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**TENDER DOCUMENT
FOR CANTEEN and CATERING SERVICES**

at
**LIFE INSURANCE CORPORATION OF INDIA
ZONAL TRAINING CENTRE, (ZTC)
PRITHVIPAKKAM, AMBATTUR, CHENNAI- 600053**

RFP REF: LIC/SZTC/CANTEEN& CATERING SERVICES/2024-25/ 1 DATED 27/12/2024

No of pages:	57
Date of issue / Date of uploading of Tender forms-	30/12/2024
Pre-Bid Meeting	06/01/2025 2:00 pm
Last date for receipt of sealed cover containing duly filled tender document with enclosures at LIC ZTC Chennai	20/01/2025 2:00 pm
Date of opening of - Tender Envelope	20/01/2025 4:00 pm

Each Page of the Tender Document must be Signed and Sealed by the Tenderer

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TENDER NOTICE

SEALED TENDERS are invited under “TWO BID SYSTEM” for providing CANTEEN and CATERING services at LIC Zonal Training Centre, Chennai from reputed and resourceful Catering contractors with a minimum experience of five completed years’ as on 31/10/2024 in Catering Services..

The contract shall be for a period of THREE YEARS initially

- a) The contract may be renewed on mutual consent on the same terms and conditions for a further period of TWO YEARS at the most after reviewing and evaluating the services and finding them satisfactory by the competent authority.
- b) The rates for the renewal period may be increased by maximum of 5% (Five Percentage) for the fourth year and fifth years over the rates agreed for the first three years.
- c) Security Deposit appropriate for the additional amount payable shall be collected from the service provider on every renewal.

The Canteen and Catering Services is to be provided at

The Life Insurance Corporation of India,
Zonal Training Centre, Jeevan Vidya,
Prithivipakkam, Ambattur, Chennai – 600053.

Tender Documents may be obtained from the Administrative Office of LIC of India, Zonal Training Centre, Ambattur, Chennai, at the above mentioned address or can be downloaded from our website <https://licindia.in/en/web/guest/tenders> by clicking “Canteen and Catering Services for LIC, ZTC, Ambattur at Chennai” under the link <https://licindia.in/en/web/guest/tenders>

Tender Forms will be issued from 30-12-2024; 11:00 am to 20-01-2025 2:00 pm on payment of Rs.500/- + Rs 90/-GST in cash or Demand Draft drawn in favour of “Life Insurance Corporation of India” Payable at Chennai per set as Non-refundable Tender Form Fees at Administrative Office, LIC of India, ZTC, Ambattur, Chennai between 10:00 am and 4:00 pm on working days. **Please refer our website <https://licindia.in/en/web/guest/home>**

Sealed Cover containing duly filled in Tender Forms [2 Bid Forms in separate covers], enclosures, Tender Fee, EMD, if any, the duly filled in sealed Tender forms are to be submitted within 20-01-2025; 2:00 pm

Sealed Covers received from Bidders will be opened at LIC ZTC, Chennai on 20/01/2025 @ 4:00 pm.

The Director, LIC of India, Zonal Training Centre, Ambattur, Chennai reserves the right to accept or reject any or all offers in full / part without assigning any reason whatsoever.

Place : CHENNAI
DATE: 27/12/2024

DIRECTOR

LETTER TO THE SERVICE PROVIDER

Sir/Madam,

CANTEEN and CATERING SERVICES at LIC, Zonal Training Centre, Ambattur, Chennai.

We wish to engage the services of an experienced and reputed agency to provide **Canteen and Catering Services** at LIC, ZTC, Ambattur, Chennai. Interested vendors, if agreeable to the tender conditions are requested to submit the duly completed tender forms along with necessary enclosures, if any, in three sealed envelopes separately super scribed as

Interested Vendors

1. Demand Draft for Rs.590/- drawn in favour of “Life Insurance Corporation of India” on any Nationalised Banks payable at Chennai or Copy of the Cash Receipt, if paid, at the Cash counter of LIC ZTC, Ambattur, Chennai or the self attested copy of the necessary valid certificate document bearing the Registration Number for exemption of Tender Fees.
2. **“Technical Bid [Annexure A] for Canteen and Catering Services” along with enclosures as specified in Annexure-A1 with Demand Draft drawn in favour of “Life Insurance Corporation of India” on any Nationalised Banks payable at Chennai for Rs.25000/- [Rs.Twenty Five Thousand only] towards EMD (refundable to Non-successful bidders and for successful bidder, EMD shall be adjusted towards Security Deposit)**
3. **“Financial Bid for Canteen and Catering Services”, and all the sealed covers kept inside another closed envelope with Tender Document duly signed in all pages and addressed to**

**The Director,
LIC of India, Zonal Training Centre,
Ambattur, Chennai - 600053**

so as to enable us to proceed further for providing **Canteen and Catering Services at Zonal Training Centre, Ambattur** on contract basis.

- For the tender forms downloaded from website, **DD for Rs 590/- [Tender form cost Rs.500/- and GST @ 18% Rs.90 totaling to Rs.590.00 (non-refundable)]** to be enclosed along with Technical and Financial Bids towards the cost of tender application.
- Exemption of Tender fees will be given only to the MSME/NSIC registered bidders. Exemption of tender fee will only be given to the holder of certificate of Registration under Micro Small and Medium Enterprises Development Act 2006.
- Bidders claiming exemption from Tender fee need to mention Entrepreneur Memorandum number & produce copy of Acknowledgement of Entrepreneur Memorandum or single point registration certificate.

Earnest Money Deposit [EMD] is exempted vide office memorandum No f. 9/4/2020 PPD dated 12/11/2020 of Govt of India. However vendors who desire to participate in the Tender process have to submit Bid Security Declaration in lieu of EMD as per Annexure G.

The tenders received shall be short listed based on satisfying eligibility conditions. LIC reserves its right to accept/reject any or all tenders without assigning any reasons thereof. Canvassing in any form will disqualify the applicant.

Last date for receipt of Sealed covers containing necessary documents will be @ 02:00 pm on 20th January, 2025 and the tenders (Technical Bids) will be opened at the above said address.

One authorized representative from your organization may be present during the tender opening session.

Yours faithfully,
Director

TENDER SCHEDULE

Name of Service	Canteen and Catering Services at LIC Zonal Training Centre Ambattur, Chennai 600053	
Minimum Number of Work Force Required	Work Force	Minimum Requirements
	Supervisor	1
	Head Cook & Additional Cook	2
	Stewards	3
	Cleaning Staff	3
	Total	9
Tender Documents	Can be collected at Administrative Office, LIC Zonal Training Centre, Ambattur, Chennai between 11:00 am of 30-12-2024 and 2:00 pm of 20-01-2025 or it can be downloaded from https://licindia.in/en/web/guest/tenders	
Pre bid meeting	A pre-bid meeting will be held on 06-01-2025 at 02:00 p.m. at LIC, Zonal Training Centre, Ambattur, Chennai. Bidders who prefer to attend the pre-bid meeting should inform us the details through e-mail to sz_ztc@licindia.com giving details of their agency and details of person (only one person) attending the meeting. The e-mail should reach us before 11.00 am on 06-01- 2025. Reply to queries held during the pre bid meeting will also be uploaded (if required) subsequently under the heading https://licindia.in/en/web/guest/tenders	
Last Date of Submission of duly filled in tender	20/01/2025 2:00 pm at LIC of India, Zonal Training Centre, Prithivipakkam, Ambattur.	
Validity of Tender	180 Days from the date of opening of Tender Cover.	
Date of opening of Tender Cover	20/01/2025 4:00 pm at LIC Zonal Training Centre, Prithivipakkam, Ambattur, Chennai	
Date of opening of financial bid	Will be informed to the Qualified bidders.	

DEFINITIONS

Following terms shall have the below mentioned meanings unless otherwise specified.

- 1) "LIC" or "CORPORATION" shall mean the "LIFE INSURANCE CORPORATION OF INDIA" Established by the LIC Act 1956.
- 2) "ZTC" or "LIC ZTC" or LIC ZTC, CHENNAI, shall mean the "LIFE INSURANCE CORPORATION OF INDIA, SOUTHERN ZONAL TRAINING CENTRE, PRITHVIPAKKAM, AMBATTUR, CHENNAI - 600053.
- 3) "TENDER" shall mean the Tender for carrying out "Canteen and Catering Service"
- 4) "CONTRACT" / "CANTEEN AND CATERING SERVICES " shall mean the "CONTRACT" which may be entered into between the successful Bidder and LIC ZTC, Chennai in pursuance of the Terms and Conditions of this Tender Document.
- 5) "CONTRACTOR"/"BIDDER"/"APPLICANT"/"VENDOR"/"SERVICE PROVIDER"/"TENDERER/AGENCY" shall mean the Person/Firm/Vendor/Company who is submitting the tender.
- 6) "COMPETENT AUTHORITY"/ "CA" shall mean the DIRECTOR, LIC of India, Zonal Training Centre, Prithvipakkam, Ambattur, Chennai-600053 or any other Official as may be authorized by the Director, LIC of India, Zonal Training Centre, Prithvipakkam, Ambattur, Chennai – 600053.
- 7) "WORKER" or "WORK FORCE" shall mean the Manager/supervisors/ chef/Head cook/cooks/Assistant cooks/Stewards/Service Personnel/pot washers/Workers/of the contractor.
- 8) "CANTEEN BLOCK" shall mean the following areas inside the premises of LIC ZTC , CHENNAI
- 9) "EMD" denotes Earnest Money Deposit
- 10) "he" denotes "she" also.
- 11) "shall" indicates a requirement
- 12) "should" indicates a definite recommendation
- 13) "may" indicates a permission
- 14) "can" indicates a possibility or a capability

