



# **TENDER DOCUMENT (GeM)**

**FOR**

**CANTEEN SERVICES  
AT**

**LIC OF INDIA, Thane Divisional Office at Jeevan Chintamani, Building  
V.N.NaikMahamarg .Eastern Express Highway Thane 400604**

## **PART-A - NOTICE INVITING TENDER**

### **TENDER NO : Bid Document No. through GeM**

#### **TENDER NOTICE FOR CANTEEN SERVICES**

Office Services Department, Thane Divisional Office, LIC of India invites **Tenders through GeM** under **single bid system** from reputed, licensed organizations / Agencies having administrative as well as operational presence in Thane city. Bidder should have minimum experience of 3years in providing Canteen Services for Govt/public sector undertaking /reputed private organization .

Schedule for the tender process is as given below:-

Tender Notification Number and Date	<b>THANE/OS/ CANTEEN SERVICES TENDER NO. Bid No as per GeM</b>
Earnest Money Deposit	Bidder needs to provide a 2% as EMD of Total Value of Contract.
Time , Date and Place of Opening Tender Document	<b>Time - ) As per Gem Specification Date --) As per Gem Specification Place - LIC OF INDIA, Thane Divisional Office Jeevan CHintamani Building Eastern Express Highway Thane,400604</b>
Pre Bid meeting	<b>As per GeM</b>

The **GeM** Tender form must be complete in all respect.

**All the Part /Annexure (A TO C) are part of this tender and shall be duly signed by authorized person of the tenderer.**

LIC of India reserves the right to call for missing / additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.

LIC of India does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.

Decision of the Corporation will be final, conclusive and binding on the renderers and the Corporation takes no responsibility for any delay whatsoever for submission of tender after the last date and time given in the schedule.

**ANNEXURE "A"**  
**TECHNICAL BID**  
**Tender for CANTEEN Services**  
**Division Office Thane**

1	Name of the Firm /Organization ( in Block Letters)	
2	2. Status : Proprietary / Partnership / Private Limited Company / Public Limited Company	
3	Date of Establishment / Incorporation	
4	Address and Telephone No.: Mobile number: Email Id:	
5	Name(s) of the proprietor/ Partners /Director:	
6	Name of the Chief Executive with his present address, Mobile / Telephone No. and email id	
7	Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs with mobile no and email id.	
8	Name of Bankers with addresses & Telephone Nos. & IFSC Code	
9	9. PAN No. allotted by Income Tax Dept. Are you having valid food licence from appropriate Authority.(Please enclose attested photocopy)	
10	Registration No.for registration under Companies Act,1956 Are you Having (Please enclose photo copy of the certificate)	
11	Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)	
12	12. GST Registration No. (Please enclose attested photocopy of certificate )	
13	E.P.F. Registration No. (Please enclose attested photocopy of certificate)	
14	ESI No. (Please enclose attested photocopy of certificate) Food.	
15	Turnover for last 3 years.	F.Y.2022-2023 F.Y.2023-2024 F.Y.2024-2025
16	State the latest Income Tax Assessed year and the amount of Tax Assessed in respect of the firms(copies of last 3 years IT Returns,Balance Sheets & Profit and Loss A/c to be enclosed)	F.Y.2022-2023 F.Y.2023-2024 F.Y.2024-2025

17	Details of your Past Experience and undertaken in the field of catering(minimum2 ). (Enclose the certificates from the relevant institutions)	
18	Furnish the details of catering contracts annulled/broken services before the end of contractual period, if any.	

**Signature of the Applicant:**

Name & Address and Seal

**NOTE:**

Please type out this form . If space provided is insufficient, please attach separate sheet/s of paper by giving appropriate question numbers and answers thereto duly authenticating the same with signature and seal.

**Enclosures:**

- I) