

**LIFE INSURANCE CORPORATION OF INDIA, Jamshedpur Divisional Office,  
Jamshedpur-831001**

**TENDER NO: LIC/JSR/OS/Tender/STC-Catering & Housekeeping||  
Cum Gardening 2024 DATED: 30.10.2024**

**TENDER DOCUMENT**  
(Two BID System)

**FOR**

**Running Catering & Housekeeping cum Gardening Services**  
**At**  
**Sales Training Centre, LIC Complex, Kadma ,**  
**JAMSHEDPUR-831005**

(This document contains 37 pages)

  
**Sr. Divisional Manager**  
 

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TENDER SCHEDULE

	Description	
1	Name of Work	Tender for Catering & Housekeeping Cum Gardening Services for STC, Kadma, Jamshedpur
2	Cost of Tender Document (Non Refundable)	Rs.590.00 (Rs. Five Hundred Ninety Only) including GST
3	Earnest Money Deposit	Rs.50,000.00 (Rs. Fifty Thousand Only) In form of Demand Draft / Pay Order in favour of "LIC of India" payable at Jamshedpur. (MSME will be exempted from EMD subject to submission of certificate)
4	Date of Sale of Tender Document	From 30.10.2024 to 25.11.2024 till 5:00 PM on all working days from the office/s of Manager(OS), LIC of India, Divisional Office, Bistupur, Jamshedpur-831001 or may be downloaded from our website <a href="http://www.licindia.in">www.licindia.in</a> from the given link under "Tenders" on payment of non refundable tender cost either by Cash at the Cash Counter or by D/D or Pay order in favour of "LIC of India" payable at Jamshedpur
5	Last date & Time for submission of Tender Document	On 25.11.2024 up to 05:00 PM
6	Visiting of Premise & Pre Bid Meeting with Bidders at STC Kadma (JSR)	On 15.11.2024 From 11:00 AM TO 1:00 PM
7	Date & Time of opening of Technical Bids	The Technical Bids will be opened on 26.11.2024 at 11:30 AM in the presence of bidders or their authorized representatives who may wish to be present.
8	Date & Time of opening of Financial Bids	Shall be intimated later on after evaluation of Technical Bid by the Store Committee.

Date: Jamshedpur  
Place: 28.10.2024

  
Senior Divisional Manager  


### INSTRUCTIONS TO BIDDERS

The tender forms will be available from 30.10.2024 to 25.11.2024 between 10:00 AM and 03:00 PM on all working days in office/s of Manager(OS), LIC of India, Divisional Office, Bistupur, Jamshedpur-831001 and Principal(STC), Farm area, Rd.No.4, Kadma, Jamshedpur-831005.

1. The Last date for submission of filled Tenders (both Technical and Financial bids) is on 25.11.2024 (Monday) up to 5:00 PM. The offers received after the last date and time mentioned above will not be considered.
2. The filled in Tenders should be submitted to the address given below:

**The Manager(OS)  
LIC of India, Divisional Office,  
"Jeevan Prakash", main Road, Bistupur,  
Jamshedpur-831001**

3. The Technical Bid will be opened on 26.11.2024 at 11:30 AM in presence of Bidders or their authorized representatives who may wish to be present. After scrutiny of the Technical Bids and assessment of the Offers by the Store Committee, the Financial Bids of only those bidders, whose offers are found suitable to the Corporation, will be opened at a later date which will be intimated.
4. The tender form consists of the following documents :- (a) Instructions to Bidders and Terms & Conditions, (b) Technical Part, (c) Financial Part and (d) Integrity Pact
5. The offers are to be submitted in Two Bid System i.e. Technical and Financial Bid. The Technical Bid consists of all the required information called for in the questionnaire (other than price). The Technical Bid shall be submitted in sealed cover **Marked Envelop-1** superscribing as "Technical Bid" for "Tender for Catering & Housekeeping Cum Gardening Services at STC, Kadma, and Jamshedpur-2024". The envelop shall bear the addressee's details and details of bidder also.
6. The Financial Bid shall contain only prices i.e. rate and other financial implications and will be placed in sealed cover marked **Envelope-2** and superscribed as "Financial Bid" for "Tender for Catering & Housekeeping Cum Gardening Services at STC, Kadma, Jamshedpur-2024". The envelop shall bear the addressee's details and details of bidder also.
7. **EMD AMOUNT OF Rs.50000/- (Rs.Fifty Thousand Only) in the form of Demand Draft/ Pay Order in favour of "LIC of India" payable at Jamshedpur and the cost of Tender Fee of Rs.590/- (Rs. Five hundred Ninety Only) including GST in the form of MR(Miscellaneous Receipt)** obtained from the Cash Counter of our Office OR as D/D or Pay Order in favour of "LIC of India" payable at Jamshedpur will be placed cover marked **Envelope-3** will be supercribing as "EMD & Tender Fee" for "Tender for Catering & Housekeeping Cum Gardening Services at STC, Kadma, Jamshedpur-2024". The envelop shall bear the addressee's details and details of bidder also.
8. All these Three **Envelopes-1,2&3** will be placed in a large sealed **Envelope-4** and submitted to the LIC of India, Divisional Office, Jamshedpur at the address given above. The envelope must be superscribed with "Tender for Catering & Housekeeping Cum Gardening Services for STC, Kadma, Jamshedpur-2024". The last date of submission of tender is 25.11.2024 (Monday) up to 5:00PM. The Technical Bid will be opened on 26.11.2024 at 11:30 AM in presence of bidders or their authorized representatives who may wish to be present.
9. **Refund of EMD** : EMD shall be refunded as under:
  1. EMD of all unsuccessful Vendors/Bidders shall be refunded after scrutiny and submission of Technical assessment report by Divisional Stores Committee to the Senior Divisional Manager.
  2. EMD of other Bidders (except successful bidder) shall be refunded within 90days after opening of Financial Bid.
  3. EMD of Successful bidder shall be refunded separately or adjusted along with the Security Deposit.
  4. In case successful Vendor/bidder refuse to render services after issue of allotment letter, a notice shall be served to him by giving 30(Thirty) days time failing which his EMD shall be forfeited without any correspondence. **Senior Divisional Manager is the competent authority to refund or forfeit the EMD amount.**
10. All the pages of the Tender document are to be signed by the bidder. In case of joint ownership, all owners have to sign all the pages of bids (Technical & Financial). Incomplete bids, ambiguous bids and bids lacking in details and without signatures are liable to be rejected.

**LIFE INSURANCE CORPORATION OF INDIA, Jamshedpur Divisional Office,  
Jamshedpur-831001**




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
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**Date: Jamshedpur**  
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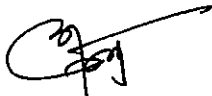
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10. All the pages of the Tender document are to be signed by the bidder. In case of joint ownership, all owners have to sign all the pages of bids (Technical & Financial). Incomplete bids, ambiguous bids and bids lacking in details and without signatures are liable to be rejected.



11. Tenderers should note that their tenders should remain open for consideration for a minimum period of 120 days from the date of opening of "Technical Bids".
12. **Arbitration:** Any dispute arising out of the contract shall be referred for Arbitration to the Sr. Divisional Manager.LIC of India,Divisional Office,Jmashedpur and his decision shall be final and binding on all the parties. The Vendor shall not raise any question of competence of the Sr. Divisional Manager to act as sole arbitrator.
13. **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 on same terms and conditions subject to satisfactory service of the vender. No further extension will be permitted thereafter. The parties to the contract may by giving a written notice of 90 days to the other party terminate the contract. The termination shall take effect at the end of 90 days from the date of receipt of written notice.
14. The tender inviting Authority reserves the right to accept or to reject any or all tenders at his sole discretion without assigning any reason thereof. He is not bound to accept the lowest tender.
15. The work order will be issued to the successful bidder only after submission of Security Deposit in form of Bank Demand Draft in favour of "LIC of India" payable at Jamshedpur. **The Security Deposit** will be 03% of quoted BID value or as may be decided by the competent authority at the time of issue of work order.
16. In case of tie among L1, higher average turnover/income as per ITR of last 3 years will be deciding factors.