AREA OF OPERATION

- Dining Area
- Kitchen
- Store room adjoining kitchen
- Wash areas adjoining Canteen Hall
- Open area adjoining kitchen, dining hall and wash Area
- Canteen workers room
- Canteen workers toilets
- Bio Gas plant and adjoining area
- Tea Bay

ELIGIBILITY CRITERIA & REQUIREMENTS

1. The bidder must be a Registered / Licensed Organization / Partnership firm / Sole Proprietor / Individual holding necessary valid licenses in Canteen and Catering services. The bidder must produce relevant documentary evidence along with the tender
2. The bidder must have a proven track record of at least 5 years in Canteen and Catering Services. The bidder must submit relevant documentary evidence along with the tender.
3. The Bidder who had already done Canteen and Catering Services with LIC ZTC, Ambattur, Chennai or any other Office of LIC and have attracted any penalty in any month in the last 7 years as per respective contract documents and performance shall be disqualified.
4. The Bidder who had already done any contract services with LIC ZTC, Ambattur, Chennai or any other office of LIC, in the last 7 years and have abandoned the contract before the expiry of the contract period shall be disqualified.
5. The Bidder who had already done any contract services with LIC ZTC, Ambattur, Chennai or any other office of LIC, in the last 7 years the contract and had been terminated by either party before expiry of the contract period shall be disqualified.
6. There should not be any adverse feedback about bidders from their present or previous service locations.
7. Non-disclosure of relevant information or furnishing of incorrect information or documents will disqualify the bidder from the tender.
8. The bidder must have annual turnover of atleast Rs.50 lakhs (Rupees Fifty Lakhs only) per year from Canteen and Catering Services during the last five financial years. [viz., 2023-24, 2022-23, 2021-22, 2020-21 & 2019-20] [Has to produce documentary evidence for COVID19 Pandemic exemptions, if any, taken by the bidder]
9. The bidder must not have been at any time declared as insolvent or convicted for any offence by any authority. Bidder should not be declared defaulter in respect of payment of Minimum Wages, PF, ESIC and other statutory liability in respect of the workmen and no proceeding or court attachment be pending against the bidder.
10. **The bidder shall be compliant to the remuneration of his employees as per the Minimum Wages Act, 1948 & Minimum Wages (Central) Rule/ (State) Rule whichever is applicable.**
11. The bidder shall comply with all the requirements of labour laws, obtain all licenses / approvals / permissions to carry on the business of Canteen and Catering Services.
12. The bidder must not have been prosecuted or suffered any penalty for violation of any labour laws by any authority.
13. The bidder should not be a sub-contractor to any other entity/person.
14. The bidder should not be a party to any cartel for processing any contract including the present tender.
15. LIC of India, Zonal Training Centre, Ambattur, Chennai is not responsible in any manner for the transit delay/loss/non-receipt of the tender.
16. The bidders are advised to inspect the premises of LIC ZTC, Chennai (with prior approval of the competent authority), where the services are required to be offered and assess the requirements before submission of the tender.
17. The duly filled in tender forms should be submitted to LIC ZTC, Chennai on or before the date and time specified in the covering letter.
18. The quotation should be either type written or neatly and legibly hand written in dot-pen.
19. Corrections, if any, in the quotation should be duly authenticated with full signature. The figures and wordings in the financial bid should match with one another. In case of any difference, the tender will be summarily rejected.

20. The Successful bidder will be required to remit a Security Deposit of 10% of the annual value of the contract. The successful Bidder will be required to deposit the Security Deposit as mentioned above by Cheque/DD or by NEFT payable to LIC of India or submit an equal Bank Guarantee from scheduled bank for the same value within 15 days of awarding of work. The Security Deposit/Bank Guarantee (for the entire contract period) **will not carry any interest addition and remain with LIC of India throughout the period of contract, including extended period.** This security amount will be refunded to the contractor within 60 days of completion of the contract period subject to:
- (i) Satisfactory Performance of the Contract.
 - (ii) Deduction of any dues payable to LIC on whatsoever account.
 - (iii) Any deduction due on account of Contractors/Service Providers' obligation under the contract and subject to such deductions as may be necessary for making of LIC of India's claim against the Service Provider.
 - (iv) Deduction of any liability/damages incurred by LIC of India, on behalf of the Service Provider/Contractor in the discharge of his/their obligations under this Tender.
 - (v) The Security Deposit will not bear any interest of whatsoever kind.
21. If the successful bidder fails, in course of the agreement period, to comply with the terms and conditions of the agreement, the security deposit shall be forfeited.
22. The Competent Authority reserves the right to change the relevant dates, to accept or reject all or any of the tenders; to accept any higher bid, or cancel all tenders without assigning any reason whatsoever. All information with regard to any modification/ amendment/ extension of dates etc, if any in respect of this tender, till the entire process is completed, shall be uploaded only on the website <https://licindia.in/en/web/guest/home>
23. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Chennai and the courts in Chennai will have jurisdiction to settle the dispute.
24. Any tender not complying with requirements/conditions either wholly or partially shall be liable for rejection.
25. Any tender form that is not complete in any aspect shall be disqualified.
26. The Director, LIC ZTC, Chennai will communicate to the successful bidder through a letter sent by Registered/Speed Post through India Post.
27. The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by LIC of India after acceptance of Tender.
28. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, LIC ZTC, Chennai, reserves the right to cancel the work order and the bidder has to forfeit the Security Deposit.

TERMS AND CONDITIONS OF THE TENDER

1. The contract shall be for a period of THREE YEARS initially.
 - a) The contract may be renewed on mutual consent on the same terms and conditions for a further period of TWO YEARS after reviewing and evaluating the services and finding them satisfactory by the competent authority.
 - d) The rates during the renewal period may be increased by a maximum of 5% (Five percentage) for the fourth and fifth years over and above the rates agreed for the first three years.
 - e) Security Deposit appropriate for the additional amount payable shall be collected from the service provider on every renewal.
2. However, in case of unsatisfactory performance, the Competent Authority at his sole discretion may terminate the Contract anytime before completion of the original or renewed contract period, by curtailing the notice period or without giving notice to the contractor.
3. Any tenderer not complying with requirements/conditions of the tender, either wholly or partially, shall be liable for rejection.
4. No alteration either in quantity or in quality shall be entertained during the period of contract.
5. The Competent Authority, The Director, LIC ZTC, Chennai, reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.
6. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Chennai and shall be limited to the jurisdiction of the courts in Chennai.

JOB REQUIREMENTS FOR CANTEEN AND CATERING SERVICE

During the period of agreement the Contractor shall be fully responsible for the entire catering arrangements to the trainees at the Zonal Training Centre.

Menu, Quantity , Quality of Service, Place of Stay:

1. The approved weekly menu shall be drawn up by our administrative officer and handed over to the supervisor on the last working day of the previous week.
2. Changes in the menu will be approved by the Director/Addl. Director, if necessary.
3. The menu once approved should be strictly adhered to. Deviation, if any, will not be allowed.
4. The approved menu should be displayed prominently on a notice board provided in the canteen on daily basis.
5. The contractor cannot change or make alteration in menu, in terms of quantity and quality without prior written Approval of the Competent Authority which would otherwise attract penalty as per penalty schedule.
6. The following catering services shall be rendered by the contractor
All the food items are to be supplied UNLIMITED without any shortage.

Supply Description	Serving Place	Timing
Breakfast with Tea (Buffet Style)	Dining Hall of Canteen	08.00 am to 9.30 am
Fore noon –Tea break	Tea bay & Admin Office	As per the Training Timetable
Lunch (Buffet Style)	Dining Hall of Canteen	As per the Training Timetable
Afternoon – Tea Break	Tea bay & Admin Office	As per the Training Timetable
Snacks with Tea	Dining Hall of Canteen & Admin Office	As per the Training Timetable
Dinner (Buffet Style)	Dining Hall of Canteen	8.00pm to 9.30 pm

The contractor/tenderer shall ensure that the food items are made ready within the time specified. There shall be no delay or shortage in supply of any of the food items including tea. The Food items are to be strictly supplied only at the serving place mentioned in the table furnished above.

7. LIC ZTC, Ambattur, Chennai has been accredited with IS/ISO:9001:2015 Certification, thus requiring a highest standard in preparation of food items, canteen and catering services and maintenance of canteen Block. Therefore all food items provided to the trainees are to be of highest quality and standard.

