

Ref: OS/Canteen

Date: 26.05.2025

**TENDER DOCUMENT  
FOR HIRING OF  
CANTEEN SERVICESS  
  
AT  
  
LIC OF INDIA  
DIVISIONAL OFFICE AMRITSAR**

**Last Date of Submission: 09.06.2025 up to 4.00PM**

**Tender for Hiring of Canteen Services at LIC of India Divisional Office- Amritsar**

**NOTICE**

Life Insurance Corporation of India, Divisional Office-Amritsar intends to invite sealed tenders in a closed envelope for hiring of Canteen Services at Life Insurance Corporation of India-Divisional Office- Amritsar, from experienced canteen contractors under Single Bid system.

Tender Document can be obtained from Divisional Office Amritsar addressed at LIC of India, Divisional office, Jeevan Prakash Building, Plot no. 4 – 5 Ranjit Avenue Amritsar – 143001 during the working hours. The same can be downloaded from the official website of Lic of India i.e. [www.licindia.in](http://www.licindia.in) under section Tenders. **The applications are to be submitted in sealed envelope with “ Application for Canteen services” super scribed on the envelope, on or before 09.06.2025 up to 04.00 P.M i.e. last date of submission of applications to:-**

**Tender Receiving Officer  
LIC of India, Divisional Office,  
Jeevan Parkash Building,  
PLOT NO. 4 – 5 RANJIT AVENUE  
AMRITSAR – 143001**

Senior Divisional Manager, LIC of India, Divisional Office-Amritsar reserves the right to accept or reject any or all offers/ tenders in full / part without assigning any reason whatsoever.

**SENIOR DIVISIONAL MANAGER**

**Tender for Hiring of Canteen Services at LIC of India Divisional Office- Amritsar**

**Salient Features of the Tender**

S.NO.	BRIEF DESCRIPTION	DETAILS
1	Tender	<b>Tender for Hiring of Canteen Services at LIC of India Divisional Office- Amritsar</b>
2	Name and address to whom the tender is to be submitted	<b>Tender Receiving Officer Life Insurance Corporation of India Jeevan Prakash Building, 4 &amp; 5 District Shopping Complex, Ranjit Avenue, Amritsar-143001</b>
3	Tender Fee	<b>Rs 118/-- (Rs 100/- as tender fee + 18% GST) (non-refundable)</b> by way of <b>Demand Draft only</b> , in favor of “LIC of India” drawn on any Nationalized/Scheduled Bank payable at Amritsar.
4	Earnest Money Deposit	<b>Rs. 2000/- (Rs Two thousand only-) in the form of Demand Draft only favoring ‘LIC of India’</b> drawn on any Nationalized / Scheduled Bank payable at Amritsar. The Earnest Money Deposit will be refunded to the unsuccessful bidders after finalization of the tender. The Earnest Money Deposit will not carry any interest.
5	Last Date and time of submission of tender	<b>09.06.2025 up to 04:00 PM</b> (Excluding Saturdays, Sundays, Holidays). Applicants should ensure that their tender is received on or before the date and time specified, as no consideration whatsoever shall be given for postal or any kind of delay.
6	Date of opening of Bid	The sealed tenders will be opened by the Tender Opening Committee on <b>10.06.2025 at 11.00 AM</b> in presence of the bidders or one of their authorized representatives (Authorization letter as per the format provided with ID proof) who wish to attend at their own cost.
7	Contract Period	The Contract Period shall be initially for a period of TWO Years, which is further extendable by Competent Authority on receipt of satisfactory services and with mutual consent.
8	Notice for termination of contract	The contract is subject to termination at any time if the services are not found satisfactory by LIC or for any other reason whatsoever by serving 30 day notice in writing by LIC and 90 day notice by vendor.
9	Security Deposit	Security deposit of Rs 5000, to be deposited by way of Demand Draft only in favor of “LIC of India” drawn on any Nationalized/Scheduled Bank payable at Amritsar. The Security Deposit is to be deposited with LIC within 15 (Fifteen) days from the date of issue of Letter of Acceptance by LIC. Security Deposit will be refunded without any interest, after successful completion of the total Contract Period subject to deductions for any appropriations thereof required to be made by LIC as per the conditions of the contract.

### **Instructions to Bidders**

Applications are invited from experienced canteen contractors under **Single Bid system** for running staff canteen services at LIC of India, Divisional office, Jeevan Parkash Building, Plot no. 4 – 5 Ranjit Avenue Amritsar - 143001. **The applications are to be submitted in sealed envelope with “Application for Canteen services” super scribed on the envelope, not later than 09.06.2025 up to 04.00 P.M i.e. last date of submission of applications to:-**

**Tender Receiving Officer  
LIC of India, Divisional Office,  
Jeevan Parkash Building,  
PLOT NO. 4 – 5 RANJIT AVENUE  
AMRITSAR – 143001**

**1). The key features of canteen services are as under:-**

**1. Detail of service:**

The main office building consists of one controlling Divisional office and one branch office within the double storied building having 120 employees approximately. The contractor should be expected to serve food/beverages/meals/snacks on the seats of desiring employees.

