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**LIFE INSURANCE CORPORATION OF INDIA**  
**"JEEVAN PRAKASH", DIVISIONAL OFFICE**  
**JALANDHAR**

**TENDER FOR PROVIDING CANTEEN SERVICES FOR  
SALES TRAINING CENTER (STC) AT DIVISIONAL  
OFFICE JALANDHAR.**

LAST DATE OF SUBMISSION OF TENDERS : 02.09.2024 up to 15.00 Hrs

DATE OF OPENING OF TENDERS : 02.09.2024 at 15.30 Hrs

**Note: LIC of India reserves the right to accept or reject any or all offers in full/part without assigning any reasons whatsoever.**



Divisional Office, "Jeevan Parkash" Bldg., Model Town Road, Jalandhar -144 001 Ph: 0181-2227488, E-mail: [os.jalandhar@licindia.com](mailto:os.jalandhar@licindia.com)

**RE; TENDER FOR PROVIDING CANTEEN SERVICES FOR SALES TRAINING CENTER AT DIVISIONAL OFFICE, JALANDHAR**

<b><u>TENDER SCHEDULE</u></b>		
		<b>Description</b>
1	Name of work :	Tender for Canteen Services for Sales Training Center, LIC of India, Divisional office, Jalandhar
2	Cost of tender document ( Nonrefundable)	<b>Rs.118.00</b> ( Rupees One hundred eighteen only) Including GST 18%
3	Earnest Money Deposit	<b>Rs. 10,000/-</b> ( Rupees Ten thousand only)
4	Security Deposit	<b>Rs. 45,000/-</b> (Forty five thousand only)
5	Date of issue of tender document	<b>From 19.08.2024 to 02.09.2024</b> between 10.00 AM to 3.00 PM on week days and (excluding Holidays, Sundays & Saturdays) from the above office on payment of non-refundable tender cost by Cash/Demand Draft in favour of "LIFE INSURANCE CORPORATION OF INDIA" payable at Jalandhar.
6	Pre-Bid Meeting	27.08.2024 at 14.30 PM in the chamber of Manager (O.S.), Divisional Office, Jalandhar
7	Last Date & Time for submission of tender Document.	On or before 02.09.2024 up to <b>15.00 PM.</b>
8	Date & Time of opening of Technical Bids	The " <b>Technical Bids</b> " will be opened on 02.09.2024 at 15:30 PM in the presence of interested bidders or their authorized representatives who may wish to be present.
9	Date & Time of opening of Financial Bids.	Financial bid will be opened of those bidders who will qualify the Technical bid shall be intimated later on.

Date: 19.08.2024

  
Sr. Divisional Manager

  
Sr. Divisional Manager





Divisional Office "Jeevan Parkash" Bldg., Model Town Road, Jalandhar -144 001 Ph: 0181-2453242, E-mail: [os.jalandhar@licindia.com](mailto:os.jalandhar@licindia.com)

### INSTRUCTIONS TO THE BIDDERS

1. The tender forms will be available from **19.08.2024 to 02.09.2024** between **10.00 AM to 3.00 PM** on **week days** and in our above mentioned office. (Excluding Holidays, Sundays & Saturdays).
2. The last date for submission of filled in tenders (both technical and financial Bids) is on 02.09.2024 upto **15.00 PM**. The tender received after the last date and time mentioned above will not be considered.
3. The filled in tenders should be submitted to the address given below :  

**Chairman,  
Stores Committee,  
L.I.C. OF INDIA, Divisional Office, 1<sup>st</sup> floor,  
"JEEVAN PARKASH", Model Town Road,  
Jalandhar-144001**
4. The **technical bid** will be opened on 02.09.2024 at 15:30 A.M. in the presence of interested bidders or their authorized representatives who may wish to be present. After scrutiny of the technical bids and assessment of the offers, the financial bids of only those bidders, whose offers are found suitable to the Corporation, will be opened at a later date. The date of opening of financial bids will be intimated to those bidders whose offers are found suitable.
5. The tender form consists of the following documents:
  - a. Notice of Tender
  - b. Instructions to bidders and Terms & Conditions.
  - c. Technical part.
  - d. Financial part
  - e. Declaration by Contractor
6. Submission of filled in tender forms: Tender forms should be submitted in sealed covers as under:
  - a. Cover-I : Technical Bid, Instructions to Bidder duly signed with seal.
  - b. Cover-II : Financial Bid duly signed with seal.
  - c. Cover-III : The DD/Bankers cheque for 'Earnest Money Deposit' and cost of tender document or the Misc. Receipt of the required value along- with Mandate form duly signed be put in this envelop duly sealed.
  - d. Cover-IV : Containing all above three covers and super scribed as:  
**"TENDER FOR CANTEN SERVICES FOR SALES TRAINING CENTRE, LIC OF INDIA- JALANDHAR"**
7. The offers are to be submitted in Two Bid system i.e., Technical Bid and Financial Bid. The Technical Bid consists of all the required information called for in the questionnaire (other than the price). The Technical Bid shall be submitted in sealed cover (Marked Envelope – I) super-scribing as **"Technical Bid"** for **"Tender for Canteen Services for STC, LIC of India Jalandhar"**. The envelope shall contain the addressee's details and details of the bidder also.
8. The Financial bid shall contain only financial details i.e., rate and other financial implications. The Financial Bids will be placed in the **Envelope - II** and super-scribed with addressee and bidder's details. All the three envelopes will be placed in a fourth sealed envelope (Envelope –IV) and submitted to the LIC of India, Divisional Office, Jalandhar at the address given above. The