8. LIC ZTC, Ambattur, Chennai, is awarded with 3 Star GRIHA Rating issued by Green Rating for Integrated Habitat Assessment. The Contractor/tenderer should maintain the same standard inside the premises of LIC ZTC, Ambattur, Chennai.
9. As the food consumption by participants shall be self-service model, the quantity of the served should not fall short of the requirement.
10. The contractor shall ensure that there is no shortage in any item being served at the food counter. The contractor shall also ensure that timely refilling of the food items on the food counter.
11. Shortage in food item and omission in menu shall attract penalty as per Penalty Clause.
12. The contractor or his work force shall not take away any food items or food materials etc outside the campus.
13. The contractor shall not sell any food item, raw material or any other item within the campus, other than the allotted places.
14. The Contractor shall ensure that the food items supplied are as per the standards prescribed by the Government authorities and FSSAI. If at any time, any fine is imposed by the Food safety and the standards authority or other authorities, the same shall be borne by the contractor, and LIC ZTC, CHENNAI will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor or his workforce.
15. The Contractor and the employees deployed by the Contractor shall abide to POSH (Prevention of Sexual Harassment) Laws and Regulations laid down by the Government / LIC of India from time to time.
16. The Contractor shall be personally and solely responsible for all consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, the Director may initiate further stringent action, as she/he may deem fit.
17. The contractor should ensure to purchase all the food stuff, vegetables, groceries and articles required for the catering purposes and shall always have on hand, sufficient stock, in such a way that the catering services will not get interrupted.
18. All provisions should be fresh and of reputed brands with BIS/FSSAI or Agmark certification, and should be stored in hygienic containers with lids. Only branded items to be used and as listed as per Annexure –A2
19. Vegetables, fruits, bread, milk, fish, meat, chicken, eggs, etc. should be fresh and of good quality and should be stored hygienically.
20. Veg. & Non-Veg. items should be stored separately.
21. Use of artificial colors is strictly prohibited.
22. Reuse of burnt oil is strictly prohibited. Oil once used should not be reused.
23. Adulteration or use of sub-standard items are prohibited and any such Items will be confiscated. The use of artificial flavour, taste enhancers, colour enhancers or any other chemical substances hazardous to health are prohibited as food addictive. Contractor, if found violating this standard shall be removed from the contract service and action will be initiated as per the prevailing law.
24. All uncooked items must be handled with utmost hygiene using hand gloves and proper dresses. Stewards must wear gloves to cut salads. The Grinder and Atta Kneader must be cleaned spotlessly in hot water before and after use.
25. All vegetables and fruits should be washed first and then cut or peeled off.
26. R.O. water shall be served for drinking purpose in clean tumblers to the persons for those who are consuming food in the canteen.

27. Hot water should be supplied for drinking to the participants on demand.
28. With the approval of the Director, ZTC, Chennai, for participants who fall ill during training period, bread/milk or any other item, as per the choice of the participants, shall be supplied to them.
29. The contractor is required to show the food items prepared for test and tasting to ensure quality by the authorised officer/s of ZTC, Chennai.
30. The biogas from the biogas plant shall be regularly used for cooking or any other purpose in the kitchen.
31. The contractor should make sufficient arrangements to run the canteen and catering services smoothly on all days even in case of any bad weather, social unrest, hartal, bandh, strike, etc.
32. The contractor shall be permitted to use the 1) dining hall, 2) the kitchen 3) Tea bay and the adjoining store rooms in the hostel block to provide catering arrangements/ services to the participants and others as permitted by the Competent Authority.
33. The contractor is allowed to occupy the room provided at the canteen rear side for use as changing room/rest room/ night stay room for his workers.
34. If any person other than the workers are found using ZTC facilities, it will be viewed seriously and penalized. Smoking, consumption of alcoholic drinks, consumption of Narcotics or any other banned substances; indulgence in any obnoxious activities by the workers is strictly prohibited.
35. No persons other than the labours, management of the Contractor shall be allowed inside the LIC ZTC Chennai premises.
36. Right to admission inside LIC ZTC, Chennai is strictly reserved.

LIST OF KITCHEN EQUIPMENTS and INFRASTRUCTURAL FACILITIES

The list of kitchen equipments and Infrastructural Facilities in the Canteen Hall is as given in the below table.

The hostel and Canteen Block are provided with Dining Hall, Kitchen, Store Rooms- 2 Nos, Store Room for Cooking Gas, Bio gas plant at the rear side

Sl.No	Infrastructure/ Equipments	Quantity	Sl.No	InfraStructure/Equipments	Quantity
Dining Area			Store room Adjoining Kitchen		
1	Dining Tables- Granite	26	1	Deep Freezer	1
2	Dining Tables- Wooden	3	2	Refrigerator- Double Door- 340 litres	1
3	Dining Chairs	110	3	Steel Cupboard	1
4	Counter Table- Steel	4			
5	Water Table	1	Store Room rear side of Kitchen		
6	Bain Marie	2	1	Gas Stove with single burner- dimension	2
7	RO – Water Filter-50 Litre	1	2	Single way sink	1
8	RO- Water Filter- 25 Litre	1			
9	Air Conditioner – Ductable	3	Backyard		
10	Air conditioner- Split	1	1	Bio Gas unit with sink	1
11	Fly Catcher	5	2	Place for Gas Cylinder	
12	Bread Toaster	1			
13	Sandwich Griller	1	Room For Catering Staff		
14	Trolley with 6 tubs	1	1	Ceiling Fans	2
Kitchen			2	Chairs	2
1	Vegetable cutting Stand	1	3	Wall Mount Fans	2
2	Table to keep cooked items	2	Tea Bay Area		
3	Stainless Steel Work table with 3 racks	5	1	Tea counter and Wooden Table	1
4	Stainless Steel Open Rack with 4 racks	3			
5	Dough Kneader	1	Plates and Tea Cups		
6	Wet Grinder – 25 Litre	1		Plates (Stainless Steel)	132
7	Gas Stove – with 2 (Burner and Regulator)	2		Tea Cups (Stainless Steel)	32
8	Gas Stove- with single(burner and regulator) (one for bio gas)	1			
9	Dosa/ Roti Tawa- (4 feet x 2 feet)	1			
10	Gas pipe lines with valves	1			
11	3- way wash sink	1 tub			
12	Wooden cupboard with 6 racks	1			
13	Plate stand- Stainless steel	1			
14	Exhaust Fans	5			
15	Geyser- 25 Litres	1			

Appliances, furniture, fixtures, infrastructure available at ZTC as mentioned hereinabove, will be provided to the Contractor in good working condition for their use in the course of their service to ZTC. The contractor shall hand over all these items back to ZTC in perfect working condition at the end of the contractual period failing which adequate amount will be deducted from his Security Deposit.

I. UTENSILS & EQUIPMENTS TO BE PROVIDED BY CATERER:

1. The contractor shall provide at his own cost, all equipments other than the ones mentioned above necessary for providing the menu and always maintain it in good working condition.
2. The contractor shall provide Cooking utensils, glassware, microwave oven, juicer / mixer, table clothes, saucer papers, tissue papers, cloth napkins and other articles in adequate quantity / number for buffet style which are necessary as per the menu and for running the canteen.
3. Crockery: Separate cooking arrangement and use of separate utensils / plates /bowls etc. shall be strictly ensured for **VEGETARIAN AND NON VEGETARIAN ITEMS**.
4. Serving plates and Serving cups (for curries, soup, sambar, rasam, curd etc.-) (separately for Vegetarian and Non-Vegetarian) to be made of stainless steel. Serving Plates should be of dimension of atleast 30 cm diameter. Serving cups/bowls should be provided by the contractor. Additional crockery if required has to be provided by the contractor.
5. The contractor has to use kitchen vessels (including plates, cups, flasks etc)and equipments duly approved by the Competent Authority
6. Tea cups should be of high quality disposable paper cups sufficient to hold hot/cold liquid not less than 150 ml each. Single Use Plastic material should not be used.
7. Adequate Number of Spoons, Fork should be provided which shall be made of high quality stainless steel.
8. Good quality hot packs shall be provided for serving roti, rice items
9. Curry varieties, sambar, rasam, soup, etc shall be served in vessels in bain marie counters only- to be served hot only.
10. The contractor shall also make provisions for preparation of phulka and nan varieties of roti.
11. Separate plates and cups made of high-quality porcelain shall be provided for special guests.
12. Each Dining Table shall be provided with adequate Stainless steel Water Jug and Tumblers such that sufficient number of tumblers and Jugs are available to each occupant of the table.
13. Ice cream spoons shall be of either wood or stainless steel. Single Use Plastic material should not be used.
14. Cutlery, tea cups, cracked or broken ones should not be used and are to be replaced immediately.
15. The contractor shall provide special lunch/dinner in buffet style, whenever required, in the canteen or in the Lawn. The menu for the same shall be prescribed by the Director or by his authorized representative.
16. The rates for special buffet style lunch/dinner will be quoted separately and approved by the Director.
17. The entire arrangement, catering and serving vessels will be the sole responsibility of the contractor.

II. MAINTENANCE OF KITCHEN, DINING, INFRASTRUCTURE AND KITCHEN EQUIPMENTS

1. Utensils, cups, saucers, flasks (especially the rims), crockery, etc. should be scrubbed and cleaned thoroughly with quality dish wash bar and hot water.
2. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil, etc. wiped well by clean cloth and dried.
3. Dough maker, Grinder will have to be used regularly and to be maintained in Perfect working order.
4. Maintenance of gas burners, stoves, gas lines, rubber pipe in perfect condition, etc. with their regular servicing shall be the responsibility of the contractor. Certificate from approved gas agency to be submitted once in six months.
5. The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants, approved by ZTC.
6. The contractor should ensure that rodents / insects / flies are not infecting the stored, uncooked, cooked food and raw materials. The contractor should ensure pest control activities on a monthly basis.
7. The contractor without causing any environmental hazards should dispose off kitchen garbage and leftover food.
8. The kitchen waste and left over food items should be fed to the biogas plant installed near the canteen block. If the bio gas plant is not working or in any other exigency, all food waste along with garbage and other waste materials should be disposed outside the campus on daily basis at the contractor's cost. The contractor should segregate the kitchen waste and other waste items and store them in separate closed containers and dispose them on daily basis.
9. The contractor should liaise with the local municipal/civic authorities for disposal of degradable, non-degradable garbage on daily basis outside the campus of LIC ZTC, CHENNAI confirming to municipal/civic rules in this regard.
10. Under no circumstances, the caterer shall bring/supply cooked food prepared from outside the LIC ZTC, Chennai Premises.