**Place: Jamshedpur**  
**Date: 28.10.2024**

  
**Senior Divisional Manager**  
by

**I/We agree with above points without prejudice.**

**Signature of Bidder with Seal**

**Eligibility Criteria & Requirements:**

1. The applicant must be a registered/Licensed/Partnership/Proprietorship Firm.
2. The applicant must have a proven track record of minimum 3 years
3. The applicant must have sound financial capacity acceptable to LIC of India.
4. The applicant must have average annual turnover of Rs.25Lakh or above during Last 3years
5. The applicant must produce relevant documentary evidence along with the tender application form.  
Non disclosure of relevant information or furnishing wrong information/ documents will suffer disqualification
6. The applicant must not have been at any time declared insolvent or convicted for any offence.
7. The applicant shall comply with all laws and obtain all licences required as per labour laws.
8. The applicant should not have rescinded/abandoned any contract awarded by any of his clients before expiry of stipulated period.
9. The applicant should neither be a sub contractor nor has at any time sub let the contract to any other person
10. The applicant has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated here in.
11. The contractors who have already rendered similar services at STC/ZTC/Divisional Office will be allowed to participate if their work records are impeccable.
12. The applicant should not be a party to any Cartel at any time for processing any contract including the present tender.
13. The Bidders are advised to inspect the premises where the services are required to be offered before submission of the tender.
14. The validity of the tender shall be for 120 days from opening of technical bid.
15. The rates quoted shall be inclusive of all expenses, charges, levies, wages etc but excluding GST. Income tax will be deducted as per prevailing rates.
16. The tender should reach the office on or before the specified date and time.
17. Corrections if any in the quotation must be authenticated with full signature. In case of difference between figures and words, the wordings will be taken as correct one.
18. If successful bidder fails in course of the agreement period, to comply with the terms & conditions of the agreement, the security deposit may be forfeited with the permission of the competent authority.
19. The applicant must produce: **Self attested photocopies of the following Documents:**

1. Certificate of registration with labour Department, Govt. of Jharkhand
2. Certificate of registration with office of Regional Provident Fund Commissioner
3. Certificate of registration with employees State Insurance Corporation
4. Certificate of registration of GST
5. Audited Financial Statements (Balance Sheet, Revenue Account, P&L account) of last three Fin years
6. ITRs for last 3 Fin. Years
7. PAN & Adhar
8. Food Licence



Senior Divisional Manager



**I/We agree with above points without prejudice.**

**Signature of Bidder with Seal**

### **STANDARD OF SERVICE**

- 1) The Contractor must ensure compliance of the provisions of Food Safety and Standards Act 2006, Food Safety and Standard Rules 2011, Rules and Regulations of Central Government/Jharkhand Government /Local Municipal Authorities and other statutory requirements as relevant to running canteen and providing house keeping cum gardening services in the Sales Training Centre. In case any penalty is imposed by the Central Government /Jharkhand Government /Local Municipal Authorities, then it shall be the responsibility of the Contractor to bear the same and any fine/penalty/legal expenses incurred by the Sales Training Centre on this count shall be recovered from the Contractor's bill and/or Security Deposit.
- 2) The Contractor shall ensure that the Kitchen, Dining Hall and Washroom are well maintained and properly cleaned for absolute hygiene and shall not permit litter of garbage/refuse etc. anywhere including the washbasin, lavatories and open space.
- 3) The authorized representative of the Sales Training Centre shall have the authority to inspect such articles of food and provisions being provided by the Contractor and will have full powers to order discontinuance of use of certain food items/raw materials and provision which are not as per specifications mentioned in the Tender Document or are found to be of unsatisfactory standard or on the grounds of hygiene.
- 4) The Contractor shall maintain a register of complaints and suggestions in the dining area displayed prominently, where the trainees/guests/authorized officials of the Sales Training Centre can register their complaints/views. The Contractor shall put his own comments/observations on the entries made in the register regarding follow up action taken on complaints and produce the register to the designated officer of the Sales Training Centre on a regular basis for verification.
- 5) All catering services being provided in the dining hall shall be organized as per the timings given in Annexures-1 & 2 of Tender Document or as per modified timings advised by the designated officer of the Sales Training Centre.
- 6) Vegetarian and non-vegetarian cooking shall be done separately and dishes should also be served separately.
- 7) All left-over food should be properly and promptly disposed of and must not be served again in any manner or form.
- 8) Dining Table should have water jug, glasses for drinking water, napkins, salt and pepper shakers etc. and properly arranged to seat four persons or more as per requirement.
- 9) Although there will be self-service by the trainees and the Faculty Members, the Contractor should have sufficient number of workers for serving the food.
- 10) The soap containers in the hand wash area and washroom should have sufficient liquid soap of branded quality and should have neat and clean towels for every meal.
- 11) Only fresh vegetables and fruits should be used.
- 12) Chicken, mutton, fish and eggs should be fresh and kept in deep freezer.
- 13) If the standard of Services as mentioned above or elsewhere in the tender document are not maintained to the satisfaction of the Authorities of the Sales Training Centre, appropriate penalty will be imposed and amount thereof will be deducted from the Contractor's bill and/or Security Deposit.

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder

(With seal)

### **General Terms and Conditions**

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 on same Terms and Conditions subject to satisfactory service record of the vender.
2. The parties to the contract may by giving a written notice of 90 days to the other Party, terminate the contract. The termination shall take effect at the close of 90 days from the date of receipt of written notice, by the other Party. If contractor fails to give notice in due time, Security Deposit is liable for forfeiture.
3. Upon breach by the contractor of any of the Terms and Conditions governing the Contract and/or upon the contractor failing to comply with requisitions issued by the STC and/or if in the opinion of the STC, the contractor is not running the Housekeeping Cum Gardening and Catering Services within the STC premises in a satisfactory manner and/or if the contractor is adjudicated insolvent and/or fails to make any arrangement with his creditors and/or if any attachment or execution is levied on any property of the contractor, the contract shall be liable to be terminated.
4. 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 LIC's premises, properties or belongings and 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. The premises and its facilities will be utilized by the contractor only for the purpose as described in the tender document during the currency of the contract.
5. The contractor shall provide at his own cost all other equipments required for Housekeeping Cum Gardening and Catering services (including Refrigerator, Hot Case, Toaster, Oven, Juicer/Mixer/Grinder, vacuum cleaner, broom, wipes, plant cutter, chemicals etc of recognized make and suitable size) and shall maintain the same in good working condition and put it to regular use for purposes solely connected with the Housekeeping Cum Gardening and catering arrangements in the STC. The contractor shall provide at his own expenses crockery, cutlery, cooking utensils, glassware, table cloth, frills, dining paper rolls, tissue paper, cloth napkins and other articles in adequate number necessary and suitable for catering services. He shall also arrange at his own cost regular supply of gas cylinders, maintenance of gas burners, gas pipes etc.
6. Water and electricity consumption charges will be borne by the Corporation provided that the contractor shall (a) ensure the items of usage e.g. Taps, Switches etc are always properly maintained. (b) ensure utmost economy in the consumption and abide by such restrictions as may be imposed or such instructions as may be issued by the 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.  
In times of scarcity of water, the contractor shall ensure at his own cost, availability of modern safe alternative modes and ensure that the operation of the canteen is smooth.
7. During the period of contract, the contractor shall be fully responsible for the entire Housekeeping Cum Gardening and Catering arrangement to the trainees at the STC and for such number of other persons as may be decided by the competent authority. The contractor will be permitted to use the STC hostel and administrative block to provide Housekeeping Cum Gardening and Catering services to the participants and others as permitted by the Competent Authority.
8. The contractor shall return all materials and equipments supplied by STC, as per inventory, on termination of the contract for any reason whatsoever.
9. 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, fixture, equipments and articles made available by STC in / to Canteen/Administrative block/Hostel and shall remain the exclusive property of the Corporation.

10. The contractor shall obtain at his own expense all Licences, Permission etc as may be required by Law and shall bear all Taxes imposed by any Governmental/Municipal Authority/ Agency.

11. The kitchen and dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants approved by LIC. The contractor should dispose of kitchen garbage, leftover food and other wastes at their own cost without causing any environmental hazards. He will follow all rules and regulations of local authorities regarding disposal of wastes.