envelope must be super-scribed with **"TENDER FOR CANTEEN SERVICES for STC, LIC of India, JALANDHAR"** and the last date for submission of tenders is **02.09.2024 up to 15.00 PM**. The Technical bid will be opened on the same day i.e., **02.09.2024 at 15:30 PM** in the presence of bidders or their authorized representatives who may wish to be present.

9. EMD amount of Rs. 10,000/- (Rupees Ten thousand only) in the form of Miscellaneous Receipt OR Demand Draft in favor of "LIC of India" payable at Jalandhar. Please note that no interest is payable on the EMDs.
10. The cost of tender fee of Rs. 118/- (Rupees one hundred & eighteen rupees only), the Miscellaneous Receipt of the tender fee deposited or D.D or Pay Order shall be submitted in sealed cover (Marked Envelope – III) super-scribing as "Earnest Money Deposit" for **"TENDER FOR CANTEEN SERVICES – LIC of India, DO, Jalandhar"** along with "Technical and Financial Bid".
11. In case the tender form is downloaded from the Corporation's web site, the non-refundable tender fee of Rs. 118/- (Rupees one hundred eighteen rupees only) may be remitted in the form of Demand draft drawn in favour of **"Life Insurance Corporation of India"** payable at Jalandhar.

12. Refund of EMD: -EMD will be refunded as under:

- (i) EMD of all unsuccessful Vendors / bidders will be refunded after scrutiny and submission of Technical Assessment Report by Divisional Committee to the Senior Divisional Manager.
- (ii) EMD of other bidders (except SUCCESSFUL bidder) shall be refunded within one month's time after opening of Financial Bids.
- (iii) EMD of SUCCESSFUL bidder shall be refunded separately or adjusted along with the Security Deposit.
- (iv) In case the Successful vendor / bidder refused to render services after issue of allotment letter, a notice shall be served to them by giving **30(thirty) days'** time failing which their EMD amount lying / retained with us shall be forfeited without any further correspondence.
- (v) Sr. Divisional Manager is the competent authority to refund / forfeit the EMD amount.

13. All the pages of the tender form are to be signed by the bidder.

In case of joint ownership, all the owners have to sign all the pages of the bids (Technical and Financial Bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected. Tenderers should note that their tenders should remain open for consideration for a minimum period of **03 months (Three months)** from the date of opening of "Technical Bids".

14. The Tender Inviting Authority reserves the right to accept any tender or to reject any or all tenders at his sole discretion without assigning reasons thereof. The Tender Inviting Authority does not bind to accept the lowest tender.

Place: .....

Date: .....

Signature of Vendor with seal

  
Sr. Divisional Manager







**Divisional Office "Jeevan Parkash" Bldg., Model Town Road, Jalandhar -144 001 Ph: 0181-2453242, E-mail: os.jalandhar@licindia.com**

**ANNEXURE-A**

**FORM OF TECHNICAL BID**

1	Name of Firm	
2	Name of Owner/s	
3	Shop/Company/firm Registration No.	
4	FSSAI Licence No.	
5	Date of Renewal, if any	
6	Address	
7	Contact No.	
8	E-mail Id	
9	Name of the contact Person along with the Mobile No. who would be calling on us and attending our jobs.	
10	Type of Firm Individual/Sole Proprietor/Pvt. Ltd	
11	Total No. of Years of Experience in Canteen Services	
12	Details of the empanelment with any office of LIC of India/PSU/State Govt./Educational Institutes etc.	
13	Work Experience (Present/Past) (3 years) (submit the evidence for the same-self attested copies)	1. 2. 3.
14	Name of the Banker with address & Telephone No. IFSC code (attach leaf of cancelled cheque.)	1. 2.
15	TAN/PAN (submit self-attested copies)	
16	Service Tax Registration No., if any (submit self-attested copies)	
17	GST Registration certificate	
18	P&L a/c and balance sheet for latest last 3 years. If any	
19	Income Tax Returns for the last 3 Fin. years (submit self-attested copies)	FY: 2021-22 FY: 2022-23 FY: 2023-24

Note: Documentary evidence wherever applicable should be enclosed.