III. GAS, WATER AND ELECTRICITY

1. The contractor shall also arrange at his own cost for regular supply of commercial gas cylinders. The contractor must ensure prompt supply of gas without any break by placing order with the Gas Company in advance.
2. The water and electricity consumption charges will be borne by LIC ZTC, CHENNAI, provided that the contractor shall ensure that the items of usage eg. Taps, switches. CFL bulbs, chokes, taps, other plumbing materials and that utmost economy is exercised in the consumption of water and electricity that he 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 Authority.
3. The LIC ZTC, Chennai, reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are wasted or not used reasonably.
4. 'Reverse Osmosis' (RO) plants are erected in the campus for supply of pure and safe drinking water. If however, the RO plant goes out of order, contractor shall arrange for supply of pure and safe drinking water, on terms and conditions to be mutually agreed upon. Similarly, in times of scarcity of water, the contractor shall arrange to supply water including safe drinking water and ensure that the operations / programme of LIC ZTC, CHENNAI are not adversely

affected in any manner. The cost for such water arranged from outside will be reimbursed at mutually agreed rates.

5. The contractor has to provide water dispensers for providing hot/cold/normal safe drinking water in the canteen / dining hall.

IV. NUMBER OF PARTICIPANTS

1. Training sessions are conducted throughout the year, but the number of trainees may vary from time to time and the Corporation does not guarantee any minimum number.
2. At present the probable number of persons, maximum occupying the hostel, will be around 50 only.
3. Apart from the above there may be participants on non residential basis also.
4. When Non-Residential Sessions take place, the probable number of participants may vary from session to session.
5. There may be breaks between terms of each session. A situation could arise where no session is conducted during a particular month. Notwithstanding this, the contractor's catering and maintenance service shall be available throughout the year without any break.
6. If there are no sessions during a week or if the food bill is less than Rs.10,000/- (Rupees Ten thousand only) per week, LIC ZTC, CHENNAI will pay an amount of Rs.10,000/- (Rupees Ten thousand only) per week. Advance information will be given to the contractor in case of break in training sessions. For this purpose a week will commence on Sunday and end on Saturday.
7. The contractor should ensure to collect the details of participants who are nominated for training from the administrative office atleast two days before the start of the training so that the catering requirements for the participants are met without any shortage.

V. SESSIONS, PARTICIPANTS, STAFF, GUESTS, FACULTY, MEETING - CATERING

1. Participants mostly belong to Tamil Nadu, UT of Puducherry and Kerala States.
2. Pan-India Sessions will also be held which will have participants from all over India.
3. The contractor shall keep the canteen open and arrange for catering services from the time of check-in by the trainees and shall provide services to the time of check-out of the trainees.
4. The attendance sheets will be filled up and maintained at Reception by the Housekeeping Contractor. The Caterer, for submission of his bills, will have to collect a copy of each such attendance.
5. The contractor shall provide for breakfast, lunch, coffee/tea/milk, evening snacks & dinner to the faculty members, officers and staff of the ZTC, Chennai at a discount of 50% of the approved rates. This discount is to be given, only if food is consumed in the canteen hall. Tea/Coffee/Milk may be supplied to the desk of the Faculty Members and Staff Members of ZTC, Chennai.
6. It shall be the responsibility of the contractor to keep account for the catering so done, either at concessional rates or general rates and collect the cost thereof from the staff members, issuing them receipts for the amount received from them.
7. Workers of other service providers of LIC ZTC, Chennai, like Housekeeping, Garden and Security may be provided food tea and snacks at mutually agreed rates between the Caterer and the respective service providers.
8. The contractor shall also provide breakfast, lunch, snacks, dinner, coffee/tea/ milk to the Official Guests and Visitors after prior approval.

9. The contractor shall also arrange to provide Tea/Coffee/milk/snacks for various meetings held for officials in LIC ZTC, Chennai premises from time to time.
10. The cost of food supplied by the contractor for official purposes shall be paid by LIC ZTC, Chennai along with the monthly bill. The bills raised by the contractor for such supply should be presented to the respective admin officials of LIC ZTC, Chennai.
11. Whenever local excursions/trips for the trainees are arranged, the contractor shall arrange for serving tea, snacks, lunch etc., for them during the excursion/trips in lieu of the food served in the dining hall and no extra charge will be payable for the same.

VI. SERVICE PLACES

1. Breakfast, lunch, snacks and dinner shall be served at the dining hall, unless otherwise instructed by Director, LIC ZTC, Chennai.
2. Forenoon and Afternoon tea/coffee shall be served at the tea bay on the days of the training sessions.
3. The coffee/tea/snacks for the official meeting shall be served at the meeting hall.
4. The coffee/tea/snacks for the Director, Vice Principal, Faculty Members and Staff of the ZTC shall be served at their respective desk.

VII. RATES AND BILLING

1. **The actual period of stay at LIC ZTC, Chennai, by the participant will be reckoned from the time of check-in to the time of check-out. The bill for all eligible food items to the participants during that period shall be paid.**
2. **The rate quoted will take into account the expenses towards wages/salaries and allowances, benefits to the workers/employees employed by the contractor in accordance with Minimum Wages Act, 1948 & Minimum Wages (Central) Rules/ (State) Rules whichever is applicable along with other specified periodical benefits, the Employees P.F.Act and E.S.I Act and such relevant acts in force. No separate payment shall be considered against these taxes/levies/benefits etc.**

VIII. SUBMISSION OF BILLS

The contractor shall submit his bills/invoices for catering service every month, in the manner and format as per prescribed by the LIC ZTC, Chennai, within 7 working days of the succeeding month. LIC ZTC, Chennai, shall settle the bill within 7 working days of its receipt, subject to the bill being found satisfactory, all statutory remittances being made by the contractor and no other recoveries being pending. The contractor shall take meticulous care to submit the bill with accuracy and full details to facilitate processing and settlement of bill. Bills found defective are liable to be returned to the contractor for comprehensive submission for settlement.

The bill shall include:

1. Separate list for Trainees with time of check-in and check-out session wise/name wise.
2. Separate list for Guests and visitors and official meetings and items provided to them date wise with approval from the competent authority.
3. Separate list for Coordinators coordinating the session listed session-wise with signature.

It shall be the responsibility of the contractor to keep account for the personal catering bills incurred, collect the cost thereof from the concerned Faculty members, Officers or Staff by issuing them with receipts for the amount received from them. LIC ZTC, Chennai, shall not be responsible in any way for non-receipt or delayed receipt of any amount on this count of personal bills.

**TERMS AND CONDITIONS REGARDING WORK FORCE
TO BE DEPLOYED BY THE CONTRACTOR**

1. The contractor shall provide adequate number of competent, healthy and well-trained work force (Manager, Supervisor, Chef, Head Cook, Cooks, Assistant Cooks, Stewards, Pot washers, cleaning workers, Service personnel, Store keeper etc) for cooking (including expert Chefs for Tamil Nadu, Kerala and North Indian Cuisine), cleaning and maintenance of kitchen & dining hall after inspecting the site in person and with the objective of ensuring that all the jobs as enlisted above will be carried out to the satisfaction of LIC ZTC, Chennai
2. There shall not be any supervision and control by the ZTC or any of its officers/ employees in respect of workers employed by the contractor to fulfill the obligations of the contract.. The discipline of the workers of the Contractor in the discharge of their duties shall be regulated by the Contractor.
- 3.

Work Force	Minimum Requirements
Supervisor	1
Head Cook & Additional Cook	2
Stewards	3
Cleaning Staff	3
Total	9

- a) The minimum number of workers deployed as specified shall be maintained to manage the activities of the training centre at all times.
 - b) The contractor should have full control of such workers and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and will also be responsible for the payment of their wages/dues and other facilities if any.
 - c) The catering and kitchen workers are to be identified separately and not allotted sundry duties elsewhere in the premises.
 - d) The Head Cooks and Assistant Cooks should be proficient in different cuisine (South Indian/North Indian/Multi cuisine etc.,)
 - e) Appointed Chef/Head Cooks will have to undergo a trade test. This should be arranged by the Contractor. Details of the Certification regarding the same need to be provided to LIC ZTC, Chennai.
 - f) Any one of the Head Cooks/Additional Cook should be available starting from Breakfast supply till completion of the dinner on all days.
 - g) The workers for dining hall should include stewards for cleaning the tables, dining hall, wash area before and after every service, removing the plates, tumblers etc, replacing fresh tumblers, filling the water jugs with water from RO plant.
 - h) The workers for service should include stewards for catering services to Director's/Addl. Director's Secretariat, Vice Principal cabin, Faculty Member cabins, Admin office Official Meetings and Special Guests, VIP table, etc.
4. Over and above the minimum number of workforces as deployed by the Contractor, the Contractor may engage additional workforce as and when required to meet any job requirements

mentioned in the terms and conditions of the agreement for which no extra payment will be made to the Contractor by LIC ZTC, Chennai.