12. The contractor's employees should have identity cards giving their Bio-Data, Photograph etc. The contractor shall provide distinctive uniforms to his managers, supervisors, canteen personnel, kitchen workers, gardeners 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 uniform with badge throughout while they remain in LIC campus.

13. It will be contractor's responsibility to ensure that obligations under Terms and Conditions are duly complied. It is exclusive responsibility of the contractor to ensure due and timely compliance with all relevant laws relating to the employment of persons.

14. The contractor shall be personally and solely responsible for any consequences due to food poisoning or any sort of sickness due to food.

15. 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.

16. With a view to achieving effective implementation of the contract, the Senior Divisional Manager/Principal STC 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 part and parcel of the contract and shall be binding on the contractor.

17. Authorized officials of Divisional Office/STC will be inspecting periodically the premises and canteen maintained by the contractor. Any deficiency brought in the notice of the contractor should be set right immediately. Failure to do so will attract penalty.

18. LIC may refuse entry into the campus or order eviction of any person falling into following categories:-

a. Does not possess good character or is suspected to be so and/or

b. Is found reportedly indulging in activities prejudicial to the interests of LIC and/or

c. Is afflicted /suspected to be afflicted with any contagious or communicable diseases.

19. 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 LIC to enforce its right at any time subsequently, with retrospective effect wherever found necessary.

20. The contractor shall indemnify the LIC for any loss or damage caused to its premises, property 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.

21. The corporation will not in any manner be responsible for any act, omission or commission of the employees of the Vendor and no claim on this part will lie against the corporation. If any such claim made against the Corporation by employees or their heirs engaged or deployed by the Vendor which the corporation is obliged to discharge by virtue

of any statute or any provision of Law and rule of the Land due to mere fact of the employee, the Vendor will be liable to indemnify the Corporation all the money paid in addition to the expenses incurred.

22. The LIC shall not be party for recovery of payment of any bills or dues from any of the customers of the contractor.

23. The employee of the contractor shall be liable for search at entrance and exit.

24. The contractor and his employees will have no right or lien whatsoever upon the Corporation and its employees will move out of the STC premises at the instance of the Corporation.

25. Immediately on termination of the contract, for whatsoever reason, the contractor shall peacefully vacate the premises and hand over to LIC all articles, equipments, furniture, fixtures etc. in a good and working condition. Failure to do so will result in forfeiture of the Security Deposit and further penal action as may be deemed fit.

26. The amounts specified in ANNEXURE-B are inclusive of all costs of materials, equipments, services and wages to workmen including EPF, ESIC, Bonus and other legal dues as per labour laws that may be incurred by the contractor and the contractor shall not be entitled to make any other demands monetary or otherwise from STC during the term of the contract.

27. Payment of wages to workmen will be made through NEFT by 5<sup>th</sup> of every month. The monthly payment will be reimbursed by LIC within 5 days of submission of bill attached with attendance register of worker, bank statement for proof of payment of wages, previous month challan of remittances of EPF, ESIC, GST. Income tax will be deducted as per rule during settlement of the bill.

28. Successful bidder will have to deposit 3% of (Annual Tender value) of the contract as security deposit in form of DD/Pay Order payable at Jamshedpur.

29. Successful bidder will have to obtain the mandatory licence/registration from the Asstt. Labour Commissioner (Central/State) under the contract labour (Regulation and abolition) Act, 1970.

30. The service provider shall provide adequate numbers of competent and trained workers for rendering impeccable services. The duty of the service provider will be the round the clock for which suitable supervisory and other staffs will be deployed. The catering and the kitchen staff has to be identified separately and not allotted sundry duties elsewhere in the premises. In case of absence for a day or more, alternative arrangements should be made immediately to insure that the quality of service is not affected adversely.

31. The Service Provider shall be responsible for the inventory of the items kept in the hostel rooms and he will ensure that all the items are available at the time of vacating the rooms by the occupants, at the end of each training session.

It will be the responsibility of the Service Provider to open and close the entrances of the buildings, rooms etc. as may be required. The Service Provider will be responsible for safety and security of all the internal items of furniture, fixtures, equipments, etc provided by STC and also the belongings of participants/trainees.

32. The Contractor will deduct ESI and Provident fund contribution of the workers from their payments at the rate applicable from time to time and remit the same with the appropriate

authorities along with Employer ' s contribution. The Employer ' s contribution of ESI, PF, bonus, gratuity, leave/overtime/weekly off/National Holiday/Any other Holiday or any other payment in lieu of statutory payments, any increase in minimum wages by Central/State Government, cost of uniform/washing/ironing etc. shall be borne by the contractor. These shall be kept in mind while quoting the rates.

33. In all matters relating to or incidental to this agreement, if there arises any doubt or dispute or disagreement, the decision of the Senior Divisional Manager shall be final and binding on the contractor.

34. Any terms & conditions may be modified by the competent authority during the contract period.

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder

**(With seal)**

### **SCOPE OF CONTRACT IN CATERING SERVICE.**

1. High standard of catering is expected at all times with due regard to quality, quantity, purity, cleanliness and hygiene of food stuff, dishes and in their preparation and in extending utmost courteous services to the participants and others. The Service Provider should always have on hand, good and sufficient supply of all articles, food stuffs and provisions necessary for the catering and the same shall be stored in a proper hygienic manner in suitable containers. Raw food items such as vegetables, milk, fish, mutton, chicken, eggs, fruits etc. shall be of fresh quality and should be stored in a clean and hygienic way. The items for tea/ breakfast/ lunch/ snacks/dinner should be prepared strictly as per the menu given in **Annexure-1**, and any change in this regard can only be brought in consultation with the Principal (STC)/the SDM (JSR DO).
2. All provisions/groceries/ingredients/spices/food items should be branded ones as mentioned in **Annexure -2**. All the above items should be to the satisfaction of the Principal (STC).
3. The Service Provider will use the infrastructural facilities belonging to the STC available in the said premises only for the STC purpose. The Service Provider shall ensure that all the items provided by STC, Jamshedpur are always maintained in good working condition at his own cost and in case of defects/breakdown, the items will have to be repaired/replaced by the Service Provider and no reimbursement of repair/replacement charges will be made.
4. For kitchen, refilling of LPG shall be done by the Service Provider at his own cost only.
5. The training programme of STC is totally residential. However, under special circumstances, the participants are allowed to stay outside. In such case, Service Provider is entitled for payment in respect of breakfast to evening snacks.
6. If any of the participants observes fast on a particular day, the food items should be provided to him/her accordingly during breakfast/lunch/dinner, on request without any extra charge.
7. If any of the participants falls sick or indisposed, he/she should be provided by the Service Provider the prescribed/needed special diet, in lieu of the normal food, and hot water as and so long as needed by him/her without any extra charge. It shall be served in the room, if necessary.
8. The Service Provider shall provide special lunch/dinner in buffet style in the dining hall or in the lawn of the STC premises as per the menu decided by the Principal (STC) /the SDM (JSR. DO).
9. The participants can opt for vegetarian/non-vegetarian food and the Service Provider shall provide the same. The details of their choice can be obtained from the 'check-in' register filled in by the participants at the time of reporting for the training session.
10. The morning bed tea shall be served to each participant at his/her room. Breakfast, lunch, snacks and dinner shall be served in the dining hall unless otherwise specified by the STC. Forenoon and afternoon tea and coffee with biscuit shall be served at the pantry/lounge/class rooms on the days of the training sessions. The flasks, cups, saucers, crockery etc. should be cleaned thoroughly and well maintained. They should be immediately replaced, if broken/cracked/damaged/become unusable.



