies of their respective originals. I / We accept that any misinterpretation, suppression of facts, or false information contained therein may lead to our disqualification.

I / We confirm having deposited the following Demand Drafts:

Earnest Money Deposit of Rs. _____/- (Rupees _____ only) by Demand Draft No. _____ dated _____ drawn on _____ Bank, _____ Branch, attached hereto.

Tender Fee: Not Applicable.

I / We agree and understand that the proposal is subject to the provisions of this Tender document. In no case shall I / we have any claim or right of whatsoever nature if the empanelment is not granted to me / us.

I / We understand that IAI is not bound to accept any proposal received by it.

I / We agree and undertake to abide by all the terms and conditions of the Tender Document.

Authorised Signatory (in full and initials): _____

Name and Title of Signatory: _____

Duly authorised to sign this Bid for and on behalf of [Name of Firm]:

Address: _____

Phone No.: _____ Email: _____

Name: _____ Date: _____

Sign & Stamp: _____

ANNEXURE I: DECLARATION OF INTEGRITY AND NO CONFLICT OF INTEREST

(On the Letter Head of the Bidder)

I / We hereby declare that I / We shall:

- Not offer any bribe, reward, gift, or any material benefit either directly or indirectly in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- Not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation.
- Not indulge in any collusion, bid rigging, or anti-competitive behaviour to impair the transparency, fairness, and progress of the procurement process.
- Not misuse any information shared between IAI and the Bidders with an intent to gain an unfair advantage in the procurement process.
- Not indulge in any coercion, including impairing, harming, or threatening to harm, directly or indirectly, any party or its property to influence the procurement process.
- Not obstruct any investigation or audit of a procurement process.
- Disclose conflict of interest, if any.
- Disclose any previous transgressions of any nature with any entity in India or any other country during the last three years, or any debarment by any other procuring entity.

Conflict of Interest Declaration

The Bidder participating in this bidding process declares that it does not have a Conflict of Interest. A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties, responsibilities, contractual obligations, or compliance with applicable laws and regulations.

Specifically, I / We declare that we do not:

- Have controlling partners/shareholders in common with any other bidder; or
- Receive or have received any direct or indirect subsidy from any other bidder; or
- Have the same legal representatives for purposes of this Bid as any other bidder; or
- Have a relationship with any other bidder, directly or through common third parties, that puts us in a position to have access to information about or influence on the Bid of another Bidder; or
- Participate in more than one Bid in this bidding process; or
- Have participated as a consultant in the preparation of the specifications or requirements for this engagement.

For and on behalf of:

Signature (with seal): _____

Name of the Person: _____

Designation (Authorised Representative / Signatory): _____

Date: _____

Place: _____

ANNEXURE II: DECLARATION BY BIDDER REGARDING QUALIFICATIONS

(On the Letter Head of the Bidder)

In relation to our Bid submitted to the Institute of Actuaries of India for Appointment of Agency for Providing Housekeeping Services at Institute Premises, in response to the Notice Inviting Bids bearing Ref. No.: IAI/ADMIN/RFP/01/2026.

I / We hereby declare that:

21. I / We possess the necessary professional, technical, financial, and managerial resources and competence required by the Bidding Document issued by IAI.
22. I / We have fulfilled our obligations to pay all taxes payable to the Union and State Government or any local authority as specified in the Bidding Document.
23. I / We are not insolvent, in receivership, bankrupt or being wound up, not having our affairs administered by a Court or a judicial officer, not having our business activities suspended, and not the subject of legal proceedings for any of the foregoing reasons.
24. I / We do not have, and our Directors and Officers have not been convicted of any criminal offence related to our professional conduct or the making of false statements or misrepresentations as to our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process.
25. I / We do not have a conflict of interest that affects fair competition in this bidding process.