5. The Contractor shall provide details of workforce including Manager, supervisors, chef, head cook, cooks, assistant cooks, stewards, service personnel, pot washers and other workers as per the tender requirements. The names of the workforce with their addresses, photographs, date of birth, identity proof such as aadhar card, voter card etc. shall be submitted to LIC, ZTC, Chennai. (The workforce means, here after for all purposes are Manager, supervisors, chef, head cook, cooks, assistant cooks, stewards, service personnel, pot washers, and other workers engaged by the contractor.)
6. Besides the jobs mentioned in the terms and conditions of the agreement, if any special job is required to be undertaken, payment will be made based on mutual agreement between LIC ZTC, CHENNAI and the contractor.
7. The Contractor's staff will commence work on each day including Sundays/Holidays as required for smooth completion of the work and will be on duty until the day's work is completed as per the terms of contract, subject to statutory provisions regarding hours of work, weekly off, etc., for which the contractor will deploy the workforce on rotation basis.
8. If required, the timings should be adjusted for work to commence earlier and/or end later in the day depending of special occasions, when required.
9. The workforce to be deployed by the contractor should be healthy and able to handle their duties properly. The workforce deployed/engaged by the contractor shall maintain good cleanliness and hygiene. The contractor should select persons of sound health as workforce after suitable medical examination. Medical check up and submission of fitness certificate of all the workers at the contractor's cost is compulsory once in six months. If any person of the workforce employed by the contractor is suffering from any ailment they should be quarantined or replaced immediately.
10. The workforce engaged by the contractor should have identity cards giving their name, address, and photograph and contact number. Any person of the workforce not having identity card will not be permitted to enter the premises of LIC ZTC, CHENNAI. The workforce engaged by the contractor shall wear suitable uniform, apron, gloves, headgear along with identity card while they remain in LIC ZTC, Chennai campus on all days. The cost of the same will be borne by the contractor.
11. The contractor should ensure that in the course of their activities the workforce engaged by him do not misbehave or quarrel with co-workers, disturb the officials, participants, campus residents, etc. The Contractor/workforce should not hinder or disturb the activities of LIC ZTC, CHENNAI or other contractors in ZTC premises.
12. Contractor or his authorized representative will visit LIC ZTC, CHENNAI as called by director and once every month for discussion on feedback on the quantity, quality of food or deficiency of other services. The supervisor of the contractor has to maintain and submit daily activity report to LIC ZTC, CHENNAI.
13. The contractor will be responsible for the payment of wages, overtime wage, if any, and other benefits, if any to his workforce. The contractor should have full control of his workforce and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor. The contractor shall maintain records prescribed by statutory authorities and submit photo copies to LIC ZTC, CHENNAI, along with monthly bills.
14. LIC ZTC, CHENNAI shall accept no claim in the event of any of the contractor's workforce sustaining any injury, damage or loss to either person or property either inside or outside the LIC ZTC premises. LIC ZTC, CHENNAI shall not be liable for any accident or injury or loss of life

or limb of the workforce employed by the contractor. The contractor shall take necessary insurance cover at his own cost and keep in force the insurance cover throughout the tenure of the agreement. The insurance cover must be taken for adequate amount in General liability insurance covering for accidental losses, bodily harm, injury or death. If any person from the workforce engaged by the contractor is injured or rendered partially / permanently disabled /indisposed due to any reason such as disease, accident, fire, any untoward mishaps etc.during the working hours, it is the sole responsibility of the contractor to take care of them and to pay necessary compensation in respect of such person as per the relevant labour laws including all medical expenses, legal expenses, etc. LIC ZTC, CHENNAI does not undertake any responsibility in this regard whatsoever.

15. The contractor should register his work force under ESI act and provide them their individual ID cards and renew them regularly.
16. The Contractor shall obtain, at his own expenses, all licenses and permission which may be required for conducting his business and pay all the taxes and assessments etc., payable or that becomes payable hereafter to the Government/Municipality or any other authority or any other local body by reason of his conducting business as the Contractor. The contractor shall produce proof of such payment to the Competent Authority, if called to do so. The Contractor shall comply with all the Municipal, Food Safety and other regulations and laws pertaining to the running of his business and shall also meet all the obligations there under as per Government rules (both Central and State) and regulations from time to time.
17. The contractor shall comply with the provisions of the various statutes that are in force such as Provident Fund Act, Workman's Compensation Act, Employees State Insurance Act, Payment of Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, Child Labour prohibition Act, or that which may be brought into force from time to time as well as the regulations / rules / bye-laws framed there under and comply with all the directions or orders issued / passed by the Government of Tamil Nadu and the Union government or other Competent Authorities authorized to issue / pass directions or orders in the matter of the business carried out by the Contractor in the Premises. LIC ZTC, CHENNAI shall not be responsible for violation of any of the laws / rules / regulations to be followed by the contractor in this regard.
18. The contractor shall make the payment of wages/dues and benefits to his workforce through NEFT/RTGS only. The contractor will submit his monthly bill only after payment of wages of workforce for the immediately preceding month. The contractor shall submit his bills monthly with accurate details in the manner & format prescribed by the Competent Authority to facilitate speedy checking and prompt settlement by LIC ZTC, CHENNAI.
19. The salary slips of workers employed by the contractor will be a part of monthly bill. The Salary slips will bear details of Salary/allowances and deduction of EPF/ESI etc.The remittance details of EPF/ESI Employees /Employers contribution of the previous month is to be provided with the monthly bill of the following month for verification. Only after this the catering bill will be settled. The Contractor should obtain acknowledgement for payment of wages through NEFT from every worker engaged by him and copy of this should be submitted along with the bill.
20. Any worker found to be unsuitable for the job or indulges in any misbehavior within the campus will be immediately removed by the contractor as and when advised by the competent authority.
21. The Contractor shall not knowingly engage any person with a criminal record / conviction and shall bar any such person from participating directly or indirectly in the provision of Service(s) under this agreement.
22. The Contractor shall at all times use all reasonable efforts to maintain discipline and order amongst his work force.

23. The contractor shall prevent misuse of LIC ZTC, CHENNAI premise for unsocial or anti social activities
24. The contractor shall deal with untoward incidents if any due to his work force
25. The contractor or his work force shall keep a close watch over the canteen, kitchen and related areas and other related properties, against attempts of arson or accidental fire, and report any such thing to the security guard or authorized officials of LIC ZTC, CHENNAI.
26. The Workers shall not smoke or chew tobacco nor consume any intoxicant / narcotic substances in any form while on duty and while on the premises. If found to be violating this condition, the Contractor shall immediately remove such worker(s) on a complaint being made by any authorized person on behalf of the Corporation and the contractor shall replace him/her by another proper person(s). If any personnel are found misbehaving with anyone or creating any mischief, the Corporation shall be entitled to ask the Contractor to replace him / her by another fit and proper person and the Contractor will do so forthwith without questioning the decision of the Corporation's officer concerned.
27. Contractor and his work force should co-operate with the security, house keeping, garden contractor arranged for the specific purpose and other contractors for specific jobs in the campus and in case, any problem arises during the discharge of functions, the same has to be brought to the notice of the designated officer immediately. Harmonious relationship should exist between the workers of various contractors.
28. Contractor should ensure that the workers appointed have the highest integrity, self discipline, honesty etc, and should confine to their assigned work only.
29. The contractor shall maintain the register for attendance of their employed workforce to ensure that proper workforce is deployed at LIC ZTC, CHENNAI for carrying out the daily jobs.
30. The workforce deployed by the contractor shall be the contractor's employees and the Corporation shall be in no way responsible for their wages, salaries, bonus, gratuity or any compensation, notice pay, etc.
31. The workforce of the contractor shall have no presumptive right, whatsoever, of absorption in the service of the corporation.
32. The work force of the contractor should be adequately trained in firefighting and providing first aid.
33. The workforce deployed by the contractor should have been vaccinated against COVID19
34. In terms of provisions of section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (amendments) ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of accounts, registers, other documents and the database in the custody of the Contractor in respect of services outsourced by the LIC of India. It shall be the duty of the Contractor to provide such documents/statement/information as may be required by IRDAI within such time as may be specified by the IRDAI.

PENALTY CLAUSES :

To be recovered from the contractor in case of non fulfillment of contractual obligations

Nature of Lapse	Penalty imposed on monthly bill
Shortfall in staff as per the minimum requirement are not taken care of by due substitution	Rs 700 per day per absentee
Use of substandard ingredients	Rs.1000 per occasion per ingredient.
Insufficient Quantity	Rs.500 per occasion per person for whom the food was insufficient
Average and Poor Rating as per Feed Back	Rating upto 10% of total participants of each session =NIL Rating above 10% and upto 20% = 5% of the Food Bill of the respective Session. Rating above 20% = 10% of the Food Bill of the respective Session.
Not wearing uniform, head gear, gloves	Rs 100 per person per day
Omission of items of Menu	Rs 1000 per occasion
Change of menu without prior approval from Competent Authority	Rs 1000 per occasion
Failure to dispose off garbage/bio gas usage	Rs 1000 per occasion
Delay in providing breakfast	Rs 1000 per occasion
Not cleaning of vessels properly	Rs 1000 per occasion
Failure by the contractor to perform any of the obligations under this contract, in accordance with the provisions of this contract.	As decided by the competent authority

The Penalty imposed as above will attract GST @18% and will be recovered from the Vendor.

TERMINATION

The contract may be terminated by either party by giving two months' notice.

The contract is also liable to be terminated by the Corporation without notice, if any, when one or more of the following contingencies occur:

- a) The contractor abandons the contract or
- b) The Contractor assigns or sublets the work in whole or in part thereof, or
- c) The Contractor fails to carry out the work under the contract, at any time during the contract period, and continues to do so even after a notice is issued by the corporation or
- d) The Contractor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or
- e) The Contractor persistently disregards the instructions issued by the Corporation, or
- f) The Contractor fails to adhere to the agreed schedule of the work, or
- g) The information submitted by the Contractor in the tender is found to be incorrect, or
- h) The Contractor is penalized or suspended by GST or IT authorities.
- i) The Contractor loses the license to perform business.
- j) The Contractor fails to perform its obligations as per terms of the contract.

SERVICE AGREEMENT

The selected bidder must enter into SERVICE AGREEMENT with the LIC Zonal Training Centre, Chennai on non-judicial stamp paper of appropriate value duly Notarised.

DISPUTES & DIFFERENCES

In case of any issue, the same shall be referred to the Director, LIC Zonal Training Centre, Chennai, and his/her decision shall be final and binding on both the parties.

INDEMNITIES AND OTHER PROVISIONS

1. The Contractor shall indemnify the Corporation and keep the Corporation indemnified fully and without limit against all costs, claims, damages, expenses, fines, losses, liabilities and penalties including attorney's cost, expenses accruing, incurred or suffered by the corporation directly or indirectly arising on account of:
 - (a) failure by the Contractor to perform any of its obligations under this Agreement, in accordance with the provisions of this Agreement;
 - (b) any claim from any statutory authority or any employee/s or agent or employee/s of subcontractors of the Contractor with respect to the terms of service of the employee/s, agent/s, or employee/s of subcontractors of the Contractor, arising in relation to noncompliance by the Contractor with any matter set out in this agreement ;
 - (c) any act, commission or omission, negligence, fraud, forgery, dishonesty, misconduct or violation of any of the terms and conditions of this agreement by the Contractor/its employees/agents/sub-contractors;
 - (d) any robbery, theft, extortion, misappropriation or accident in relating to any assets or properties or documents or instruments of the Corporation which are, or are deemed to be, in the custody of the Contractor, and
 - (e) any and all adverse claims of whatsoever nature made on the corporation by the personnel.
2. The Contractor shall be liable to pay the amount to the Corporation, as determined by the Corporation in its sole discretion under this provision, on demand and the Corporation shall be entitled to adjust the amounts so determined to be due from the Contractor against the future payments due by the Corporation to the Contractor.
3. The Contractor shall cooperate fully in defending any claim/s by any local, state or central authority against the Corporation with respect to any levies, taxes, duties, fines and/or penalties etc. due and payable by the Contractor and shall indemnify the Corporation fully and without limit, against the same. This provision shall suffice the termination of this Agreement.
4. The Contractor hereby agrees to indemnify and hold the Corporation harmless from any loss, claim, damage, costs or expense of any kind including reasonable attorney's fees, to which the Corporation may be subjected by virtue of a breach of any of the representations and/or warranties set out here in.
5. Notwithstanding any other provisions of this Agreement, in no event shall the Corporation be liable to the Contractor for loss of profits or revenues, indirect , consequential or similar damages arising out of or in connection with the services, materials or assistance provided under this agreement

REGISTERS TO BE MAINTAINED BY THE CONTRACTOR

The Contractor shall also maintain the following registers for day-to-day work as carried out by the Contractor in relation to the jobs assigned at LIC ZTC, CHENNAI.

- A) Register of workers with duty time etc.,
- B) Complaints register from boarders, officers, faculty members and other officials authorized by Director
- C) Register of catering service rendered to Admin Staff, Faculty Members.
- D) All registers and forms as required by the statutes in the said regard

**TENDER FOR CANTEEN AND CATERING SERVICES AT LIC ZTC, CHENNAI
Technical Bid- ANNEXURE “A”**

1.	Name of Firm/Individual	
2.	Date of Establishment / Incorporation (with documentary proof)	
3.	Address, Telephone/Mobile no. & email id of Head Office.	
4.	Address, Telephone/Mobile no. & email id of Local Office.	
5.	Status: Whether Partnership/Private Ltd. Co./Public Ltd. Co./ Sole proprietor/ Individual	
6.	Names of Partners/Directors/Proprietor with technical qualification (enclose partnership deed)	
7.	Name of Chief Executive with his present address Telephone no./ Mobile no. & e-mail Id	
8.	Name of Representative/(s) with Designation, Contact Number who would be calling on us and attending to our jobs	
9.	Name of Bankers with addresses, IFS Code & Account No.	
10.	Range of services being provided by you/your agency	
11.	Details of civil suits, if any, filed against your firm / Individual at any time.	
12.	Details of Registration with any Government Authority	
13.	Registration no. for registration under Companies Act, 1956. (Please enclose photocopy of certificate)?	
14.	Registration number under Shop & Establishment Act: Validity date: (Attach copy of certificate) give page no	
15.	Registration number under ESI Act: (Attach copy of certificate) give page no.	
16.	Details of registration with any other Government Authority, [eg., FSSAI] [Enclose Photo Copy]	
17.	Registration with Labour Department, if any (enclose photo copy)	
18.	Registration number under EPF Act: (Attach copy of certificate) give page no.	
19.	Relevant PAN [Attach attested copy] give page no.	
20.	Relevant GSTIN No. Attach attested copy give page no.	
21.	Whether Firm is registered as MSME (attach attested copy) give page no. with Reg. No.	
22.	State the Turnover for the Financial Years –	

	2019-20, 2020-21, 2021-22 , 2022-23,2023-24: Attach: Copies of 1. Audited Financial Statements (Income Statement, Profit & Loss Account, Balance Sheet including all related notes) of Financial Years ending – 31.03.2020, 31.03.2021, 31.03.2022, 31.03.2023 & 31.03.2024 2. Income Tax Return for Financial Years – 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24					
23.	Details of Experience & work orders of Canteen and Catering Services awarded to you/your agency during last 5 years by reputed clients like Training Colleges/ Training Institutes/Training Centers of any Bank, Insurance Companies and any other such organizations					
	Name & Address of the Organizations Contact No	Nature of the Contract	Period of Contract	Whether Govt /Private	Total Amount of Contract	Reason for termination (If currently not valid)
24.	Whether the agency has provided any other services to any of LIC office at any time? If Yes then give details: (Copies of work orders shall be enclosed. Please also state if agency has been debarred/black listed by any of the LIC office? If yes, give reasons there of)					
	Address of the LIC Office	Nature of the Contract	Period of Contract	Total Amount of Contract	Reason for termination(If currently not valid)	Whether debarred/black listed
25.	Details of Demand Draft of Rs. 590/- (Inclusive of GST)(payable at Chennai only) towards Non Refundable Tender Form Fee					
	Name of Bank	IFSC and Address of the Bank		Demand Draft No.	Date	
26.	Details of Demand Draft of Rs.25000/- (payable at Chennai only) towards EMD					
	Name of Bank	IFSC and Address of the Bank		Demand Draft No.	Date	
27.	Any Specialties of your Establishment					

DECLARATION

1. All the information furnished by me/us is correct to the best of my/our knowledge & belief.
2. I/We agree that misinformation or false information, if any, shall make the contract (if awarded) liable to be cancelled at any time and I/We will be solely responsible for the consequences.
3. I/We agree that the decision of Director, Zonal Training Centre, LIC of India, Chennai, in selection of Canteen and Catering agency will be final and binding to me/us.
4. I/We agree that I/We have no objection if enquiries are made about the work listed by me/us.

Place:

Date:

Signature _____
Name & Designation
Seal of Organization/Agency

(Copies of the credentials & Certificates issued by any other institutions must be enclosed)

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**LIST OF DOCUMENTS TO BE ENCLOSED BY THE BIDDER ALONG WITH
TECHNICAL BID**

ANNEXURE- A1

(COPIES TO BE SELF ATTESTED)

- 1) Tender document – All the pages duly signed and sealed by the tenderer.
- 2) Compliance Report form duly completed by the bidder [Annexure B]
- 3) Undertaking duly completed by the bidder on non-judicial stamp paper of appropriate value and duly notarized [Annexure C]
- 4) Participation of near relatives of employee – [Annexure D]
- 5) Bio data Form-[ANNEXURE F]
- 6) Bid Security Declaration- [ANNEXURE G]
- 7) Affidavit regarding minimum wages payment/ confirmation for government rules relating to minimum wages- [ANNEXURE H]
- 8) License and Registration particulars of the bidder
- 9) Details of empanelment and work of Canteen and Catering Services done by the bidder
- 10) Audited Financial Statements (Income Statements, Profit & Loss Account and Balance Sheet including all related notes) for Financial Year ending -31.03.2020, 31.03.2021, 31.03.2022, 31.03.2023 & 31.03.2024.
- 11) Copy of Memorandum of Association, Article of Association (in case of company)/Copy of Partnership deed (in case of partnership firm)
- 12) Proof of identity of the bidder in the form of Voter id card/Passport/Aadhar card/PAN card/Driving licence (self attested photocopy)
- 13) PAN card for both individual and establishment (self attested photocopy)
- 14) Income tax returns for Financial Year- 2019-20, 2020-21, 2021-22; 2022-23; 2023-24 -of individual as well of the establishment of the bidder along with duly certified balance sheet (self attested photocopy)
- 15) Experience certificate from existing customer(s) from where the contractor has provided Canteen and Catering Services
- 16) Provident Fund registration certificate
- 17) ESIC registration certificate
- 18) Profession tax registration certificate
- 19) Licence to engage contract labourers under the Contract Labour (Regulation & Abolition) Act 1970 if applicable
- 20) Registration certificate for GST
- 21) Demand Draft for Rs.590/-(Inclusive of GST) (Rupees five hundred and ninety only) payable at Chennai towards tender fee, if the tender is downloaded from our website
- 22) FSSAI Certificate
- 23) MSME/NSIC Certificates, if any.
- 24) Pre Contract Integrity Pact

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FINANCIAL BID

(To be placed in separate sealed cover superscribed as “Financial Bid for Canteen and Catering Services)

The quotation should be either typewritten or neatly and legibly hand written in dot pen. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.