11. The Service Provider shall ensure that the food items supplied are as per the standards/quality as prescribed by the Civic authorities. If any fine is imposed by them (i.e. by the food inspectors, etc) the same shall be borne by the Service Provider and the STC shall not be responsible for the same. On the other hand the STC may impose additional fine for such lapses.
12. For ensuring quality and quantity of food, an officer appointed by the Principal (STC) will do inspection on regular basis and no extra cost shall be borne by STC for such inspection.
13. The waste generated due to cooking or/and cleaning/gardening will be properly disposed off by the Contractor as per laws and rules of the Local Civic authorities and any expense related to it will be borne by the Contractor.
14. The Service Provider shall ensure that, it obtains an appropriate Food license from the Authorities. In the event the agency does not obtain a license or does not renew the license on its expiry then, this agreement shall automatically stand terminated. In the event of such a termination STC shall not be liable to pay any compensation whatsoever to the agency.
15. The STC insists on the highest quality in preparation of food and also the associated services. The Contractor/authorized representative should make himself available whenever he is called for a meeting. This is mainly to keep a check on the quality and the quantity of food to be served. If the quality/quantity of food served or service rendered by the Contractor is not satisfactory at any point of time, the Principal, STC or any one authorized by him/ her may recommend for deduction of 10% of the bill of the contractor. If the same complain continues deduction for additional 10% of the bill may be recommended. Penalties will be imposed in case of the following deficiencies:
  - Stale food.
  - Unhygienic food.
  - Inadequate food.
  - Failure to serve within prescribed hours.
  - Unhygienic condition of Kitchen Room
  - Unspecified Brand of Food items
  - Gross and unauthorized deviation from the prescribed Menu.
  - Too spicy/very oily food.
  - Not wearing proper uniform during cooking and serving
  - Any other service deficiency pointed out by the Canteen Committee members and/or authorized official.
16. A room/space with furniture will be provided within the kitchen block to the service provider free of cost for storing all the requisite materials needed for catering service. A room/space will also be provided to him for the use of his supervisor (Manager/Employee) engaged as changing room/rest room/night stay room free of charges.
17. Extra items, if any, supplied on request, will be reimbursed to the service provider on Pro rata basis. The service provider will use the infrastructural facilities belonging to STC in the said premise only for STC purpose.
18. Usually the training sessions of STC are conducted throughout the year but the no. of trainees may vary from time to time. STC does not guarantee any minimum no. of participants. There may be breaks between sessions. A situation may arise when no session is conducted during a particular period. Notwithstanding this, the contractor's catering and maintenance service shall be available throughout the year without any break. If there are no training sessions during all working days of a week, then STC undertakes to pay Retention amount of Rs.2500/ per week.
19. The course coordinator will be provided the catering service from breakfast to evening

snacks for the day for the ongoing training sessions. The cost of the same shall be paid by the STC as per actual along with the cost incurred for the participants. The STC staff and faculty members can avail paid catering services at a concessional rate of 50% of the accepted rates only from breakfast to dinner. This facility shall be extended to the guests also.

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder

**(With seal)**

### **RESPONSIBILITY OF SERVICE PROVIDER IN HOUSEKEEPING CUM GARDENING SERVICES:**

1. The Service Provider shall ensure cleanliness in the premises including maintaining Hygienic environment. The Administrative and training building, Hostel block and hostel rooms, Hall, and the Administrative Block including open to sky area should be maintained in a spic and span manner round the clock by using good quality disinfectants such as Lizol, Harpic, Sanyfresh etc. It is the responsibility of the Service Provider to dispose off the garbage in a suitable and approved manner as per guide line of the local municipal/civic authorities.
2. The Service Provider shall be responsible for the inventory of the items kept in the hostel rooms and it should ensure that all the items are available at the time of vacating the rooms by the occupants, at the end of each training session. Monthly stock reconciliation shall be done together by service provider and STC. Worn out items shall be recorded and certified.
3. It will be the responsibility of the Service Provider to open and close the entrances of the buildings, rooms etc. as may be required.
4. The Service Provider will be responsible for safety and security of all the internal items of furniture, fixtures, equipments, etc provided by STC and also the belongings of participants/trainees.
5. It will be the responsibility of the Service Provider to store the materials purchased related with housekeeping service, in a neat, tidy and hygienic manner in the space provided by STC. The security of such material will be the sole responsibility of the Service Provider.
6. The electricity and water consumption charges shall be borne by the STC provided the Service Provider ensures – (a) that the items of usage e.g. switches, bulbs, chokes, taps, other plumbing materials etc. are always properly maintained, (b) that utmost economy is exercised in the consumption of water, electricity, (c) that the Service Provider abides by such restrictions as may be imposed or follow such instructions as may be issued by the appropriate Government/Civic/Electricity Authorities and the Competent STC Authority, (d) in times of scarcity of water, the Service Provider shall ensure availability of water from safe alternative sources and ensure that the operations/programs of the STC are not affected adversely in any manner whatsoever. Reimbursement only for the cost of any electrical or plumbing item or sanitary ware or related to the carpentry item shall be given on actual and such conditions due to matters beyond the control of Service Provider or say force majeure.
7. The amounts specified in ANNEXURE-B are inclusive of all costs of materials,equipments,services and wages to workmem including EPF,ESIC,Bonus and other legal dues as per labour laws but excluding GST that may be incurred by the

contractor and he contractor shall not be entitled to make any other demands monetary or otherwise from STC during the term of the contract.

8. The Service Provider shall provide adequate number of competent and trained staff for rendering impeccable services towards housekeeping cum gardening services at his cost. The duties of the Service Provider will be round the clock. Suitable supervisory and other staff will be deployed round the clock. The Service Provider will be responsible for the payment of their wages and other benefits, if any. The Service Provider shall at his own cost provide to its workmen with proper uniform, badges/ID cards, etc in addition to the facilities applicable as per the Contract Labour (Regulation and abolition) Act. The Service Provider must deposit the amount of EPF and ESI contribution of the said workmen engaged by him regularly in time without failure as per the prevailing Labour Laws. The Service Provider shall provide different types of uniform (clothes) to different category of workmen for easy identification. Allocation of duties/shifts etc. shall be the responsibility of the Service Provider. In case of absence for a day or more of any workmen of Service Provider, alternative arrangement should be made immediately to ensure that the quality of service is not affected adversely.
9. Check lists and parameters shall be jointly worked out and services would be reviewed on weekly or fortnightly basis or as decided by the Principal,STC. Actions taken by the Service Provider shall be recorded in such reports.
10. The Service Provider shall be solely responsible in respect of the employees appointed by the Service Provider for the purpose of assisting him to conduct the housekeeping cum gardening services in STC premises. The STC shall not be a party to any disputes that may occur between the Service Provider and the employees appointed by him.
11. The Service Provider shall be responsible for any nuisance caused directly/indirectly or damages, loss or injury whatsoever that may be caused at any time to the property of the STC or to any person or persons including any third party while running the Housekeeping cum gardening services and all such damages, injury or loss to life or property shall be made good and/or as the case may be shall be paid immediately by the Service Provider to the satisfaction in all respects.
12. For security reasons, the Service Provider shall provide the list of all the employees engaged by the him for the purpose of assisting him in the matter of running the housekeeping cum gardening services in STC. Such list shall contain the details, viz. name, age, date of birth, sex, photo, educational qualification, designation, address, telephone number and health records along with KYC details of the workmen. The Service Provider shall arrange for certification of medical fitness of its employees time to time. Any workmen suffering from any ailment should be quarantined and replaced. At least one workman, who is required to be engaged in the administrative building for sundry jobs/reception shall have knowledge of reading and writing in English/Hindi.

13. In case the employees engaged by the Service Provider have any grievance, they will take it up with him without any disturbance on the campus. Under no circumstances, agitation means are to be resorted to by workmen of the Service Provider. If his employees were to resort to agitation resulting in damage to STC property or hindrance to its work, the Service Provider would be liable to pay damages to STC. Further, such action by his workforce would result in termination of the contract.
14. The Service Provider in the matter of running the housekeeping cum gardening services at STC, Jamshedpur shall at all times duly observe, abide and comply with the provisions of the various statutes that are in force or that which may be brought into force from time to time by the Central/State Governments/Municipal/NAC authorities.
15. The Service Provider shall ensure that, he obtains an appropriate license from the Assistant Labour Commissioner (Central) under the Contract Labour (Regulation and Abolition) Act, 1970. In the event the agency does not obtain a license or does not renew the license on its expiry then, this agreement shall automatically stand terminated and STC shall not be liable to pay any compensation.
16. The workmen provided or employed by the Service Provider shall be at all times treated as the employees of his and STC shall, in no way, be responsible or liable for their wages, salaries, bonus, gratuity, PF, ESI or any other allowance, leave salary, wages for holidays or any compensation claimed or imposed by any authority.
17. STC shall accept no claim in the event of any of the Service Provider's workmen sustaining any injury, damage or loss to either person or property either inside or outside the STC premises. The Service Provider should provide insurance cover as per the Workmen's Compensation Act for all its workers.
18. The workmen of the Service Provider shall have no presumptive right of absorption in the services of STC. In order to give effect to this the Service Provider shall incorporate suitable clause in the appointment orders to be issued to his workmen.
19. The Service Provider shall at all times, keep STC effectually indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or reason of anything done or omitted or to be done by the Service Provider.
20. The list of furniture, fixtures, equipments, etc will be provided by the Principal, STC and to be maintained by the Service Provider.
21. The service provider shall not be liable for any dues to be paid to the employees/vendors, creditors etc before the commencement of services and may have been acquired by previous service provider.