(Copies of the credentials & Certificates issued by any other institution may be enclosed)

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

Place: .....

Date: .....

Signature of Contractor with seal

*(Handwritten signature)*





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### Eligibility Criteria & Requirements

1. The applicant must be a Registered / Licensed Organization / Partnership firm / Sole proprietorship.
2. **The applicant must possess valid FSSAI license, copy to be attached with the technical bid.**
3. The applicant must possess valid GST registration number, copy to be attached with the technical bid.
4. The applicant must possess valid PAN registration number, copy to be attached with the technical bid.
5. The applicant must have a proven track record of minimum 3 years with reputed clients in rendering catering service.
6. The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.
7. The applicant must have minimum average turnover of 2 lakhs during the last three financial years i.e., 2021-22, 2022-23 & 2023-24, documentary evidence in support of the turnover should be attached with the technical bid.
8. The applicant must not have been at any time declared as insolvent or convicted for any offence.
9. The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority.
10. The applicant should not have rescinded/abandoned any Catering contract awarded by any of his clients before the expiry of prescribed period of contract.
11. The applicant should neither be a sub-contractor to any other entity/person nor has at any time sub-let the contract awarded to the applicant to any other person.
12. The applicant has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
13. The tenderers/Bidders are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender during office working hours.
14. LIC of India is not responsible in any manner for the postal delay / loss / non receipt of the tender.
15. The validity of the tender shall be for 3 months.
16. The rates to be quoted shall be inclusive of all i.e., providing canteen services inclusive of all taxes, charges, levies etc., if any excluding GST tax. Income Tax will be deducted as per the prevailing rates.
17. The tender should be submitted so as to reach Office on or before the date and time specified in the covering letter.
18. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
19. The quotation should be either typewritten or neatly and legibly hand written in dot- pen.
20. Technical Bid & Financial Bid should be placed in separate individual sealed covers and these two individual covers should be placed in a sealed cover. Quoting of price openly or submission of financial bid along with technical bid without putting in a separate sealed cover will result in disqualification of the tender.
21. Any tender not complying with eligibility criteria and requirements either wholly or partially shall be liable for rejection.
22. If the successful tenderer/bidder fails, in course of the agreement period, to comply with the terms and conditions of the agreement, the security deposit may be forfeited in full or in part as decided by the Competent Authority.

Handwritten signature and initials: N/A, M/M, M/M





23. The Competent Authority reserves the right to change the relevant dates, to accept or reject all or any of the applications; to accept any higher bid; or cancel all tenders without assigning any reasons whatsoever.
24. LIC reserves the right to reject the quotations of the existing vendors already working with LIC without assigning any reason if their previous track record is found un-satisfactory by the competent authority.
25. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Jalandhar and shall be subject to adjudication of a competent court in Jalandhar only.
26. The applicant must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the application form.
27. An earnest money deposit of Rs.10000/- in the form of crossed demand draft favoring 'LIC of India', payable at Jalandhar will have to be submitted by all bidders. This amount will be refunded to unsuccessful bidders and to the successful bidder on completion of contract period.
28. Bidders seeking exemption from submission of EMD/Tender Fee/years of experience and turnover must submit relevant supporting document as per Central Government procurement policies.

**24. Security Deposit**


The successful bidder will be required to remit an amount of Rs.45,000/- (Rupees forty five thousand only) as security deposit and the same will be accepted either in the form NEFT/RTGS or Demand Draft or Banker's Cheque drawn on any Nationalized or Scheduled Bank favoring LIC of India payable at Jalandhar. This Deposit will be refunded only on successful completion of the agreement period. No interest will be payable on this security deposit. The EMD amount of Rs. 10,000/- (Rupees ten thousand only) of the successful bidder will be adjusted to such Security Deposit, allowing the successful bidder to remit the balance amount. If the successful contractor fails, in course of the agreement period, to comply with the terms and conditions of the agreement, the security deposit shall be forfeited.

