



भारतीय जीवन बीमा निगम

LIFE INSURANCE CORPORATION OF INDIA

Division Office Delhi –II, 9<sup>th</sup> Floor, Scope Minar, Laxmi Nagar, Delhi-110092

## **TENDER NOTICE FOR CATERING SERVICES IN LIC OF INDIA** **DELHI DIVISIONAL OFFICE-II**

Life Insurance Corporation of India, Divisional Office-2, Scope Minar, Laxmi Nagar, Delhi intends to invite tenders for **Catering Services at Delhi Divisional office-II** in sealed envelopes from reputed licensed Organizations/individuals having sound financial capacity and proven track record of at least 3 years in the field with an annual turnover of Rs.15 lakhs and above for providing multi cuisine Vegetarian/Non-vegetarian food to LIC staff . The tenderers meeting the criteria specified in the tender shall only be considered for further evaluation.

Tender format containing Terms & Conditions for Catering Services at LIC site is available in our website <[www.licindia.com](http://www.licindia.com)> from 01.09.2024 to 17.09.2024. Last date for Submission of filled in tenders to our office will be on 17.09.2024 before 12:00 Noon.

Tenderers, will have to send a DD for Rs.295/- (Rs.250 +GST @18%-Rs.45/-) (Rupees two hundred and ninety five only) towards tender fee along with the completed tender.

The Senior Divisional Manager LIC of India, Delhi Divisional Office-II, reserves the right to reject/issue the tender to any agency at his sole discretion without assigning any reason whatsoever.

**DATE: 27.08.2024**

**SENIOR DIVISIONAL MANAGER**



## TENDER SCHEDULE

S.No.	WORK	WORK DESCRIPTION
1	Name of work :	Tender for Catering Services in LIC OF INDIA, Delhi Divisional office-II
2	Cost of tender document ( Non refundable)	<b>Rs.295.00</b> ( Rupees Two hundred & ninety five only).
3	Earnest Money Deposit	<b>Rs. 10,000/-</b> ( Rupees TEN thousand only)
4	Date of sale of tender document	<b>From 01.09.2024 to 17.09.2024</b> between 10.00 AM and 04.00 PM from the above office on payment of non refundable tender cost by Demand Draft / Pay Order in favour of “ <b>LIFE INSURANCE CORPORATION OF INDIA</b> ” payable at Delhi
5	Last Date & Time for submission of tender document	On 17.09.2024 (Tuesday) upto 04:00PM.
6	Date & Time of opening of Technical Bids	The “Technical Bids” will be opened on 18.09.2024 at 12:00 Noon in the presence of bidders or their authorized representatives who may wish to be Present.
7	Date & Time of opening of Financial Bids.	18.09.2024 at 12:00 Noon

**DATE: 27.08.2024**

**PLACE : DELHI**

**SENIOR DIVISIONAL MANAGER**



## INSTRUCTIONS TO BIDDERS

1. The tender forms will be available from 01.09.2024 to 17.09.2024 between 10.00 AM and 04:00 PM in our office.
2. The last date for submission of filled in tenders (both technical and financial bids) is on 17.09.2024 upto 04:00PM. The offers received after the last date and time mentioned above will not be considered.
3. The filed in tenders should be submitted to the address given below:  
**The Senior Divisional Manager**  
**LIC OF India**  
**Delhi Divisional office-II**  
**9<sup>th</sup> Floor SCOPE Minar**  
**Laxmi Nagar Delhi-110092**
4. The technical bid will be opened on 18.09.2024 at 12:00 Noon in the presence of 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. i.e.,
  - i) Instructions to bidders and Terms & Conditions.
  - ii) Technical part.
  - iii) Financial part.
6. 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**) superscripting as “Technical Bid” for “TENDER FOR CATERING & HOUSEKEEPING SERVICES – LIC, DELHI DO-II”. The envelope shall also contain the addressee’s details and details of the bidder.
7. The price 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 bidders details. All the three envelopes will be placed in a fourth envelope ( **Envelope – IV**) and sealed and submitted to the LIC OF INDIA,



DELHI DIVISIONAL OFFICE-II , DELHI at the address given above. The envelope must be super scribed with “ **TENDER FOR CATERING SERVICES IN LIC, DELHI DIVISIONAL OFFICE-II SCOPE MINAR DELHI**” and the last date for submission 17.09.2024 upto 04:00PM and the Technical bid will be opened on 18.09.2024 at 12:00 Noon in the presence of bidders or their authorized representatives who may wish to be present.

8. EMD of Rs. 10,000/- ( Rupees ten thousand only)in the form of Demand Draft / Pay Order in favour of “ Life Insurance Corporation of India” payable at DELHI and the cost of tender fee of Rs. 295/- ( Rupees two hundred ninetyfive only ), the Miscellaneous Receipt of the tender fee deposited or D.D or Pay Order shall be submitted in sealed cover ( Marked Envelope – III) superscribing as “Earnest Money Deposit” for **TENDER FOR CATERING SERVICES IN LIC, DELHI DIVISIONAL OFFICE-II** along with “Technical and Financial Bid ”. Please note that no interest is payable on the EMDs.

9. In case the tender form is downloaded from the corporation’s web site, the non refundable tender fee of RS . 295/- (Rupees two hundred ninety five only) may be remitted in the form of Demand draft / Pay order drawn in favour of “ Life Insurance Corporation of India” payable at DELHI .

10. **Refund of EMD** :- EMD shall be refunded as under :

(i) EMD of all unsuccessful Vendors / bidders shall be refunded after scrutiny and submission of Technical Assessment Report by Divisional Committee to the **SENIOR DIVISIONAL MANAGER**.

(ii) EMD of other bidders (except lowest bidder) shall be refunded within one month’s time after opening of Financial Bids.

(iii) EMD of lowest bidder shall be refunded separately or adjusted along with the Security Deposit.

(iv) In case the lowest 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.

**Sr. Divisional is the competent authority to refund / forfeit the EMD**



11. All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign all the pages of the bids (Technical and Price bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.

12. Tenderers should note that their tenders should remain open for consideration for a minimum period of 03 (Three months) months from the date of opening of “Technical Bids”. 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.

13. This tender consists of two parts, viz., Technical Bid including Instructions to Bidders, Terms and conditions and Financial Bid containing expected price only. Separate Technical and Financial bids are to be submitted for each proposal. The Technical Bid, Financial Bid and the Earnest Money Deposit ( EMD) should be sealed in envelopes . The use of envelopes will be as under:

(a) **Envelope marked as I:** The duly completed **Technical Bid** be put in this envelope and sealed.

(b) **Envelope marked as II:** The duly completed **Financial Bid** be put in this envelope and sealed.

© **Envelope marked as III:** The DD or Bankers cheque for “ **Earnest Money Deposit**” and “**Cost of tender document**” or the M.R of the required value be put in this envelope and sealed.

(d) **Envelope marked as IV :** All the three envelopes shall be placed in envelope marked –IV and sealed ( i.e. Envelopes marked as IV , will contain three envelopes marked as I , II & III) and submitted to LIC of India, in sealed condition “ Superscribing as “ **Tender for CATERING SERVICES in LIC of India Delhi Divisional office-II**”



## **Terms and Conditions of The Tender:**

1.. The terms and conditions along with the instructions will form part of the tender to be submitted by the tenderer to LIC of India, herein termed as Corporation.

2. Tender which is received on account of any reason whatsoever including postal delay etc. after the expiry of time and date i.e 17.09.2024 at:04:00PM for submission of tenders shall be termed as '**LATE**' tender and not to be considered. Such tender shall be returned to the concerned party without opening the same.

3. All vendors are requested to submit the tender documents (Technical Bid and Price Bid) duly filled in with the relevant documents / information at the following address:

**The Senior Divisional Manager**

**LIC OF India**

**Delhi Divisional office-II**

**9<sup>th</sup>Floor SCOPE MINAR**

**Laxmi Nagar, Delhi-110092**

## **Other Terms & Conditions of the Tender:-**

1. No counter condition/ offer shall be accepted.
2. After engaging the services of the agency, if it is found that the services are not rendered to the satisfaction of the corporation, the services will be terminated without paying any damages/compensation to the agency during the term of the contract.
3. Mere submission of the application/tender for selection does not confer the right of selection.
4. The selection would be without any liabilities from our side.
5. LIC of India reserves its right to reject , accept or cancel the process of selection without assigning any reason thereof for which LIC of India shall neither be liable nor obligatory to inform the applicant the grounds of any such action
6. The contractor should attend the meeting whenever he is called upon to do so. This is mainly to keep a check on the quantity of food to be served. If the quantity/quality of food served or service rendered by the contractor is not satisfactory at any point in time, the competent authority or any one unauthorized by him is entitled to initiate action deemed necessary including immediate termination of the contract without notice to the contractor.
7. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Delhi and be subject to adjudication of competent Court in Delhi.
8. Any tender not complying partly or wholly with these terms and conditions shall be liable for rejection.



9. The contractor shall adhere to and comply with all the laws that may be applicable to him and will extend all the benefits/ privileges as applicable to persons engaged/ employed by him, the contractor alone shall be responsible and liable for any act(s) of omission and /or commission committed by any employee, agent, representative, attorney and person (s) engaged/ employed by him for discharging the obligations under this agreement.
10. The contractor shall supply the above said goods at such times and in such manner as communicated by the LIC from time to time.
11. The quality and punctuality of/in supplying of the said Goods are the essence of the contract and the contractor undertakes to abide by them at all times.
12. The contractor shall ensure that all persons employed by him to do the needful in complying with contract shall be efficient , skilled , honest and conversant with the nature of work.
13. No relationship of employer and employee shall be created between the LIC and the employees engaged by the contractor.
14. The LIC shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the contractor for any purpose whatsoever nor would the LIC be liable for any claim(s) whatsoever any persons(s) of the contractor.
15. The contractor shall be responsible for all injuries and accidents to persons, employed by him.
16. The contractor shall be responsible for the conduct and behavior of his employees. If any employee of the Contractor is found misbehaving with the LIC staff, the contractor shall take necessary and appropriate action immediately.
17. In the event of any loss/ damage being occasioned to LIC on account of the nergilgence of the contractor's employees, the contractor shall make good the loss sustained by LIC either by replacement of the material/equipment or payment of compensation.
18. The contractor shall not appoint any sub-contractor to carry out any obligations under the contract
19. The contractor shall take proper instructions from LIC for the execution of the contract at the different places and will faithfully comply with the same during the currency of the contract.
20. The contractor shall give the services on all days during the period of contract as per the LIC's requirement.
21. Should the contractor commit any breach of any of the terms and conditions hereof and/or fail/neglect to carry out any instructions issued to him by the LIC from time to time, it shall be open and lawful for the LIC to terminate this agreement forthwith without assigning any reason and can get the work done by any person(s) or through any other agency or contractor at the risk and cost of the contractor and the contractor shall have no right to claim any compensation whatsoever on this account.



22. In the event of any dispute or difference arising out of operation of this agreement , the same shall be referred to the sole arbitration and the sole arbitrator will be appointed by the **Sr. Divisional Manager , Delhi-DO-2** whose decision shall be final and binding on both the parties, the venue of arbitration shall be at Delhi. The provisions of the Arbitration and Conciliation Act-1956 shall apply to the arbitration.
23. If at any time, during the operation of this agreement or thereafter the LIC is made liable in any manner whatsoever by any order, direction, or otherwise of any court, Authority or Tribunal, to pay any amounts whatsoever in respect of or to any of the personnel of the contractor or to any third party, the contractor shall immediately pay to the LIC all such amounts and costs also and in all such cases/events the option of the LIC shall be final and binding upon the contractor. The LIC shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/ or from any pending bills of the contractor and if such amount is not fully recovered, the LIC shall be entitled to recover the balance amount through legal recourse.
24. It is clearly understood by the contractor that the persons employed by the contractor for providing services as mentioned herein , shall be the employees of the contractor and not of **"The LIC"**.
25. If contractor commits breach of any covenant or any clause of this agreement , the LIC may send a written notice to the contractor to rectify such breach within the time limit specified in such notice. In the event the contractor fails to rectify such breach within the stipulated time, the agreement shall forthwith stand terminated and the contractor shall be liable to the LIC for losses or damages on account of such breach.
26. This agreement may be terminated forthwith if either party becomes insolvent , ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors, the other party shall have the right to immediately terminate this agreement
27. Either party's liabilities for any charges, payments or expenses due to the other party which accrued prior to the termination date shall not be extinguished by termination, and such amounts (if not otherwise due on an earlier date) shall be immediately due and payable on the termination date.
28. Any obligation under this agreement which either expressly or by their nature is to continue after termination or expiration of this agreement shall survive and remain in effect.
29. Tax at source will be deducted as per the Income Tax Rules applicable from time to time.
30. The contract shall be valid for a period of one year and can be extended twice, each upto further one year on mutual understanding of both the parties with same rates and terms and conditions.
31. Under no circumstances any of the bidder/ contractor's employees will stay in LIC premises beyond canteen hours after closing the canteen.





32. Tendere will declare that all employees working under my supervision are above the age of 18 years.
33. ***BIDS submitted not in accordance with the above guidelines will be liable to be rejected. Your representative may visit the site between 10 A.M. to 4 P.M. on any working day except Saturday & Sunday.***

**Dated at New Delhi this 27<sup>th</sup> day of August 2024**

**Senior Divisional Manager**

**Technical Bid Performa (Tender for canteen Services)****Annexure-A**

<b>1. Name of the Firm /Organization ( in Block Letters</b>	
<b>2.Date of Establishment /Incorporation</b>	
<b>3. Registration No. for registration under Companies Act-1956 (Please enclose photo copy of the certificate)</b>	
<b>4. Correspondence address and Telephone No.</b>	
<b>5. Address of Head Office (if separate) and Telephone No.</b>	
<b>6. Status : Proprietary / Partnership / Private Limited Company / Public Limited Company</b>	
<b>7. Name(s) of the proprietor/ Partners / Directors</b>	
<b>8. Name of the Chief Executive with his present address, Mobile / Telephone No.</b>	
<b>9. Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs.</b>	
<b>10. Name of Bankers with addresses &amp; Telephone Nos. &amp; IFSC Code.</b>	
<b>11. PAN No. allotted by Income Tax Dept. (Please enclose attested photocopy).</b>	
<b>12. Labour License Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate.</b>	
<b>13. GST /Service Tax Registration No. (Please enclose attested photocopy of certificate)</b>	
<b>14. E.P.F. Registration No. (Please enclose attested photocopy of certificate)</b>	
<b>15.ESI No. (Please enclose attested photocopy of certificate)</b>	



16. Turnover for last 3 years	F.Y. 2021-22 F.Y. 2022-23 F.Y. 2023-24
17. State the latest Income Tax Assessed year and the amount of Tax Assessed (copies of last 3 years IT Returns, Balance Sheets & Revenue A/c to be enclosed)	
18 Details if registered with any other Government Authority (ies)	
19. Date of obtaining ISO 9001:2008 certificate and its validity period (Please enclose an attested copy of certificate), if any. (not mandatory)	
20. Details of empanelment with any office of LIC of India and/or PSUs/any other Corporate Offices. (Please enclose list giving full details and name and telephone no. of person/s who may be contacted for confirmation)	
21. Details of your Past Experience and Presently undertaken in the field of canteen services . (enclose the certificates from the relevant institutions)	
22. Furnish the details of canteen before the end of contractual period, if any	
23. Mention any other specialties of your establishment	

**NOTE:** Please type out this form or fill it up legibly in ink. If space provided is insufficient, please attach separate sheet/s of paper by giving appropriate question numbers and answers there to duly authenticating the same with signature and seal.

I / We \_\_\_\_\_ request Life Insurance Corporation of India, Delhi Division-2 to consider our agency bid. I / We agree to abide by all the "ELIGIBILITY CRITERIND OTHER TERMS AND CONDITIONS prescribed in your formats and assure to render the services to the fullest satisfaction of the Corporation.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2024

Signature of the Contractor

Name & Address (with Seal )

**FINANCIAL PRICE BID (Tender for canteen services)****Annexure -B**

<b>S.No.</b>	<b>ITEMS DESCRIPTION</b>	<b>RATE/PER ITEM</b>	<b>Remarks</b>
1	Tea		
2	Special Tea		
3	Coffee		
4	Lassi (Sweet/Salted)		
5	Bread Pakoda/Patties/Samosa		
6	Sandwich/Burger/Paneer Pakoda		
7	Grill sandwich/Burger		
8	Omlate with two Bread Piece		
9	Lunch Thali( Rice+4 chapaties+ sabzi+salad+dal )		
10	Bread Butter+2 Slice		
11	Rice Rajma/Dahi Kadhi Pakoda/Chole Chawal		MRP Rates
12	Cold Drink/ Mineral water/ Juic/ Biscuits/ Namkeen		PER PERSON
13	VEG BUFFET (Any Paneer Vegetable+Dal Makhni+Mix veg.+Pulao+Chapati/Poori+Salad+Sweets Minimum 30 Persons		PER PERSON
14	NON VEG BUFFET (Chicken+Any Paneer Vegetable+Dal Makhni+Mix veg.+Pulao+Chapati+Salad+Sweets Minimum 30 Persons		PER PERSON
15	ChickenKari Thali +4 Chapati+Rice		
16	Chicken Biryani with Raita/Per plate		



1. The quality of all cooking material/medium used for preparation of food should be of good standard.
2. **Penalty Clause** : Contractor will maintain a complaint register in the dining hall and it will be easily accessible to each trainee and officials for recording complaint. Penalty clause will be applicable for the complaints received. This will be discussed at the time of awarding the contract.
3. Servicing casseroles, Dongas, katories, crockries, servicing utensils and all other cooking infrastructure will be **arranged by the contractor himself** who will bear the expenses for the same.
4. **Cleanliness** : Special care regarding cleanliness and Hygiene of kitchen, dining hall, furniture and utensil used by the trainees will be managed by the contractor himself. The contractor will have to ensure proper cleanliness in the maintenance of staff canteen . The cleanliness shall have to be maintained at own cost and in no case the laxity will be entertained.
5. **Sample Checking** : Tender of only that contractor will be entertained who will qualify sample checking by the canteen committee by the canteen committee of Delhi Divisional office-II before opening of financial bids.
6. **Validity of Contract** : The contract shall be valid for a period of one year and can be extended twice , each upto further one year on mutual understanding of both the parties with same rates and terms and conditions.
7. It will be sole at the discretion of LIC of India, Delhi DO-2 to accept or reject any tender without assigning any reason to the concerned person/contractor.
8. The office will neither be responsible for any recovery of bills from the employees nor responsible for such incidents like theft of your belongings.
9. Any damage to the furniture of the premises shall be the responsibility of the contractor and he will be responsible and will be liable to pay the losses incurred to the office.
10. The workers of the canteen shall come in neatly dressed and uniform cloth which is to be provided by the contractor himself. The contractor shall not employ minors as workers in the canteen.



11 Corporation (LIC) does not pledge itself to accept the lowest or any tender and reserves to it the right of accepting /rejecting the whole or any part of the tender or portion of the quantity tendered without assigning any reason thereof.

12 The rates of each item should be quoted in words and figures in the prescribed annexure. The rate list and menu approved by LIC should be displayed properly. No rate or food items will be revised without the approval of LIC.

13 There shall be no compromise on the 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.

**Signature with seal**

**Name:**