22. A room/space with furniture will be provided within the hostel block to the service provider for storing all the requisite materials needed for maintenance of room service.
23. Proper registers and records such as (i) Arrival/departure of participants/faculty members/guests at STC's programmes (ii) "Check in" and "Check out" of the participants (iii) Sports equipments (iv) Medical Attendance if attended (v) Night stay out or any other register required by STC will be maintained by the service provider.
24. The STC shall provide wall clocks in each hostel room, all linen such as mattresses, pillows, bed sheets, pillow covers, bed covers, dust-bins, towels, blankets, slippers for participants in hostel rooms and locks and keys, etc. to the Contractor. Stock of these items supplied by the Corporation has to be submitted by the contractor every quarter to the office for inspection. Regular Washing of Bedsheets, Pillow Covers, Towels etc. has to be done by the service provider. These items have to be changed for all new entrants.
25. One Daily Hindi News paper will be supplied to each room of the hostel on session days only. Its cost will be borne by the service provider.
26. Upkeep of duplicate keys of all the rooms and buildings, arrangements for plumber for attending operation of water pumps and plumbing problems and supply of battery of remote of AC & Wall clocks will be maintained by the service provider.
27. The contractor will provide the skilled services of a Carpenter, a Mason and an Electrician as and when required. The room boys will provide assistance
  - a. To carry the luggage of the participants and accompany them to and from the hostel rooms.
  - b. The service provider will ensure rectification/compliance of all complaints / suggestions made by the CA/committee members/ participants/ faculty members/ staff. A complaint register in prescribed format should be kept at the Hostel Reception counter which will be inspected by STC officials as and when felt necessary. Format of Complaint Register will be provided by STC. Either the Manager or the Supervisor should be available round the clock. The Manager /Supervisor shall ensure timely rendering of all types of services covered under the agreement. Reception counter in hostel building shall be manned by at least one qualified receptionist round the clock 24 x 7 in rotation.

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder  
(With seal)

### **SCOPE OF CONTRACT IN HOUSEKEEPING CUM GARDENING SERVICE**

1. STC, Jamshedpur consists of one Administrative Block, Hostel Block, and Kitchen and Parking Area. Administrative block consists of class rooms, Principal's Chamber, one library, chambers of Faculty Members and Office staff and common area. There are 31 rooms in hostel. The Hostel Block also includes Kitchen and Dining Hall. Apart from these, there are open area, parking place, corridors etc.
2. Daily sweeping and mopping of the floor of the entire administrative building will include all the floors including staircase, toilets, common area, class rooms. All toilets are to be cleaned 2 times a day.
3. Daily sweeping and mopping of the floor of the entire hostel building will include all the three floors including staircase, rooms, toilets, , Dining area, Kitchen, open area, terrace etc.
4. Daily sweeping of common/open area outside building, passage, corridor, common/open area of parking place etc. has to be done.
5. Special care for regular sweeping and mopping of the floor of toilets, dais, common area etc. has to be done.
6. Upkeep of the materials and equipments, furniture and fixture, sporting tools in the Recreation Hall and Gymnasium in the Hostel Building has to done.
7. Maintenance of proper registers and records of (i) Arrival/departure of participants/faculty members/guests at STC's programmes (ii) "Check in" and "Check out" of the participants (iv) Medical Attendance if attended (v) Any other register required by STC has to done has to be done.
8. Maintenance of a First Aid Box with basic necessary medicines within the expiry date at the cost of the Service Provider.
9. Regular washing of bed sheet, pillow covers, towels, etc has to done. They require to be changed once in a five days session and at the time of all new entry.
10. Liquid hand wash such as Dettol, Savlon will be kept on all wash basins of administration block, hostel rooms / & dining hall.
11. Upkeep of the duplicate keys of all the rooms and buildings has to maintained by the vender.
12. Appropriate assistance to the boarders in case of their sickness such as calling on a doctor, purchasing medicine, sending to hospital, if required at the cost of the boarders has to insured.

13. Contractor will be responsible for regular & timely lifting of water from the sump, putting all the water taps in the campus and the buildings, on and off at the appropriate time. He will ensure that no taps leak.
14. The staff engaged by the Service Provider for housekeeping service to be provided with cleaning materials such as Liquid soap, air fresheners in toilets/bathrooms, floor cleaner(liquid/powder),naphthalene balls, room freshener, broomstick, floor duster, general duster, mopping materials, dusting cloth and allied materials required for this service. Naphthalene's cubes are to be kept in the basin regularly. All the toilets are to be provided with mug and waste basket etc. Good brand bath soap, liquid soaps and mosquito repellent mats/liquid to be provided to participants in each room and to be refilled as and when needed. As and when required the battery of remote, wall clock, AC etc to be changed. No additional amount to be paid for these provisions made by the Service provider.
15. Cleaning of water coolers once in a week and storage of sufficient drinking water in water coolers both in hostel and administrative block and supplying water to hostel rooms has to be done.
16. Opening and closing of rooms/library/class rooms/chambers/offices of administrative block, spraying of room fresheners periodically in all the rooms and halls of Hostel block and Administrative block has to be done.
17. Provision of drinking water in all the Rooms/chambers, Halls, library, etc. has to be done. During the days of session, drinking water has to be arranged for the participants in the classrooms.
18. In case of any untoward incidents like theft or loss of any belonging/cash from the occupants' rooms due to negligence on the part of the workmen employed by the Service Provider, he will be liable for compensating the loss and the decision of the Principal, STC will be final and binding. The reports of enquiry committee so setup for the purpose shall be available to the service provider.
19. The service provider will have to supply the following new branded, good quality items duly verified and approved by the Authorized Official and maintain them in clean and perfect order: Mosquito Repellent (All out Liquid, good night), Odonil & Naphthalene Cube, Soap boxes, bath soap (75 gram) (Lux), Doormats, Tray etc.
20. All the materials supplied must perfectly conform to the samples approved by the Authorized Official. If the items provided are subsequently found defective and unsatisfactory or are of inferior quality, then such items shall be replaced immediately by the Service Provider.
21. All the utility items viz., buckets, mugs, glasses, flasks, door mats etc. shall be



cleaned thoroughly & regularly at least once in a week and these should not be allowed to appear dirty, patchy or scary.

22. The service provider will ensure cleaning, sweeping, dusting and mopping of the entire premises inside and outside, cleaning of glass doors / windows, daily dusting of all the furniture & fixtures, keeping all Verandas/terraces clean and Cleaning of all drainage/chamber located in the campus. No waste paper shall be kept inside STC building. All rooms after sweeping shall be mopped with wet cloth. All such works / jobs in the administrative block should be completed daily before 9.00 a.m. After that cleaning of hostels room should be started and to be finished before 5PM. Branded quality of Floor Cleaner, Toilet Cleaner, Utencil Cleaner, Glass Cleaner and Room Freshner such as Domex, Lizol, Harpic, sanifresh, Vim, Wheel, Prills, Collins, Ambipur etc. will be used fans and lights are to be kept clean.
23. Removal of cobwebs in entire premises should be done once in a week.
24. The service provider will ensure the cleaning of rooms & change of linen before allotting the same to any new participant irrespective of the time of allotment.
25. The service provider will ensure rectification/compliance of all complaints / suggestions made by the the Authorized Official /committee members/ participants/ faculty members/ staff.
26. The service provider shall provide adequate number of skilled, competent and well-trained staff for rendering flawless services.
27. The Manager or the Supervisor should be available round the clock. He shall ensure timely rendering of all types of services covered under the agreement.
28. The service provider shall provide separate colored uniforms to different categories of workers (2 sets to each worker) for easy identification. All workers shall wear their uniforms neat and clean with photo ID badges while in STC campus. The dress colors should be different from those of the catering workers.
29. The Contractor shall look after the safety & security of the equipments provided therein and sees that the facilities are kept open and closed at the prescribed hours. He shall ensure that the electric fittings and equipment which are not required are switched off in the Hostel Premises and Administrative Block.
30. The Contractor shall provide mosquito repellent machines of good quality such as Good Knight, All Out etc, refill mat in each room and Cabin. The Contractor shall also arrange spraying of Room Freshener Hit, Baygon Spray, etc. everywhere as and when required.
31. The Contractor shall provide 1 water-jug and 1 glass tumbler with lid per trainee in each hostel room and arrange refilling of drinking water twice or as required by the participants. He shall also provide hot water if so required by the trainees/Guest.
32. The Contractor shall provide sufficient Attendants exclusively for attending the Housekeeping cum gardening Jobs.