The Corporation reserves the right to accept any quotation in full or part. This does not necessarily mean that the lowest quotation will be accepted

Date:

  
Sr. Divisional Manager

Signature of Contractor  
with official seal & date

  
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(in token of acceptance of above)





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### TERMS & CONDITIONS AND SCOPE OF WORK

1. The contract shall be for a period of **TWO years from the date of issue of work order**. It can be extended for one more year or as decided by the competent authority on the existing rates, terms and conditions subject to mutual consent of both the parties.
2. The parties to the contract, may, by giving a written notice of **30 days** to the other party, terminate the contract. The termination shall take effect at the close of 30 days from the date of receipt of written notice, by the other party.
3. **The contractor is not entitled to assign or transfer howsoever the benefit or burden of the contract to any other person or firm. Nothing herein contained shall be construed to create any tenancy in contractor's favour of any of the LIC's premises, properties or belongings and the LIC may of its own motion, upon the termination of the contract, re-enter and retake and resume and retain absolute possession of the LIC's belongings, both movable and immovable Equipment.**
4. The contractor will be permitted to use the canteen kitchen for his cooking purposes and Hall for serving the Trainees & staff.
5. The contractor is entitled to use the infrastructural facilities, furniture, fixtures and fittings, belonging to the Corporation, in the canteen premises and the contractor shall ensure that the above are always properly maintained at his own cost.
6. The contractor shall provide at his own cost all other equipment's (including Refrigerator, Hot Case, Toaster, Oven, etc. of recognized make and suitable size) and shall maintain the same in good working condition at his own cost and put it to regular use for purposes solely connected with his catering arrangements. The contractor shall provide at his own expense crockery, cutlery, cooking utensils, glassware, juicer/mixer, table cloth, frills, dining paper rolls, tissue paper, cloth napkins and other articles necessary and required and suitable for running the canteen. The crockery used should be of high quality and to the satisfaction of the office. He shall at all times keep and maintain all these articles in a clean, neat, hygienic and tidy order and condition. The Corporation shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles. He shall also arrange at his own cost regular supply of gas cylinders. Maintenance of gas burners, gas lines etc., and regular servicing of gas burners, gas lines etc., shall be the responsibility of the contractor.
7. The water and electricity consumption charges will be borne by the Corporation, provided that the contractor shall:
  - a. Ensure that the items of usage e.g. Taps, Switches etc., are always properly maintained at his own cost.
  - b. Ensure utmost economy in the consumption of water, Electricity and abide by such restrictions as may be imposed or such instructions as may be issued by the appropriate Government/Civic authorities or any other person authorized by the Corporation.
  - c. LIC reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are not used reasonably.



8. In times of scarcity of water, the contractor shall ensure at his own cost, availability of modern safe alternative modes of these resources and ensure that the operation of the canteen is smooth.
9. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. The contractor shall pay for all food stuffs and articles used for the catering and have always on hand, good and sufficient supply of all articles, food stuffs and provisions necessary for the catering and the same shall be kept in a proper hygienic manner in suitable containers, raw food stuffs such as vegetables, milk, shall be of fresh supply. The purchases should be made from reputed grocery stores. All food items should be ISI Certified & Branded. Monthly provisions should be certified/ approved by the authorized persons. Only good quality milk should be used. Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked from outside.
10. The contractor shall provide purified/mineral water for drinking purpose to the users of canteen.
11. The contractor shall maintain in good condition all furniture, equipments, fittings, premises etc., provided to him and hand-over-charge of the same on termination of the contract all the furniture's, fixtures, equipments and articles brought or made available by LIC in/or to the canteen block and it shall remain the exclusive property of the Corporation. The contractor shall be responsible for the pilferage and/or any damage to the building under the contractors occupation or the fittings, fixtures, furniture or other equipments entrusted in his charge, when such damage is in the LIC's opinion caused due to the negligence or carelessness or any fault on contractor's part or that his manager or servant or representative and he shall be liable to pay to the corporation such amount in respect of such damage as may be assessed by corporation's engineer or other officer authorized in this behalf.
12. The contractor shall replace at his own cost all electrical items such as bulbs etc., as and when required in the Dining Hall, Kitchen and such other area as may be prescribed. The contractor shall also bear the cost of repairs/replacements of the items if they are damaged.
13. The Contractor shall carry out such improvements as may be necessary for ensuring best services and take due notice of & resolve the complaints, if any, made by the Trainees & Staff of Sales Training Center Jalandhar
14. The contractor shall obtain at his own expense all Licenses, Permission etc., as may be required by Law and shall bear all Taxes imposed by any Governmental / Municipal Authority / Agency.
15. The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants, approved by LIC. The contractor without causing any environmental hazards should dispose off kitchen garbage and leftover food at their own cost.
16. The contractor's men should have identity cards giving their bio-data, photograph etc. The contractor shall provide distinctive uniforms to his managers, supervisors, canteen persons, kitchen workers and other workers. Persons working in the canteen shall be provided with apron, gloves headgear etc., besides uniform. All those employed by the contractor shall wear their respective uniforms with badges throughout, while they remain in LIC campus.
17. It will be the contractor's responsibility to ensure that the obligations under the terms of this canteen agreement are fully performed and observed.
18. It is the exclusive responsibility of the contractor to ensure due and timely compliance with all relevant laws including labour laws, regulations etc. relating to the employment of persons.
19. The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for e.g. by the food inspectors/ food deptt.) the same shall be borne by the contractor and the LIC will not pay any fine





- or penalty that may arise/or that may be imposed on account of the fault of the Contractor. **The Contractor shall be personally and solely responsible for any consequences due to food poisoning.**
20. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc. of the LIC for any purpose other than those expressly provided in the contract.
  21. The contractor shall attend to all items of cleaning such as removal of cobwebs, cleaning of fans and lights, cleaning of window frames, shutters, Venetian blinds, doors, changing and fixing of curtains, dusting of chairs, tables, furniture etc., in all the places. These shall be done once a week or more frequently if required.
  22. With a view to achieving effective implementation of the agreement, the Senior Divisional Manager or a person authorized by him, is entitled to issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this agreement and shall be binding on the contractor.
  23. In all matters relating to or incidental to this agreement, if there arises any doubt or dispute or disagreement, the decision of the SR D.M. Jalandhar shall be final and binding on the contractor.
  24. The contractor is required to show the food items prepared for test and taste to ensure quality by the authorized officer/s of LIC.
  25. Schedules appended hereto shall form an integral part and parcel of the contract and shall not be read or interpreted in isolation.
  26. The contractor shall clean and maintain the washable area and basins provided outside the canteen hall at all times during the contract period. The taps and fittings are to be maintained in serviceable condition at all times by the contractor.
  27. The bidder/contractor should have experience of running the canteen in a **Govt./Public Sector Undertaking/Reputed Private Sector Offices/Educational Institutions**. Suitable documentary evidence to be submitted along with the tender application. The bidder/contractor must possess the requisite valid license issued by the Competent Authority for carrying out the business and shall be responsible for complying with all laws pertaining to the service in question as well as those pertaining to employment of persons under him.
  28. The contractor shall provide at his own expenses crockery, cutlery, cooking utensils, glassware, micro-wave and other articles necessary and suitable for running of canteen. The gas cylinder along with gas stove should be used only. The bidder/contractor shall at all times keep and maintain all these articles/premises in a clean, neat, and hygienic condition.
  29. The contractor should attend the meeting whenever he is called upon to do so. This is mainly to keep a random check on the quantity/quality of food to be served. If the quantity/quality of food served or service rendered by the contractor is not found satisfactory at any point of time, the Principal-STC Jalandhar or any one authorized by him is entitled to initiate action deemed necessary including immediate termination of the contract without notice to the contractor.
  30. The contractor shall bear all the expenses for running the canteen and he shall be wholly, solely and exclusively responsible for all the deeds/acts of his employees in the premises of LIC of India. LIC of India shall not in any manner be liable for any damage caused on any un-towards incidents like theft, burn, fire, electric shock etc. or bear any compensation for damage or injury caused to the employees of the contractor during discharging their duties. The bidder/contractor shall take all necessary precautions against fire or any kind of hazards with rules and regulations as laid down by concerned authorities and to the satisfaction of LIC of India.
  31. The contractor should keep the Canteen Complex clean. If at any point of time, the canteen and its premises are found to be unclean, the bidder/contractor shall be held responsible and action deemed fit shall be taken by the Competent Authority.