Sl.No	Menu- Details- Item	Rate per Person per day
1	Breakfast as per menu with Tea/Coffee/Milk	
2	Forenoon Tea (Green Tea/Lemon Tea)/Coffee/Milk + Biscuits	
3	Lunch as per menu	
4	Afternoon Tea (Green Tea/Lemon Tea)/Coffee/Milk+ Biscuits	
5	Snacks as per menu + Tea (Green Tea/Lemon Tea)/Coffee/Milk	
6	Dinner as per menu	
7	Total Cost per person per day	Rs.
	Total Cost per person per day in words Rs.	

I/We understand that

- **The rate quoted above is exclusive of GST and other taxes.**
- **The rate quoted will take into account the expenses towards wages/salaries and allowances, benefits to the workers/employees employed by the contractor in accordance with Minimum Wages Act, 1948 & Minimum Wages (Central) Rule/ (State) Rule whichever is higher along with other specified periodical benefits, the Employees P.F.Act and E.S.I Act and such relevant acts for the time being in force. No separate payment shall be considered against these taxes/levies/benefits**

Place:

Date:

Signature of the Tenderer

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SCHEDULE OF FOOD ITEMS- ANNEXURE A2

SL	DESCRIPTION	TIME
1.	<p><u>BREAKFAST (Buffet Style)-UNLIMITED</u></p> <p>i. Toasted bread slices, butter & Jam ii. Boiled Egg/Egg Omelet ii. Corn Flakes + Milk v. Indian dish (any two of the following) a) Idli & Vada with sambar and Coconut Chutney plus Coriander/Tomato/Pudina- chutney b) Dosa (plain or masala) with sambar and Coconut chutney plus Coriander/ Tomato/Pudina- chutney c) Poories with masala/kuruma/Channa Masala d) Uthappam with sambar and Coconut chutney plus Coriandar/Pudina/Tomato- chutney e) Vegetable Kichadi with side dish (Rava/Vermicili) f) Pongal with Coconut chutney and Sambar g) Any other similar type with suitable side dishes as approved Competent Authority vi. Coffee/Tea/Milk (150 ml) (BrandeD Tea Bag/Green Tea Bag/ Coffee Powder to be kept separately, Tea decoction also to be kept separately with lemon)</p>	08.00 AM to 09:30 AM
2.	<p>Forenoon Coffee/Tea/Milk / (150 Ml.) with Sweet and Salt Biscuits – (BrandeD Tea bag/Green Tea Bag/ Coffee powder to be kept separately – Tea decoction also to be kept separately with lemon) To be Served Hot</p>	As per Training Timetable
3.	<p><u>LUNCH (Buffet Style)-UNLIMITED</u></p> <p>i. Soup(Tomato/Veg Clear/sweet corn) ii. Veg Salad vegetables (Onion, Cucumber) + any other vegetable (carrot, raddish, beetroot)+ lemon iii. Chappathi/ Phulka/Butter Naan/Tandoor Roti with Dhal/Rajma/Panneer/mutter/channa/any other side dishes iv. Ponni white rice (raw and boiled) and Kerala Matta (boiled) rice v. Poriyal (dry curry)/Manchurian items/Deep fried items vi. Kootu/Avial vii. Sambhar viii. Vathakuzhambu/Karakuzhambu/Morkuzhambu ix. Rasam x. Pappad/Vadam/chips xi. Curd xii. Different varieties of BrandeD Pickles xiii. Ice cream (Scoop not less than 50 ml) xiv. Sweet (Kesari/Payasam/Carrot Halwa/Gulab Jamoon) plus <i>ONE of the following Non-Vegetarian items</i> <i>Mutton or Chicken or Fish (Curry/Fry) - daily</i></p>	As per Training Timetable
4.	<p>Afternoon Coffee/Tea/Milk/ (150 Ml.) with– one each (BrandeD Tea bag/ Green Tea bag/ Coffee powder to be kept separately –</p>	As per Training Timetable

	Tea decoction also to be kept separately with lemon) to be served Hot	
5	<p><u>SNACKS</u> Savouries (Any one of the following) not less than 100 gms. Approx.</p> <ol style="list-style-type: none"> Vegetable cheese sandwich Sprouted sundal groundnut etc., Onion Pakoda Bajji- Chilli, Potato, Raw Banana, Onion Bonda Cutlet Butter Murukku/ Mixture/kara sev Veg Roll Veg Samosa <p>Or any other specified items of similar type PLUS Tea/green Tea/Coffee/Milk (150 ml)</p>	05:00 PM to 06:15 PM
6	<p><u>DINNER (Buffet Style)</u></p> <ol style="list-style-type: none"> Chappati/Phulka with Dhall/Veg Kuruma (or) Idly with sambhar and Chutney(or) Dosai with sambhar and Chutney Plain Rice(Boiled & Raw) Sambhar Rasam Poriyal (dry curry) Kootu / Avial Pappad / Vadam/ Chips Curd Pickle (Lemon/ Mango) Fruit 	08.00 PM to 09:30 PM
7	<p><u>SPECIAL BUFFET DINNER</u> (Only for Special Occasions)</p>	Menu and rate will be decided by the Director, LIC ZTC, Chennai after discussion with the Caterer.

QUANTITY OF ALL THE ABOVE FOOD ITEMS IS UNLIMITED AND NONE OF THE FOOD ITEMS SHOULD BE RATIONED

Jam, butter, pickle, pepper, salt and sugar should be placed in closed jars in each table. Good quality tissue paper should be placed in each table.

Mouth freshener (saunf plain/sweet/ mishri) and toothpick to be placed in a common place in canteen. For services in admin and training block, tissue paper should be given for use.

NOTE: TIMINGS SHOWN ABOVE ARE APPROXIMATE AND WILL BE GOVERNED BY THE INSTRUCTIONS OF THE DIRECTOR, ZTC FROM TIME TO TIME.

SPECIFICATION OF INGREDIENTS

The following brands of ingredients are recommended and indicative. Other brands of equal quality and price can also be used.

Sl.No	Ingredient	Brand
1	Rice- Raw and Boiled	Ponni Branded Rice
2	Mattai Rice	Double horse vadi matta
3	Atta	Aashirwad/Annapoorna/Pilsbury
4	Rava	Naga
5	Oil- Gingelly oil	Idayam/SVS
6	Oil- Sunflower oil	Sundrop/Fortune/Gold Winner
7	Oil-Groundnut oil for savories	SVS/ Idhayam
8	Ghee	Aavin/GRB/Udhayam
9	Dhal and Pulses	Udayam, 24 Mantra, Tata, Nandi, Shree Gold
10	Spices- Powder	Sakthi, Aachi, Everest,
11	Spices- Whole	Sakthi, Aachi
12	Asafoetida	LG
13	Salt	Tata, Aashirwad
14	Milk	Aavin/Arogya/Heritage
15	Appalam	Ambika/ Popular/Stag/ Bindu
16	Bread	Modern/Brittania
17	Filter Coffee	Leo/ Narasus
18	Instant Coffee	Bru/Sunrise
19	Tea Bag	TajMahal/Tetley
20	Dust Tea	3 Roses/ Chakra Gold/AVT
21	Butter	Aavin/Amul
22	Curd	Heritage/Hatsun/Arokyia/Aavin
23	Jam	Kissan
24	Ice Cream	Aavin/Amul/Arun
25	Pickle	Ruchi

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COMPLIANCE REPORT-ANNEXURE B

The Director
LIC of India, Zonal Training Centre
“Jeevan Vidya” ,
Prithvipakkam,
Ambattur, Chennai 600053

Sir,

Sub : Tender for providing Canteen and Catering Services on Contractual basis
at LIC ZTC, Chennai.

I/We certify that, I/We have read the terms and conditions of the Tender. I/We undertake that, it is my/our responsibility to ensure that being the employer in relation to persons engaged/deployed by me/us to provide the services/activities under this Tender as well as to make the payment of monthly wages/salaries, which in any case shall not be less than the minimum wages prescribed under the Minimum Wages Act, 1948 as notified/revised by Chief Labour Commissioner (central), Ministry of Labour and Employment, Government of India or as fixed by Labour Department, Government of TamilNadu, or any other statutory local authority, whichever is higher and payment of compensation for Overtime/Weekly off/National Holiday/or any other Holiday as applicable and amended from time to time.

I/We will also comply with the requirements of various statutes, relevant to this contract, such as Contract Labour (Regulation and Abolition) Act 1970, Contract Labour (Regulation and Abolition) Rules 1971, EPF Act 1952, ESI Act 1948, The Industrial Disputes Act 1947, The Equal Remuneration Act 1976, Employee's Compensation Act 1923 (Workmen's Compensation Act 1923), The Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labour (Prohibition and Regulation) Act 1986, as applicable and as amended from time to time and or any other rules framed there under from time to time by the Central or State Government and/or any other authority constituted by or under any law, for the category of persons deployed by me/us.

I/We also have a valid licence under Contract Labour (R&A) Act 1970 to engage contract labourers and I/We will obtain relevant Certification from Labour Department (if applicable) for providing Canteen and Catering Services at LIC ZTC, Chennai within stipulated time.

Certified that I/We have fully read and understood the Tender document (consisting of 57 pages) comprising Notice inviting tender, Eligibility Criteria, List of documents to be submitted along with Technical bid, General conditions, Terms and Conditions of tender, Services to be provided, all Annexures attached thereto, etc and forming a part of the Tender document.

I/We fully read and understood the eligibility criteria and the Terms and Conditions of the Scope of Tender and agree to abide by the same in case the Scope of Tender is awarded to me/us.

I/We have understood the contents of complete Tender document (Technical Bid as well as Financial Bid).

I/We undertake to abide by the terms and conditions as laid down in the Tender document and the Annexures as stated above in case the Scope of Tender is allotted to me/us.