ANNEXURE – 1 - SCHEDULE OF FOOD ITEMS:

**MENU OF MEALS AND REFRESHMENT**

SN	DESCRIPTION	MENU/ITEM DETAILS	FREQUENCY
1	Bed Tea/Coffee (200ml)	Daily Good Quality Tea/ Coffee Brand: Tajmahal/Tetley/Twining/Tata tea bags Nescafe Classic/Bru coffee. Milk : Amul/Sudha/Nestle Dairy Biscuits : Britannia / Parle / Sunfeast	Each day of stay as per between 06:00AM - 07:00AM
2	Breakfast	<u>Daily Fixed Items</u> (A) 1) Toast + Butter / Jam 2) Corn Flakes with milk 3) Boiled Egg/Omelete/Egg bhoorjee (2eggs) 4) Fresh fruits/Fruit juice (Banana/Orange/Mango/Apple or any other seasonal fruit) 5) Tea/Coffee/Milk And (B) Any one of these combinations with no repetition consecutively 1) Idly and Vada or Utappam with Sambar & Chutney 2) Puri/Bhature with Chana Masala /Chhole 3) Upma with Sambar 4) Aloo Paratha(stuffed) with fresh Dahi(Curd) 5) Plain Paratha with Sabji 6) Sattu Paratha with Sabji	Each day of stay as per between 08:30AM - 09:30AM or as per time specified by STC
3	Pre-Lunch Tea	Tea Or Coffee (Branded) and Two Varieties of Biscuits (One Sweet and One Salted)	Every day of Stay 11:30AM – 11:45AM or as Per Time Specified by STC
4	Lunch	1) Salad(Cucumber, Onion, Tomato, Carrot etc ) 2) Plain rice/fried rice/pulao (basmati rice only) 3) Tawa Roti/Roti/Naan/Missi Roti (Branded Atta) 4) Two vegetable dishes - one dry and one of them Paneer dish as per schedule given below 5) Good quality Dal (Arhar,Moong,Masur etc) 6) Papad, Pickels 7) Chatni(Tomato,Khejur,Amsatta,Pineapple, Papaya, Jalpai, Amra/Raw Mango ) 8) Plain Curd/Raita (100gms) 9) 1 sweet dish as per schedule given below 10) 1Non-Veg item out of Menu schedule as per given below	Every day of Stay 01:15PM - 02:00PM or as Per Time Specified by STC
5	Post Lunch Tea	Tea Or Coffee (Branded) and Two Varieties of Biscuits (One Sweet and One Salted)	Every day of Stay 03:30PM - 03:45PM or as Per Time Specified by STC --

cleaned thoroughly & regularly at least once in a week and these should not be allowed to appear dirty, patchy or scary.

22. The service provider will ensure cleaning, sweeping, dusting and mopping of the entire premises inside and outside, cleaning of glass doors / windows, daily dusting of all the furniture & fixtures, keeping all Verandas/terraces clean and Cleaning of all drainage/chamber located in the campus. No waste paper shall be kept inside STC building. All rooms after sweeping shall be mopped with wet cloth. All such works / jobs in the administrative block should be completed daily before 9.00 a.m. After that cleaning of hostels room should be started and to be finished before 5PM. Branded quality of Floor Cleaner, Toilet Cleaner, Utencil Cleaner, Glass Cleaner and Room Freshner such as Domex, Lizol, Harpic, sanifresh, Vim, Wheel, Prills, Collins, Ambipur etc. will be used fans and lights are to be kept clean.
23. Removal of cobwebs in entire premises should be done once in a week.
24. The service provider will ensure the cleaning of rooms & change of linen before allotting the same to any new participant irrespective of the time of allotment.
25. The service provider will ensure rectification/compliance of all complaints / suggestions made by the the Authorized Official /committee members/ participants/ faculty members/ staff.
26. The service provider shall provide adequate number of skilled, competent and well-trained staff for rendering flawless services.
27. The Manager or the Supervisor should be available round the clock. He shall ensure timely rendering of all types of services covered under the agreement.
28. The service provider shall provide separate colored uniforms to different categories of workers (2 sets to each worker) for easy identification. All workers shall wear their uniforms neat and clean with photo ID badges while in STC campus. The dress colors should be different from those of the catering workers.
29. The Contractor shall look after the safety & security of the equipments provided therein and sees that the facilities are kept open and closed at the prescribed hours. He shall ensure that the electric fittings and equipment which are not required are switched off in the Hostel Premises and Administrative Block.
30. The Contractor shall provide mosquito repellent machines of good quality such as Good Knight, All Out etc, refill mat in each room and Cabin. The Contractor shall also arrange spraying of Room Freshener Hit, Baygon Spray, etc. everywhere as and when required.
31. The Contractor shall provide 1 water-jug and 1 glass tumbler with lid per trainee in each hostel room and arrange refilling of drinking water twice or as required by the participants. He shall also provide hot water if so required by the trainees/Guest.
32. The Contractor shall provide sufficient Attendants exclusively for attending the Housekeeping cum gardening Jobs.

33. Service Provider will carry out any other job related to Housekeeping cum gardening as directed by the Authorized Official.
34. An attendance sheet as prescribed by the Principal, STC will be submitted to STC administration daily by the Service Provider, duly signed by all the workers with their entry and exit time.
35. Sufficient number of personals with equipments and materials such as plants cutters, chemicals, disinfectants, seeds, saplings etc has to be provided for gardening services.
36. House Keeping cum gardening services will cover housekeeping, gardening maintenance of whole premises of STC Kadma including plumbing, carpentry and minor repair works.
37. In terms of provisions of Section 33(3) of the Insurance Act, 1938, as amended by The Insurance Laws (Amendments) Act, 2014. Insurance Regulatory and Development Authority of India (IRDAI) is authorized to verify all such books of accounts, register, other documents and the data base in the custody of contractor in respect of service outsourced by LIC of India. It shall be the duty of the contractor to provide such documents/information as may be required by IRDAI within such time as may be specified by the IRDAI.
38. **Penalty Clause for Service Deficiencies:**

Whenever the quality of House-keeping is found to be below standard, the Principal, STC at his/ her discretion may deduct up to 10% of the Housekeeping amount from the Contractor's bill after informing him, and the decision shall be final and binding. However, if the quality of Service continues to remain poor, over the following month, an additional 10% may again be deducted by the Competent Authority.