32. There shall be no compromise on the quantity/quality of food supplied by the bidder/contractor and if any such incidence or food adulteration is found, action deemed fit shall be taken by the Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act.) will apply.
33. Only fresh food is to be served. Stale / refrigerated food should not be served at any cost. Recycled oil should not be used for cooking.
34. Authorized officials of STC will be inspecting periodically the canteen maintained by the contractor and will be giving a report. Any deficiency in service will be brought to the notice of the contractor, which he should set right immediately. Failure to do so will attract stringent action.
35. LIC may refuse entry into the campus or order eviction of any person falling into any of the following categories: -
  - a. Does not possess good character or is suspected so and/ or
  - b. Is found reportedly indulging in activities prejudicial to the interests of the LIC. and /Or
  - c. Is Afflicted/suspected to be afflicted with any contagious or communicable diseases.
36. It is the exclusive responsibility of the Contractor to ensure due and timely compliance with all relevant Laws, Rules and Regulations and other relevant instruction issued by Government Authorities from time to time relating to the employment of persons.
37. The contractor or his staff shall not indulge in any act which may hamper the peace or serenity of the campus, likely to be detrimental to the interests of the Corporation.
38. Any failure or omission on the part of the LIC at any time to exercise any of its rights **under the terms of the contract, shall never be construed as "waiver" and shall in no way impair or affect the validity of the terms and the rights of the LIC to enforce its right at any time subsequently, with retrospective effect wherever found necessary.**
39. The contractor shall indemnify the LIC for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the LIC on account of negligence, wrongful or questionable conduct of the contractor or his staff, whether indulged intentionally or otherwise.
40. Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premises and handover to LIC all articles, equipments, furniture, fixtures etc., in a good and working condition. Failure to do so will result in forfeiture of the deposit amount and further penal action as may be deemed fit. Contractor should also remove all his stores and effects, on termination of the contract. In case of failure to remove the stores and effects by the contractor, LIC is entitled to enter into and take possession of canteen or any area which was given to the contractor and deal with the situation, as may be deemed fit.
41. With a view to achieve effective implementation of this Agreement, the Principal-STC, LIC of India is entitled to issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this Agreement and shall be binding on the contractor. In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement the decision of the Principal-STC, LIC of India shall be final and binding on the contractor.
42. The contractor should employ adequate number of persons for running the canteen engaged in cooking, distribution of food and disposal of garbage and left over food. The contractor should also have professional cooks under his supervision to run the canteen. No employee engaged by the Contractor should be under the age of 18 years. **KYC (Know Your Customer) details of the employees engaged by the Contractor are to be provided by the Contractor to LIC of India.** Canteen staff should be well dressed, neat and preferably they should have uniform with badges. The canteen staff must be able to understand and speak **Hindi/Punjabi**. The employees so engaged shall deemed to be employees of the contractor not LIC of India.





43. Under no circumstances any of the employees engaged by the contractor will stay in LIC premises beyond canteen working hours.
44. The LIC office is a **"NO SMOKING ZONE"**. Hence, sale and use of tobacco is strictly prohibited.
45. The sale and use of Liquor (Alcohol) is strictly prohibited in LIC premises.
46. The successful bidder/contractor will have to enter into an agreement on a stamp paper of Rs. 100/- with LIC of India within 7 days from the date of issue of acceptance letter by LIC of India.
47. The submission of the bid by the bidder/contractor shall be taken to signify the acceptance of the stipulated terms & conditions.
48. Non-disclosure of relevant information or furnishing of incorrect information/documents will lead to disqualification of bid of the bidder.
49. **"In terms of provisions of Section 33(3) of the Insurance Act, 1938 as amended by the Insurance Laws (Amendments) Ordinance, 2014. Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and data base in the custody of the contractor in respect of service outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents/statements/information as may be required by IRDAI within such time as may be specified by the IRDAI."**
50. The contractor shall indemnify the LIC of India for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the LIC of India on account of negligence, wrongful or questionable conduct of the Agency or its staff, whether indulged intentionally or otherwise.
51. The contractor shall indemnify the LIC from all claims for any injury cause due to his work/installation to any person whether a workman or not and the LIC shall not be bound to defend any claim got under the **WORKMEN'S COMPENSATION ACT, 1923**. The contractors shall take suitable insurance cover for this purpose.
52. **Insurance Policies:-**
- Contractors all risk policy inclusive of third party liability.**
  - Workmen's compensation policy.**  
The Contractor shall keep the Corporation, its Officers and servants safe and harmless and indemnified from and against all losses, suits, damages, cost charges, claims and demands whatsoever including claims under the **Workmen's Compensation Act, 1923**, the Officers or Servants may become liable to pay for the reason or in consequence of any injury to any person or persons or to any property either belonging to the Corporation or any **third party** whether resulting directly through any accident or otherwise to life or property while performing the contractual job at LIC or when carrying out any repairs or other work pertaining to the STC Canteen Premises. Such damage, injury or loss to life or property shall be made good and/or as the case may be paid immediately by the Contractor to the Corporation.
53. Every Bidder must note that his/her Bid shall be liable to be rejected in case the tender stipulations are not complied with strictly or the services do not conform to the required specifications indicated therein. The Sr. Divisional Manager, LIC of India, Jalandhar Divisional Office, reserves the right to reject, accept or prefer any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its actions and decisions.

*(Handwritten signature and initials)*





54. If the number of trainees/participants in any running session will be < 5, then minimum payment of 5 trainees/participants will be made to the contractor up to lunch for the 1<sup>st</sup> day and on other days payment will be done on the basis of actual number of trainees/participants.
55. If any session stands cancelled due to any reason and no intimation verbal/written is passed to the contractor or his staff before commencement of such session, then payment of minimum 10 trainees/participants up to lunch for the 1<sup>st</sup> day will be made.
56. The intimation of the session to be held would be provided one day in advance along with the approximate number of participants. The actual number of participants will be conveyed by 11.00 AM on the training day. Arrangement for lunch etc., to be done accordingly.
57. The average number of footfall per day excluding holidays shall be between 15 to 20 persons, however this number may increase or decrease depending on the sessions conducted in STC. The bidders are advised to quote their package rates accordingly.
58. During zero session period, payment of Rs. 500/- (Rupees five hundred only) per working day will be made to the contractor.