**2. Determination of food items to be served in the canteen and the rate to be charged:**

- i. Freshly prepared vegetarian food/beverages/meals/snacks needs to be served to the desiring staff/employees/persons on their seats. The menu of items to be served is attached herewith as annexure-1. The items mentioned in the listed menu may be changed depending on the availability of seasonal vegetables/fruits/beverages with the prior approval of the Competent Authority.
- ii. **Only freshly prepared food shall be served in the canteen. Sale of refrigerated food is strictly prohibited.**
- iii. The use of raw materials in the preparation of food should be **Branded Only** and of good quality and the use of cooking medium of reputed make is recommended. Use of substandard palmoline oil/vanaspati oils is prohibited. LIC reserves the right to surprise check the use of material at any time.
- iv. Milk for tea should be branded only i.e. **Verka or Amul** only.

**3. Operative hours of the canteen:**

The operative hours of canteen services are **9.30 am to 05:30 pm** for service as well as administrative tasks. The canteen shall not be authorized to run for service as well as administrative tasks after LIC's official working hours. No employee related to canteen is authorized to stay in the premises after close of the office hours.

**4. Location of Canteen:**

The Canteen is located at the ground floor of LIC of India, Divisional Office, Jeevan Parkash Building, Plot no. 4 – 5, Ranjit Avenue Amritsar. The Canteen premises comprises of one hall with seating arrangement & one kitchen with storage facility.

**5. Work force deployment:**

The contractor should employ adequate number of employees, required for managing, cooking, serving, front office and pantry. The adherence to the prevailing laws related to labor/ contract/ wages etc shall be sole responsibility of the contractor. All the workers should be well behaved, neatly dressed and thoroughly groomed. The manpower requirement may be increased by the contractor depending on his requirement in the Canteen. LIC in no case shall be liable for any damage or injury caused to the canteen workmen during discharge of their duties. **Use of child labor in the canteen is strictly prohibited.**

**6. The following facilities related to running of canteen shall be provided by LIC, Free of cost:**

- a. Rent free canteen kitchen/Service area from the day of contract till the last date of contract. The contractor shall be vacating the premises within two working days after completion of contract.
- b. Running Hot/Cold water.
- c. Furniture items for service area/sitting area.
- d. Use of electricity for lighting and running electronic appliances. **The Use of electric heaters/Induction Plate or use of electricity for cooking purposes is strictly prohibited.**

**7. Consumables:**

The contractor shall solely arrange his own crockery, cutlery, cooking utensils, glassware's, serving trays, LPG cylinder for commercial usage and other necessities to be used for cooking/serving and for running of canteen facility. LIC shall not be liable for repair or replacement of any of these items.

**8. Cost of running**

The contractor shall bear all the expenses related to raw materials for food and supplies, manpower usage, use of utensils, cutlery etc. **In no case LIC shall bear or reimburse the cost of running canteen to the canteen contractor.**

**9. Other features related to running the canteen:**

- a. The contractor shall take all necessary steps/precautions against fire/industrial hazards as per rules and regulations as laid by concerned authorities and LIC may time to time instruct the contractor in this regards.
- b. Under no circumstances any of the contractor's employee will stay in the canteen premises after the close of office hours.
- e. The LIC office is a **"No Smoking"** Zone. Sale/Purchase or consumption of tobacco products is strictly prohibited.
- f. The sale/purchase/consumption of alcohol is strictly prohibited in LIC premises.
- g. LIC of India bears no responsibility for canteen bills (if any) of an employee. Canteen contractor shall be solely responsible for recovery of his payments.
- h. The canteen contractor shall arrange for cleaning and maintenance of cafeteria, one kitchen with storage and removal of garbage on day to day basis. **LIC endorses swachh bharat initiative hence canteen contractor will ensure canteen premises in absolutely clean and hygienic condition.**

**Key features related to canteen services contract:**

1. The successful applicant shall have to run staff canteen services at LIC of India, Divisional office, Jeevan Parkash Building, Plot no. 4-5 Ranjit Avenue Amritsar for Two Years, which is further extendable by Competent Authority on receipt of satisfactory services and with mutual consent.
2. Quoted Prices of items shall remain fixed for the initial period of 02 (Two) years and on occasions of extension of contract, canteen committee of LIC will negotiate the rates of items being served in the canteen with the vendor.
3. The successful applicant shall have to tender a refundable security deposit of **Rs. 5000/- (Rupees Five thousand only)** before start of canteen services .The deposit of security deposit shall be in form of cash or demand draft in favor of LIC of India payable at Amritsar only . The security shall be refunded within 3 months of the completion of contract period only.
4. **Submission of applications and process of allotment:-**