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder  
(with seal)

## ANNEXURE – 1 - SCHEDULE OF FOOD ITEMS:

### **MENU OF MEALS AND REFRESHMENT**

SN	DESCRIPTION	MENU/ITEM DETAILS	FREQUENCY
1	Bed Tea/Coffee (200ml)	Daily Good Quality Tea/ Coffee Brand: Tajmahal/Tetley/Twining/Tata tea bags Nescafe Classic/Bru coffee. Milk : Amul/Sudha/Nestle Dairy Biscuits : Britannia / Parle / Sunfeast	Each day of stay as per between 06:00AM - 07:00AM
2	Breakfast	<b><u>Daily Fixed Items</u></b> <b><u>(A)</u></b> 1) Toast + Butter / Jam 2) Corn Flakes with milk 3) Boiled Egg/Omelete/Egg bhoorjee (2eggs) 4) Fresh fruits/Fruit juice (Banana/Orange/Mango/Apple or any other seasonal fruit) 5) Tea/Coffee/Milk And <b><u>(B)</u></b> Any one of these combinations with no repetition consecutively 1)Idly and Vada or Utappam with Sambar & Chutney 2) Puri/Bhature with Chana Masala /Chhole 3)Upma with Sambar 4) Aloo Paratha(stuffed) with fresh Dahi(Curd) 5)Plain Paratha with Sabji 6) Sattu Paratha with Sabji	Each day of stay as per between 08:30AM - 09:30AM or as per time specified by STC
3	Pre-Lunch Tea	Tea Or Coffee (Branded) and Two Varieties of Biscuits (One Sweet and One Salted)	Every day of Stay 11:30AM – 11:45AM or as Per Time Specified by STC
4	Lunch	1) Salad(Cucumber, Onion, Tomato, Carrot etc ) 2) Plain rice/fried rice/pulao (basmati rice only) 3) Tawa Roti/Roti/Naan/Missi Roti (Branded Atta) 4) Two vegetable dishes - one dry and one of them Paneer dish as per schedule given below 5) Good quality Dal (Arhar,Moong,Masur etc) 6) Papad, Pickels 7) Chatni(Tomato,Khejur,Amsatta,Pineapple, Papaya, Jalpai, Amra/Raw Mango ) 8) Plain Curd/Raita (100gms) 9) 1 sweet dish as per schedule given below 10) 1Non-Veg item out of Menu schedule as per given below	Every day of Stay 01:15PM - 02:00PM or as Per Time Specified by STC
5	Post Lunch Tea	Tea Or Coffee (Branded) and Two Varieties of Biscuits (One Sweet and One Salted)	Every day of Stay 03:30PM - 03:45PM or as Per Time Specified by STC --

6	Evening Tea and Snacks	Tea Or Coffee (Branded) and one snacks item as per schedule given below	5:30PM – 6:00PM
7	Dinner	1) Salad(Cucumber, Onion, Tomato, Carrot etc) 2) Plain Rice/Fried Rice/Pulao (Basmati rice only) 3) Tawa Roti/Roti /Naan/Missi roti 4) Two Vegetable dishes (one dry) one of them a Paneer dish as per schedule given below 5) Good quality Dal (Arhar,Moong,Masur etc) 6) Chatni (Tomato, Khejur,Amsatta,Pineapple, Papaya, Jalpai, Amra/Raw Mango ) 7) Plain Curd/Raita(100gms) 8) 1 Sweet dish as per schedule given below	8:30PM – 9:30PM

### Details of ITEMS OF MENU:

SN	MEAL/ REFRESHMENT	ITEMS TO BE PROVIDED	FREQUENCY
1	Lunch/Dinner	<b>VEG. CURRIES:</b> (1) Matar Paneer, , Shahi Paneer, Kadahi Paneer, Palak Panneer, Chilli Paneer, Paneer Masala, Veg. Malai Kofta, any other paneer curry etc <b>VEG. DRY :</b> (2) Mixed Vegetable, Tawa Sabji (Karela, Bhindi, Arabi, Baigan, Gobhi) Alu Baigan, Baigan Bharta, Kathal, Alu Gobhi, Alu Gajjar Matar, Palak/Saag, Alu Methi, Cabbage, Tinda, Lauky, Kali Torai, Capsicum, Carrot, Beans, any other seasonal veg. Dry, Paneer Bhurji etc	As above
	Lunch/Dinner	<b>DAL:</b> (3) Palak/Methi + Moong, Dal Fry, Urad Dal, Dal Chana, Dal Arhar, Dal Makhani, Mix Dal, Rajma, Chholey, Kadhi Pakora, Tadka <b>SWEETS:</b> (4) Gulab Jamoon, Rice Kheer, JALEBI, Gajjar Halwa, Moong Dal Halwa, Sujji Halwa, Fruit Custard, Rasgulla, Ice Cream, Fruits Cream, Fruit. <b>NON-VEG.</b> (5) Chicken Curry, Kadai Chicken, Chicken Fry, Chicken Masala, Chilly chicken, Fish fry, Fish Curry, Egg Curry(Min 2eggs), Chicken Biryani, Egg Biryani. (6) Mutton Curry/ Mutton Korma/ Mutton Kosha (Once in each session)	As above

3	Snacks	Veg./Onion/Capsicum/Palak/Gobhi Pakoda, Samosa, Dal Wada, Veg. Sandwich, Veg. Cutlet, Veg Patties, Spring roll, Aloo Bonda, Dhokla, Pav Bhaji , Boiled and Sauted Germinated Moong, Boiled Channa, Poha, Noodles,	As above
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**NOTE:**

1. The list above is only indicative and not exhaustive. It would be to the credit of the Contractor to add any number of items under their respective heads to make the list more versatile.
2. Adequate quantities of common meals (where quantities not specified) to be served on buffet basis without any limit.
3. Fried Sounf, Candy Sugar, Toothpicks to be served at the end of Breakfast, Lunch and Dinner
4. Each serving should contain minimum of: Corn Flakes–50 gms, Milk–200 ml, Sweet–100 gms, Non-veg.–200 gms, Snacks–75 gms and all other Food Items/Beverages will be on an "Unlimited" and buffet basis as per the requirement of the participants/ guests. No proportioning is allowed.
5. Chutney for breakfast will be with Cöconut/Coriander/Ginger/Tomato/Groundnut.
6. The pots for side curries shall be of at least 200 ml size.
7. Dinner Pack: The contractor shall provide Vegetarian DINNER PACKS to the participants who are leaving the hostel after 5.30 pm and not taking dinner after completion of their training. Dinner packs will contain disposable spoon, Napkin, Dry Sweets (one piece), Dahi (one Packed cup of 100 gm- Amul/Sudha/Medha Dairy), Pickle, Aloo Parathas/Plane Parathas/ Puris and one dry vegetable etc, sufficient for one person in take away packing. Rate of dinner pack will be 75% of the rates for dinner as quoted in the Financial Bid.

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder

(With seal)

## **ANNEXURE 2 – Brands of Food Items**

All the food ingredients to be used for preparing the meals and the refreshment should be of standard quality and should correspond to the standards specified below:

- 1) REFINED OIL – Sun Flower Oil, Sweekar, ITC, Sundrop, Saffola, Fortune, Dhara
- 2) DESI GHEE- Amul, Anik, Patanjali, Britannia, Sudha
- 3) MUSTARD OIL- Engine, Patanjali, Elephant(Hathi), Dhara, Saloni
- 4) RICE – Whole Grain Basmati (Lal Quila, Kohinoor, Patanjali, India Gate) or equivalent.
- 5) FLOUR - Ashirvad, Patanjali, Pilsbury, Ganesh, Shaktibhog
- 6) PULSES– TATA Shakti, Patanjali
- 7) BESAN -Rajdhani, Patanjali, Shaktibhog, Ganesh, Grihasthi, Kalash
- 8) Maida – Shaktibhog, Kalash, Grihasthi, Ganesh
- 9) DESSERT – 1. The items such as Rasgulla, Gulab Jamun and other sweets are to be purchased from shops approved by STC 2. Moong Dal Halwa, Gajar Halwa, Sooji Halwa are to be prepared in Desi Ghee 3. Kheer, Sevian, fruit custard are to be prepared in milk
- 10) TEA /TEA BAG - Taj Mahal, Tata Tetly Assam, Brook Bond, Lipton, Tata Gold/Premium
- 11) Coffee – Nescafe, Bru, Tata.
- 12) DALIA – Rajdhani, Shaktibhog, Patanjali
- 13) CORN FLAKES – Mohan Meakin, Patanjali, Kellogg's, Chocos or equivalent
- 14) PICKLES – Patanjali, Mother's Recipe, Tops, Nillons, Kissan
- 15) MILK/MILK PRODUCTS- As per dairy specifications with recommended fat contents for comparison Amul, Mother Dairy, Sudha or equivalent.
- 16) FRUIT CAKES – Britannia, Brown Bunch, Bru Beck, Monginis etc
- 17) BREAD – Moreish, Nasta, Girish, Britannia, Modern or equivalent
- 18) BUTTER - Amul, Sudha, Mother Dairy or equivalent
- 19) BISCUITS - Britannia (Good Day), Parle-G, Monaco, and/or Priyagold, Anmol, Sunfeast, Biskfarm
- 20) JAM (MIXED FRUIT) – Patanjali, Kissan, Tops, Druk.
- 21) SAUCE (TOMATO/CHILLI) - Kissan, Maggi, Patanjali
- 22) CHICKEN, MUTTON & FISH- To be purchased from licensed shop.
- 23) PAPAD- Lijjat, Patanjali, Bikaner or equivalent
- 24) ICECREAM- Amul, Mother Dairy, Vadilal, Kwalitiy.
- 25) SWEETS – Shrestha, Chhappan Bhog, Shaligram, Sri Ram Sweets, Vrindavan
- 26) VEGETABLES- Should be fresh
- 27) SPICES- MDH, Patanjali, Ashok, Maharaja, Everest, Grihasthi or equivalent (Agmark/fssi)