59. **PAYMENT TERMS**

Payment will be made on the basis of per person who actually takes lunch etc. but lunch will be provided in buffet system in sufficient quantity. All prevalent taxes, surcharge, fees, cess or any other type of tax levied by authorities shall be deducted from the payable amount as per the guidelines issued by Govt. from time to time. The payment shall be made on monthly basis after receipt of the bills of the specific month.

60. **PENALTY CLAUSE**

Contractor will maintain a complaint register in the dining hall and it shall be easily accessible to each trainee and officials for recording complaint. Penalty clause will be applicable on the basis of number of complaints received which will comprise 5% to 20% of bill payments.

Date: .....

Signature of Contractor

with seal





## ANNEXURE-B

### RE; TENDER FOR PROVIDING CANTEEN SERVICES FOR SALES TRAINING CENTER AT DIVISIONAL OFFICE, JALANDHAR

#### MENU ITEMS

Sales Training Center (STC), LIC of India, Jalandhar city is conducting training of our marketing force i.e., Agents & Development officers on working days. STC provides breakfast, lunch, afternoon tea, evening tea & dinner for trainees. In view to the above, the quotations are invited to run the canteen services in STC canteen as per following pure vegetarian menu;-

#### **1. Breakfast:**

a) Parathas (different stuffing each day) + Curd + Achar + Seasonal fruit + tea.

OR

b) Slices with butter & Jam + seasonal fruit + Tea

OR

c) Chhole bhatoore + Achar + seasonal fruit + Tea

OR

d) Puri + Sabzi + Achar + Seasonal fruit + Tea + curd

(Seasonal fruits like banana/apple/orange/musammis etc).

#### **2. Tea/coffee with biscuit at Tea break (Morning & Afternoon):**

a) Tea/coffee + standard quality/branded biscuit in sufficient quantity twice a day (at least 4 biscuits per person)

**3. Lunch:** Item to be covered in lunch for vegetarian menu in sufficient quantity as follows should be displayed on the notice board of the canteen.

a) Chapattis.

b) Dal/cholley/rajma/lobia etc. (with daily change)

c) Fresh seasonal vegetables. (with daily change)

d) Paneer with daily change like shahi paneer, karahi paneer, paneer malai, paneer bhurji, etc.

e) Raita (with daily change like bundi raita, boiled potato raita, ghiya raita, fruit raita, kheera raita etc).

f) Pulao/steam rice of good quality basmati rice.

g) Salad (including cucumber, onion, lemon, radish (mulii), beetroot (chukundar), carrot, tomato, green chilli (mirchi) etc).

h) Papad of good quality in sufficient quantity.

i) Sweet dish with daily change like Ice-cream, Gulab Jamun, Rassogulla, Kheer, Meethi saivyan, halwa of mung dal, Gajar & suji etc.

j) Pickle (Achhar)

#### **4. Tea/coffee and snacks (Evening):**





- a) Tea/coffee standard quality with snacks like samosa/paneer pakora/veg. pakora/bread pakora/kachori/patty/dhokla etc. sweets like jalebi/gulaab jamun/burfi etc.

**5. Dinner:**

- a) Chapattis.  
b) Dal/cholley/rajma/lobia etc. (with daily change)  
c) Fresh seasonal vegetables. (with daily change)  
d) Paneer with daily change like shahi paneer, karahi paneer, paneer malai, paneer bhurji, etc.  
e) Raita (with daily change like bundi raita, boiled potato raita, ghiya raita, fruit raita, kheera raita etc).  
f) Pulao/steam rice of good quality basmati rice.  
g) Salad (including cucumber, onion, lemon, radish (muli), beetroot (chukundar), carrot, tomato, green chilli (mirchi) etc).  
h) Papad of good quality in sufficient quantity.  
i) Sweet dish with daily change like Ice-cream, Gulab Jamun, Rassogulla, Kheer, Meethi saiviyam, halwa of mung dal, Gajar & suji etc.  
j) Pickle (Achhar)

**TIMINGS OF THE FOOD SERVING WILL BE AS BELOW:-**

- i) Breakfast; Morning from 8:30 AM to 9:30 AM in canteen/dining hall.  
ii) Tea/coffee with biscuit at 11:15 AM to 11:30 AM in canteen.  
iii) Lunch: From 1:30 PM to 2:00 PM in canteen.  
iv) Afternoon Tea/coffee with biscuits 3:30 PM to 3:45 PM in canteen.  
v) Evening Tea/coffee with snacks 5:30 PM to 6:00 PM in canteen.  
vi) Dinner: from 8:30 PM to 9:30 PM in canteen.