Date: _____

Signature of Bidder: _____

Place: _____

Name: _____

Designation: _____

Address: _____

ANNEXURE III: GENERAL DECLARATION

(On Original Letter Head of the Bidder)

To,
The Executive Director,
The Institute of Actuaries of India,
Unit No. F-206, 2nd Floor, "F" Wing, Tower-2
Seawoods Grant Central, Plot No. R-1
Sector 40, Seawoods Near Seawoods Railway Station.
Navi Mumbai-400706

Dear Sir / Madam,

Sub: Tender for Appointment of Agency for Providing Housekeeping Services at Institute Premises –
Ref. No.: IAI/ADMIN/RFP/01/2026

In terms of the requirements of the above Tender, we hereby undertake as under:

26. That we are not involved in any major litigation that may have an impact on compromising the delivery of services or affecting the engagement as required under this tender.
27. That we have not been blacklisted by TRAI, Educational Government Authority, BFSI, Regulator, or any Statutory Body during the last 5 years from today.
28. That we are registered with the appropriate authority as applicable and comply with all relevant labour laws including the Contract Labour (Regulation and Abolition) Act, 1970, wherever applicable.
29. That all information and documents submitted as part of this bid are true, accurate, and complete.

Signature of Authorised Person: _____

Name: _____

Designation: _____

Date: _____

Place: _____

Office Seal: _____

Witness with Signature: _____

ANNEXURE IV: DECLARATION REGARDING NON-DISCLOSURE OF CONFIDENTIAL DATA

(On the Letter Head of the Bidder)

I / We _____ hereby declare that:

- I / We shall neither make, cause to be used, shared, or disclosed, nor shall we ourselves use, share, or disclose any member data, student data, phone numbers, email addresses, or any other details whatsoever of any person or entity which has been provided by IAI to me / us, to any third party.
- I / We hereby declare that I / we shall neither make/cause it to be used, nor shall we ourselves use any data provided by IAI for any kind of monetisation, commercial activities, advertising, or personal gain.
- All deliverables, data, and assets created or accessed during this engagement remain the property of IAI. All source files must be returned to IAI in editable formats upon request.
- Work must be stored in IAI-controlled or IAI-approved systems where required, and no data shall be retained on third-party systems without IAI's prior written approval.

In case I / we are found to have breached this declaration, IAI shall have the right to forfeit the Performance Bank Guarantee and any amount payable by IAI to me / us, in addition to terminating the contract immediately. This is without prejudice to the rights of IAI to take any suitable action against me / us under the provisions of applicable law.

Signed By (Authorised Signatory): Name: _____ Designation: _____ Company: _____ Date: _____	In the Presence of (Witness 1): Name: _____ Designation: _____ Company: _____ Date: _____
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ANNEXURE V: DRAFT AGREEMENT FOR HOUSEKEEPING SERVICES

This Agreement is made on this ____ day of _____, 2026 at Navi Mumbai, Maharashtra.

Between the Institute of Actuaries of India, a statutory body established under the Actuaries Act, 2006, having its office at Unit No. F-206, 2nd Floor, "F" Wing, Tower-2, Seawoods Grand Central, Plot No. R-1, Sector 40, Seawoods, Navi Mumbai – 400706, hereinafter referred to as "IAI" or "Institute", which expression shall, unless repugnant to the context, include its successors and permitted assigns;

And M/s _____, a company/firm/proprietorship/LLP having its registered office at _____, hereinafter referred to as the "Agency" or "Service Provider", which expression shall, unless repugnant to the context, include its successors and permitted assigns.

1. Background

IAI issued Request for Proposal Ref. No. IAI/ADMIN/RFP/01/2026 for appointment of an agency for providing housekeeping, pantry support and general office support services at IAI premises. Pursuant

to the evaluation process, the Agency has been selected for providing the said services in accordance with the RFP, its bid, Letter of Intent/Work Order and this Agreement.

2. Scope of Services

The Agency shall provide housekeeping, pantry support, office support, cleaning, sanitation, waste collection, consumable replenishment, supervision, replacement manpower and related services as specified in the RFP, technical bid, commercial bid, work order and directions issued by IAI from time to time.

3. Term and Extension

This Agreement shall remain valid for a period of 1 year from the date of signing, unless terminated earlier in accordance with this Agreement. The Agreement may be extended for a further period of 1 year at the sole discretion of IAI, subject to satisfactory performance, continued requirement, statutory compliance, availability of budget and approval of competent authority.