The list is illustrative and not exhaustive and the Sales Training Centre may amend Standards of quality of raw material or food material from time to time.

Place: Jamshedpur

Date: 28.10.2024

  
Senior Divisional Manager  
JRP

**I/We agree with all Terms and Condition without Prejudice.**

Signature/s of the Bidder

(With seal)



**ENVELOPE-1 - ANNEXURE-A****“Tender for Catering & Housekeeping cum Gardening Services at STC, Kadma, Jamshedpur-2024”****TECHNICAL BID**

1	Name of the Firm/Organization (in Block Letters)	
2	Date of Establishment/Incorporation	
3	Registration No(registration under Company's Act,1956) Submit a copy of Certificate	
4	Correspondence Address with Telephone no.	
5	Address of Head Office and Telephone Number (If separate from above)	
6	Status: Proprietary/Partnership/Pvt Ltd Co/Public Ltd Co	
7	Name(s) of the Proprietor/Partners/Directors	
8	Names of the Chief Executive with his address and Contact No	
9	Name(s) of representative(s) with designation who would be calling on us and attending our jobs.	
10	Name of Banker/s with addresses & Telephone Numbers & IFSC code/s	
11	PAN No allotted by Income Tax dep't. (Attach self attested copy)	
12	Labour License & Food License Numbers and its validity under various provisions of Laws (Attach self attested copy)	
13	GST Registration no. (Attach self attested copy)	
14	EPF registration number (Attach self attested copy)	
15	ESI No. (attach self attested copy)	
16	Turn Over for last 3 years (Attach Audited copy of Balance Sheet,,Profit & Loss A/C & Revenue A/C by CA)	FY 2023-24 FY 2022-23 FY 2021-22
17	Income as per last 03 years of TaxAssessment (Attach last 03 years ITRs)	FY 2023-24 FY 2022-23 FY 2021-22
18	Whether registered with any other government Authority(ies)	
19	Any ISO certification (Attach self attested copy)	
20	Details of empanelment with any office of LIC and/or PSU/any other Corporate Office/s (Enclose list giving full details with name and telephone nos. who may be contacted for confirmation)	
21	Details of past & present experiences in the field of Catering & Housekeeping (attach copy/ies)	
22	Furnish details of annulled/broken services before the end of contract period, if any	
23	Mention any other speciality/ies of your Firm	

**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 thereto duly authenticating with signature and seal.**

I/We \_\_\_\_\_ request LIC of India, Jamshedpur to consider our Bid. I/We agree to abide by all the "Eligibility Criteria and other Terms & Conditions" prescribed in your Format and assure to render the Services to the fullest satisfaction of the Corporation.

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

**Signature of the Bidder  
Name and Address:**

**Seal:**

**Note: The Corporation reserves the right to accept or cancel any of the Tender at its absolute discretion without assigning any reason.**

*Application received with incomplete or vague information or alterations will not be considered. Documentary evidence wherever applicable should be enclosed. Self attested Copies of credentials & Certificates issued by other organizations may be enclosed*

**ENVELOPE-2 - ANNEXURE-B**

**"Tender for Catering & Housekeeping Cum Gardening Services at STC, Kadma, Jamshedpur-2024"**

**FINANCIAL BID**

The consideration for "Tender for Catering & Housekeeping Cum Gardening Services at STC, Kadma, and Jamshedpur-2024" shall be as follows:-

Sl.No.	Particulars of Items	Price (Rate) in Rupees
1.	Morning Tea (to be served in room) (See Annexure 1 & 2)	
2.	Breakfast (See Annexure 1 & 2)	
3.	Forenoon Tea (See Annexure 1 & 2)	
4.	Lunch (See Annexure 1 & 2)	
5.	Afternoon Tea (See Annexure 1 & 2)	
6.	Evening Tea & snacks (See Annexure 1 & 2)	
7.	Dinner (See Annexure 1 & 2)	
	<b>Total Cost(Sl.No. 1 to 7)per person per Day (A)</b>	
8.	Housekeeping Cum Gardening Charges (Consolidated per month) for entire STC premises (See Scope of Housekeeping Cum Gardening Work)  Total Cost per Month (B)	

**Estimated Trainee Days (i.e. per trainee per day) for One year: 6000**

Rate for providing Catering for One Year (A x 6000) = \_\_\_\_\_ (C)

Rate for providing Housekeeping Services for One Year (B x 12) = \_\_\_\_\_ (D)

TOTAL rate quoted for the contract (C+D) = \_\_\_\_\_ (E)

Amount in words Rs.....

Note: - Total rate (E) will be the basis of the Contract.

Signature of the Contractor

Name & Address:

Seal of the Firm

**ENVELOPE-3 - ANNEXURE-C**

**“Tender for Catering & Housekeeping cum Gardening Services at STC, Kadma, Jamshedpur-2024”**

1. Demand Draft or Pay Order for Rs.50, 000/- towards EMD
2. Demand Draft or Pay Order or MR for Rs.590/- towards Tender Fee (non refundable)

**ENVELOPE-4 - ANNEXURE-D**

**“Tender for Catering & Housekeeping cum Gardening Services at STC, Kadma, Jamshedpur-2024”**

1. Envelope 1 – Technical Bid
2. Envelope 2 - Financial Bid
3. Envelope 3- EMD & Tender Fee

**Signature of Bidder with Seal**

## **PRE CONTRACT INTEGRITY PACT**

### **General:**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of .....2024. , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s .....represented by Shri..... .(Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure ..... (*Name of the Stores/ Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

### **1. Commitments of the BUYER**

**1.1** The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other

advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract. The BUYER will, during the

pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

**1.2** All the officials of the BUYER will report to the "**Chief Vigilance Officer**" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

**2.** In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

**3.** The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

**3.1** The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

**3.2** The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavour to any person in relation to the contract of any other contract with the Government.

**3.3** Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

**3.4** BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

**3.5** The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged

any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

**3.6** The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

**3.7** The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

**3.8** The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

**3.9** The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

**3.10** The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

**3.11** The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

**3.12** If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

**3.13** The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

**3.14** The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

**4. Previous Transgression** The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise

in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process. The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

**5. Sanctions for Violations:**

**5.1** Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.



(viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

**5.2** The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

**5.3** The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

**6. Independent Monitors:**

**6.1** The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor(s):

\* .....  
\* .....

**6.2** The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

**6.3** The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

**6.4** Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

**6.5** As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the **Executive Director (E&OS), LICl.**

**6.6** The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LICl and recues himself / herself from that case.

**6.7** The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

**6.8** The Monitor will submit a written report to the **CEO & MD , LICI** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

**6.9** If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

**7. Facilitation of Investigation:** In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

**8. Law and Place of Jurisdiction:**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

**9. Other Legal Actions:**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

**10. Validity:**

**10.1** The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

**10.2** Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**11.** The parties hereby sign this Integrity Pact at.....on.....

**BUYER (on behalf of LIC)**

**Signature of Bidder with Seal**

CEO:                      Designation

Deptt./

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider

Stores/equipment/item/service

Bidding process/ bid evaluation/process of availing services

Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause. )