- i. The main envelope should contain:
  - a. **Application Form & Compliance Certificate**
  - b. **Duly signed tender document**
  - c. **Annexure-1 (Financial Bid)**
  - d. **Tender fee of Rs.118/-(Rs.100+18% GST) by way of Demand Draft or can deposited in cash at our cash counter and enclose receipt of same.**
  - e. **EMD of Rs 2000 by way of Demand Draft by way of Demand Draft or can deposited in cash at our cash counter and enclose receipt of same**

Which shall be submitted by the last date of tender submission **i.e. 09.06.2025 up to 04:00 P.M.** .

- ii. The main envelop as above shall only be opened on the tender opening date i.e **10.06.2025 at 11.00 A.M.** . Tender applicants may present themselves at the time of tender opening at:-

LIC of India, Divisional Office-Amritsar,  
Jeevan Parkash Building,  
Plot No. 4 – 5 Ranjit Avenue Amritsar – 143001

**iii. Financial competence(Annexure-1):**

The financial competence should be submitted in a sealed envelope with the words “Annexure-1 of M/s..... super scribed in bold letters. The financial competence shall be submitted strictly in Annexure-1 attached to this tender. All the columns of Annexure-1 should be duly filled. Unfilled or partly filled Annexure 1 shall be rejected summarily without any further correspondence.

**The applicant submitting financial competence at minimum average of prices as per weightage applied shall qualify for allotment of Canteen services contract.**

In case of a tie between two or more persons in financial competence (Annexure-1), Vendor with more experience in running canteen services with government offices will be allotted the contract, Experience Letters from the respective vendors will be called if any such situation arises. In any case decision of Sr. Divisional Manager shall be final.

The competent authority reserves the right to accept or reject any application or reserves to recall the application without assigning any reason.

**Other terms and conditions:**

1. The details of fees to be deposited are as under:-
  - a. **Tender Fees of Rs.118/-(Non-refundable)** by way of **Demand Draft only**, in favor of “LIC of India” drawn on any Nationalized/Scheduled Bank payable at Amritsar or can be deposited at Cash Counter of Divisional Office-Amritsar after obtaining quotation from OS Department.
  - b. **EMD of Rs 2000** by way of **Demand Draft only**, in favor of “LIC of India” drawn on any Nationalized/Scheduled Bank payable at Amritsar or can be deposited at Cash Counter of Divisional Office Amritsar after obtaining details of deposit from OS Department.
2. The successful applicant shall have to enter into a contract for two years with LIC of India, Divisional Office, AMRITSAR. In case of extension of contract between parties, the extension of contract shall be applicable for relevant period.
3. The canteen shall display the rate of items in a prominent place in the canteen. The rate of items can be revised after prior approval of the competent authority only.
4. The canteen is subject to review of quality, quantity and maintenance standards. LIC or any designated officer of LIC or Govt of India has right to inspect the canteen during office working hours. The canteen contractor may be asked to attend periodic review meetings of canteen committee.
5. It would be the sole responsibility of the contractor to maintain/upkeep all the furniture and fixtures provided by LIC of India. The canteen contractor shall be compensating LIC of India for any damage to the furniture, fixture or building annexed to the canteen.
6. **Use hot kettle to serve Tea, Coffee and soups.**
7. The canteen contractor has right to represent for his issues through canteen committee only. Decision of canteen committee duly ratified by competent authority shall be final and binding.
8. In case of unsatisfactory service or breach of terms and conditions of contract, LIC of India can terminate the contract after giving one month's notice to the contractor. The canteen contractor can also terminate the contract after serving three months' written notice. In case canteen contractor breaches the contract before the end of contract period. The security deposit of Rs. 5000/-(Five thousand only) shall be forfeited.
9. The contract of canteen services is non-transferable. Any form of direct or indirect subletting of this contract shall render initial contract terminated automatically.
10. All the disputes related to this contract shall be subject to AMRITSAR Jurisdiction only.

**Senior Divisional Manager**

**APPLICATION FORM**

**The Senior Divisional Manager  
LIC of India, Divisional Office  
Amritsar**

**Date:**

**Respected Sir,  
Subject: Application for Tender for running Canteen Services**

We have read the terms and conditions related to Tender for running canteen services and have understood all the conditions attached to it. We are interested in running the staff canteen at LIC of Indi, Divisional Office, Jeevan Prakash Building, Plot No- 4 & 5 District Shopping Complex B-Block, Near M. K Hotel, Ranjit Avenue, Amritsar-143001. We are attaching herewith duly filled Annexure-1(Financial Competence) along with this application in sealed envelope

Yours Faithfully

Signature

Name:.....