4. Agency as Independent Contractor

The Agency shall act as an independent contractor. All personnel deployed by the Agency shall remain employees/workers of the Agency only. Nothing contained in this Agreement shall create any employer-employee, principal-agent, partnership, joint venture, deemed employment or absorption relationship between IAI and any personnel deployed by the Agency.

5. Manpower Deployment and Conduct

The Agency shall deploy trained, verified, medically fit and suitable personnel approved by IAI. The Agency shall ensure proper uniform, identity cards, discipline, hygiene, punctuality, behaviour and compliance with IAI's office protocols. IAI may require immediate replacement of any personnel found unsuitable, absent, negligent, non-compliant, medically unfit or involved in misconduct.

6. Statutory Compliance

The Agency shall be solely responsible for compliance with all applicable laws, including minimum wages, payment of wages, EPF, ESIC, bonus, leave, gratuity, overtime, professional tax, GST, shops and establishment laws, contract labour laws, safety requirements and all other statutory obligations. The Agency shall submit monthly compliance records, including wage register, bank payment proof, EPF/ECR challan, ESIC challan, attendance records, GST invoice and statutory declarations.

7. Payment Terms

The Agency shall raise monthly invoices in accordance with the accepted commercial bid and work order. Payment shall be made after certification of satisfactory services by IAI and verification of statutory compliance documents. IAI may withhold or deduct payment for non-deployment, deficiency in service, non-submission of statutory records, non-payment of wages or breach of contractual/statutory obligations. Applicable taxes and statutory deductions shall be made as per law.

8. Performance Security

The Agency shall furnish Performance Security/Bank Guarantee of INR 1,00,000/- in favour of IAI within the prescribed timeline. IAI may invoke the Performance Security for breach of contract, statutory default, non-performance, recovery of losses, penalties, unpaid dues or any liability arising due to the Agency's acts or omissions.

9. SLA Deductions and Penalties

IAI may impose reasonable SLA-based deductions for poor service quality, absence of manpower, delayed replacement, repeated complaints, non-submission of records or breach of service levels. Such deductions shall ordinarily be capped at 10% of the relevant monthly invoice value, without

prejudice to IAI's right to terminate the Agreement, recover losses or invoke Performance Security for persistent or material default.

10. Confidentiality and Data Protection

The Agency and its personnel shall maintain strict confidentiality of all information, documents, member data, student data, records, communications, premises information and any other information accessed during the engagement. Such information shall not be copied, disclosed, retained, misused or shared with any third party without prior written approval of IAI. This obligation shall survive termination of the Agreement.

11. Indemnity

The Agency shall indemnify, defend and hold harmless IAI, its officers, employees and representatives from and against all claims, losses, damages, penalties, interest, costs, proceedings, liabilities and expenses arising from breach of law, non-payment of wages/statutory dues, injury, accident, misconduct, negligence, fraud, breach of confidentiality, third-party claims or any act or omission of the Agency or its personnel.

12. Termination

Either party may terminate this Agreement by giving 60 days' prior written notice. IAI may terminate the Agreement by giving 30 days' notice, or immediately in cases of serious breach, fraud, statutory default, misconduct, non-payment of wages, repeated service failure, unauthorised sub-contracting, breach of confidentiality or any act prejudicial to the interests of IAI.

13. Dispute Resolution, Governing Law and Jurisdiction

Any dispute shall first be resolved amicably within 30 days. Failing amicable resolution, the dispute shall be referred to arbitration by a sole arbitrator mutually appointed by the parties in accordance with the Arbitration and Conciliation Act, 1996. The seat of arbitration shall be Mumbai, and the language shall be English. This Agreement shall be governed by Indian law and courts at Mumbai shall have exclusive jurisdiction, subject to arbitration.

14. Order of Precedence

In case of inconsistency between documents, the following order of precedence shall apply: this Agreement, Work Order/Letter of Intent, RFP including corrigenda, technical bid, commercial bid and other submitted documents, unless otherwise expressly stated by IAI.

15. Execution

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day, month and year first mentioned above.

For Institute of Actuaries of India	For the Agency
Authorised Signatory: _____ Name: _____ Designation: _____ Date: _____ Seal: _____	Authorised Signatory: _____ Name: _____ Designation: _____ Date: _____ Seal: _____