Place :

Date :

Signature of the Bidder
with Rubber Seal/ Stamp of the Bidder's Establishment

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UNDERTAKING- ANNEXURE C

(On Non judicial stamp paper of Appropriate Value & duly notarised)

I / We, authorized representative of _____,
being Indian Company / Proprietary Concern/ Partnership Firm / Individual registered under
_____, bearing registration number _____ do
hereby solemnly affirm and state as under :-

I / We agree to keep my / our tender open for acceptance for a period of Three Calendar Months after the last date of receipt of the tender and I / We further agree not to revoke my / our at any time during the said period of three calendar months.

I / We being one of the bidders, confirm that I / We are not black listed / debarred from Trade by Central /State Government Department /PSUs. I / We further affirm that no advisory /directives /warnings have been issued by Government Authority or any Organization during last five Financial Years and no litigation is pending, against the Agency, in any of the Court of Law.

I / We unconditionally accept the General Terms and Conditions and confirm that Annexures are duly executed by us. I / We state that LIC Zonal Training Centre will consider my / our on the basis of the statement made by me /us in this Undertaking.

I / We hereby state that my / our tender be evaluated for considering its responsiveness only if I / We have submitted my / our tender in consonance and in compliance of the terms relating to the submission of the tender as enumerated in the tender notice document.

I / We _____ do, hereby state and declare that I / We whose name and signature/s is / are given / appended herein below representing the entrepreneurial establishment whose Stamp / Seal is also affixed herein below have not filled in this tender under any other name or under the name of any other entrepreneurial establishment otherwise nor I / We are in any way related or concerned with the entrepreneurial establishment or any other entrepreneurs who have filled in the tender

I / We _____ have filled in the tender and submitted my /our tender with the full knowledge of the liabilities and therefore I / We shall not raise any objection or dispute in any manner relating to any action taken, Blacklisting, for giving any information, which is found to be incorrect and against the instructions given in the tender document in the matter of maintaining the Canteen and Catering services as per the terms and conditions

I / We further state that the information sought by the LIC Zonal Training Centre in these documents are true and correct and any information if found to be incorrect, shall make the contract liable to be repudiated. Further, I / We accept that in such cases, action as mentioned in Bid Security declaration as per Annexure G will be taken.

I / We hereby state, declare and undertake that on being declared as successful, I / We shall conduct the canteen and catering services in consonance and in compliance of the terms and conditions and commence services as per the Terms and Conditions, as accepted above, within 15 (Fifteen) days calculated from the date of receipt of your notification of award.

Solemnly affirmed at _____ this _____ day of _____ 202 ____.

Before me

Notary

Signature of the Authorised Signatory
(Name / Designation and seal of the Contractor)

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ANNEXURE D

PARTICIPATION OF NEAR RELATIVES OF EMPLOYEES IN THE TENDER

I/We/Our Organization, including our Partners/Shareholders/Directors hereby certify that none of my/our relative(s) is/are employed in Zonal Training Centre/The Life Insurance Corporation of India. In case at any stage, if it is found that the information given by me/us is false/incorrect, Zonal Training Centre/The Life Insurance Corporation of India shall have the absolute right to take any action as deemed fit without any prior intimation to me/us.

Signature of Tenderer with seal

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NO DUES CERTIFICATE- ANNEXURE E

(To be submitted when the Contract is Cancelled/Terminated/Completed for refund of security deposit)
DEED OF INDEMNITY EXECUTED IN FAVOUR OF LIC ZTC CHENNAI
(On non-judicial stamp paper of appropriate value & duly notarised)

This deed of indemnity executed on _____ at Chennai by/on behalf of
(Name and address of the Canteen and Catering Contractor) (herein referred to as the Service
Provider/Contractor) favouring LIC ZTC, Jeevan Vidya, Prithvipakkam, Ambattur, Chennai - 600 053 witness
as follows:

1. The Contractor had been working for the LIC ZTC, CHENNAI for Providing Canteen and Catering Services.
2. The Contractor had made a Security deposit of Rs _____ only for providing Canteen and Catering Services.
3. The Contract for providing Canteen and Catering Services on contractual basis has been completed by me on _____ or the Contract has been terminated/Cancelled by the LIC ZTC, CHENNAI / Contractor w. e. f. _____.
4. We have paid all dues of the workers engaged in aforesaid contract and have also paid all the bills of the materials purchased from various vendors/suppliers for the purpose of the mentioned Contract.
5. The Contractor having satisfied the LIC ZTC, CHENNAI that there are no outstanding dues of any sort and also that he has not caused any damage to the property of LIC ZTC, CHENNAI and on the request of the Contractor the DIRECTOR, ZTC, CHENNAI has agreed to refund the aforesaid Security deposit.
6. Now in the above premises and in consideration thereof, the Contractor agrees and undertakes as follows:
7. In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Contract, as provided to LIC ZTC, CHENNAI or in the event of any damage, breakage or any other injury to the property of LIC ZTC, CHENNAI caused by the Contractor or his workers, the Contractor shall, on being required by the LIC ZTC, CHENNAI pay and make good all those dues or damages forthwith.
8. In the event of delay or failure to pay or make good any amount in the above connection which the LIC ZTC, CHENNAI has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above, the Contractor (Name of the Contractor) hereby undertakes to indemnify the LIC ZTC, CHENNAI against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature. We hereby confirm that we have complied with our all-statutory duties and obligations as mentioned in the Tender, Agreement as well as various statutes as applicable to the Contract labour. We also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.

In witness whereof the Contractor has signed this deed of indemnity at the place and date above mentioned in presence of following witness

Witness:

1. Signature :
Name :
Address :
2. Signature :
Name :
Address :

Signature of the Contractor
With Seal (Indemnifier)

Notary

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B I O – D A T A F O R M- A N N E X U R E F

Recent colour
photograph of
the contractor

NAME OF THE CONTRACTOR : _____

DATE OF BIRTH (*) : _____ SEX : M / F _____

EDUCATIONAL QUALIFICATION : _____

E-MAIL ID _____

LOCAL ADDRESS # (Residential, with Telephone Number)

LOCAL ADDRESS # (Office) :

PERMANENT ADDRESS (Residential, with Telephone Number)

PERMANENT ADDRESS (Head Office):

Signature of the Bidder with Rubber Seal/ Stamp of the Bidder's Establishment

Place: _____

Date: _____

(*) Proof such as self-attested photocopy of School Leaving Certificate / Birth Certificate / Passport / Driving License/ PAN Card to be attached.

(#) Proof such as self-attested photocopy of Ration Card / Passport / Bank Pass Book/ Aadhar Card / Electricity Bill (not more than 2 months old) / Telephone Bill (not more than 2 months old) to be attached

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BID SECURITY DECLARATION – ANNEXURE G

(to be submitted by all the Vendors who participate in the tendering process)

Please type the Declaration in Company's / Firm's Letter head

I/We on behalf of M/sas a firm will abide by all the tender condition as contained in the tender document floated for Canteen and Catering Services at LIC of India, Zonal Training Centre, Ambattur, Chennai 600053.

I/We also declare that, if selected and granted the Tender we will provide the aforesaid supply for the full contract period. In case I/ We fail to supply the goods / services as required under the tender , or if we modify any of the tender conditions in any form, Life Insurance Corporation of India, Zonal Training Centre, Ambattur will be at liberty to suspend us as approved vendor for the time specified in the tender conditions.

Date and Place:

Signature of the Bidder with Rubber Seal/ Stamp of the Bidder's Establishment

**AFFIDAVIT REGARDING MINIMUM WAGES PAYMENT/ CONFIRMATION FOR
GOVERNMENT RULES RELATING TO MINIMUM WAGES-ANNEXURE H**

(To be submitted by the successful bidder duly notarized on Non-Judicial Stamp Paper of appropriate Value)

Tender Reference No.....

Date.....

To
.....

Sir

Ref: Your Contract award No dated

We refer to your contract award No.....dated awarding the contract for Canteen and Catering Services at LIC of India, ZTC, CHENNAI

In this regard we confirm that the employees engaged by us to carry out the service in your centre for the above said contract are paid Minimum Wages/ Salaries as stipulated by the Government (Central/ State) Minimum Wages/ Salaries Act in force . The bidder shall be compliant to the remuneration of his employees as per Minimum Wages Act, 1948 & Minimum Wages (Central) Rule/ State Rule whichever is higher. We also indemnify the LIC of India, ZTC, Ambattur, Chennai, against any action/losses/damages that arise due to action initiated by Commissioner of Labour for non- compliance to the above criteria.

We further authorize the LIC of India, ZTC, AMBATTUR, CHENNAI – 600053 to deduct from the amount payable to us under contract or any other contract if Labour Commissioner imposes a penalty towards non-compliance to the “Minimum Wages/ Salaries” stipulated by the Government in the Act by us.

Authorized Signatory:

Name and Designation

Office Seal with Date:

PLACE.....

Notary

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of20___, 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/srepresented 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 enter into canteen and catering services (*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

1.1The 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.

- 1.2** 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.
- 1.3** 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 disfavor 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

4.1 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.

4.2 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 may 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):

1. Shri Arun Chandra Verma, IPA (Retd.), Flat No.C-1204, C Tower, Amrapali Platinum Complex, Sector – 119, NOIDA (UP)
2. Shri Jose T. Mathew, IFS (Retd.), House No.37/930, Ebrahim Pillai Lane, Via Kakkanad, Thrikkara – 682 021, Ernakulam District, Kerala.

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), LIC**.
- 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, LIC 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 **Managing Director & Chief Executive Officer, LIC** 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 LIC 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	BIDDER	
Name of the Officer:	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.)