Address:.....

.....

Mobile No.....

Email ID.....

Aadhar No..... (Copy to be enclosed)

Pan Number ..... (Copy to be enclosed)



**COMPLIANCE CERTIFICATE**

**The Senior Divisional Manager  
LIC of India  
Divisional Office- Amritsar**

**Respected Sir,**

**Subject: Tender for Canteen Services**

I/We hereby 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, Ministry of Labour & Employment, Government of India or as fixed by Labour Department and Punjab Government, whichever is higher and Payment of compensation for Overtime/weekly off/National Holiday/ 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 (R & A) Rules, 1971, EPF Act, 1952, ESI Act (1948), The Industrial Dispute Act 1947, The Equal Remuneration Act 1976, Employee Compensation Act 1923 (Workmen's Compensation Act 1923), The payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labour (Prohibition & Regulation) Act, 1986 as applicable and as amended from time to time by the Central or State Government and or any authority constituted by or under any law, for the category of person deployed by me/us.

Certified that I/We have read the tender document containing notice inviting Tender Terms and Conditions. I/We have understood the contents of complete tender documents. I/We undertake to abide by the terms and conditions as laid down in the tender document and as stated above in case the work order is allotted to me/us.

**Place.....**

**Signature of the Tenderer with seal**

**Date.....**

**Name.....**

**Address.....**

.....

.....

**Financial Competence Form**

Name & Address of the vendor .....

S.No	Name of Items	Quoted Price in Rs (Inclusive of GST)	Weightage %
1	One Cup Tea ( 120 ml)		7.5
2	Milk Tea (120 ml)		7.5
3	Dip Tea ( 120 ml)		7.5
4	Lemon Tea (120 ml)		7.5
5	Green Tea (120 ml)		7.5
6	Coffee (120 ml)		7.5
7	Lassi (Sweet) (250 ml)		5
8	Lassi (Salty) (250 ml)		5
9	Soup (One Bowl)		5
10	Cold Drink / Packed Juice / Mineral Water	As Per MRP	NA
11	Lemon Shikanji (250 ml)		5
12	Lunch For Meetings Conference ( Mix Veg, Dal Makhni, One Paneer Item, Raita, Jeera Rice, Sweet (as per choice),Tandoori Breads ( Naan/ Missi Roti / Plain Roti/ Butter Roti/ Lachha Parantha/ Kulcha), Mineral Water	Up to 30 persons	2
		30-50 persons	2
		50-75 persons	2
		75-100 persons	2
		Above 100 persons	2
13	Bread Pakora ( one piece)		5
14	Mix Veg Pakora ( 250 gm)		5
15	Paneer Pakora ( 250 gm)		5
16	Samosa with Chutney ( One piece)		5
17	Gulab Jamun (One piece)		5
18	Branded Chips, Namkeen and Biscuits etc	As per MRP	NA

Signature & Seal of the Tenderer

**LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING**

The Manager (OS)  
Life Insurance Corporation of India  
Divisional Office-Amritsar

Sub: Authorization for attending bid opening on.....at.....Hrs

Following person is hereby authorized to attend the bid opening of Tender floated by LIC of India, Amritsar Division, for Hiring of canteen services at LIC of India, DO Amritsar on behalf of

.....  
..... (Bidder)

Name of the Person	Specimen Signature

**Authorized Signatory**  
**(Name**  
**Mobile/Email Id:**  
**Date:**

**Note: Only one representative for any Bidder shall be authorized and permitted to attend the BID OPENING. Such person shall carry this authorization letter & I Card along with him to be present during the process of bid opening.**

**APPLICATION FOR PAYMENT THROUGH NEFT FROM AGENCY**

**Name of the Agency :**  
.....  
(As per Bank A/c)

**PAN NO. :** .....  
(Compulsory)

**Address of Agency :**  
.....  
.....

**Phone / Mobile no. :** .....  
(FOR SMS Alert)

**Email ID :**  
.....

**Agency's Bank name :**  
.....

**Bank Branch Name :**  
.....

**Address of the bank :**  
.....

**Agency Bank Account No. :**  
.....  
(Full Digit 11-16)

**Type of A/c (Tick) :** Saving A/c ☐ Current A/c ☐ OD A/c ☐ CC A/c ☐

**Bank IFSC Code No. ( 11 DIGIT IFSC CODE ) :**

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**I have checked the above details with my banker and confirm that they are correct. Please transfer the amount payable to me as per details stated above.**

**Authorized Signatory**  
**(Name / Designation and Seal of the Firm / Company)**  
**Mobile/Email Id:**  
**Date:**

**Kindly enclose cancelled cheque leaf for verification of details.**