**Note: The vegetables/dal prepared in lunch menu should not be repeated in dinner of the same day. All above menu to be displayed daily on notice/menu board provided in the canteen.**

The quality of all cooking material/medium used for preparation of food should be of standard quality and brand.

Signature of contractor

With seal & date

  
Sr. Divisional Manager

  
M(01)





Divisional Office "Jeevan Parkash" Bldg., Model Town Road, Jalandhar -144 001 Ph: 0181-2453242, E-mail: os.jalandhar@licindia.com

**"FINANCIAL BID"** **ANNEXURE-C**  
**(TO BE SUBMITTED IN SEPARATE SEALED ENVELOP)**

**RE; TENDER FOR PROVIDING CANTEEN SERVICES FOR SALES TRAINING CENTER AT DIVISIONAL OFFICE, JALANDHAR**

We hereby quote the following rate for the different Services under this Tender;

1. **CATERING SERVICES:** Package rate per day per head and its bifurcation for the menu as provided under Annexure-B, Technical bid of the Tender;

Table A: Package Rate;

Rate Rs. Per day per head for all meals and refreshment from Breakfast to Dinner as per menu specified in Annexure-B in the Tender Document	
Rs. (In figures)	
Rupees (In Words)	

Table B: Bifurcation of the above package Rates is as under:-

S.No	DESCRIPTION	Rate in Rupees	
		Figures	Words
1	Breakfast	Rs.	Rupees
2	Pre-Lunch Tea/Coffee with biscuits	Rs.	Rupees
3	Lunch	Rs.	Rupees
4	Post Lunch Tea/Coffee with biscuits	Rs.	Rupees
5	Evening Tea/Coffee with Snacks	Rs.	Rupees
6	Dinner	Rs.	Rupees
7	Total Package Rate "C"	Rs.	Rupees

\*The above quoted rates are inclusive of all taxes but excluding GST.

(The Total amount under Table "B" should be the same as mentioned in Table "A" above)

**DECLARATION:**

The rates have been quoted by us after fully understanding our duties, responsibilities and obligations under this Tender.

Place:

Date:

Signature of Contractor with seal

  
Sr. Divisional Manager

(R.A.)







Annexure-D

**DECLARATION**  
**(Letter to the Corporation on the Supplier's letterhead)**

To

Sr. Divisional Manager  
LIC of India  
Divisional Office,  
Jalandhar

Dear Sir/Madam,

**Sub: TENDER FOR PROVIDING CANTEEN SERVICES FOR SALES TRAINING CENTER AT DIVISIONAL OFFICE, JALANDHAR**

With reference to the above tender notice, having examined and understood the instructions, terms and conditions forming part of the tender forms, we hereby enclose our offer for providing canteen services as detailed in your above referred tender notice.

We hereby confirm that we have not been black-listed by LIC or any PSU/ BFSI organization/ Government / Semi-Govt/ Quasi Govt. Departments in India, as on date of submission of bid in response to the above Tender. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the tender form.

We also confirm that the offer shall remain valid for three months from the last date for submission of the offer.

We understand that the Corporation is not bound to accept the offer either in part or in full and that the Corporation has the right to reject the offer in full or in part without assigning any reason whatsoever.

We have read the instructions appended and all terms and conditions and we understand that if any false information is detected at a later date, any future contract made between ourselves and LIC of India, on the basis of the information given by us can be treated as invalid by the Corporation and We will be solely responsible for the consequences.

We agree that the decision of LIC of India in selection of contractors will be final and binding to us.

All the information furnished by me hereunder is correct to the best of my knowledge and belief.

We agree that we have no objection if enquiries are made about the work listed by us in the accompanying sheets.

We agree that we have not applied in the name of sister concern for the subject tender process.

We enclose herewith a Demand Draft/Pay Order for Rs. 118/- (Rupees one Hundred eighteen rupees only) favoring LIC of India and payable at Jalandhar towards tender fees (non-refundable), and Demand Draft/Pay Order for **Rs. 10000/-** (Rupees ten Thousand only) favoring LIC of India and payable at Jalandhar, towards **Earnest Money Deposit (Refundable with any interest) details of the same are as under:-**

Particulars	Demand Draft/Pay Order No/M.R. No/Dated	Amount	Name of Issuing Bank
Tender Fee			
Earnest Money Deposit			

Yours faithfully,

Place:

Date:

**Authorized Signatories**  
(Name & Designation, seal of the firm)

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AO

*[Handwritten signature]*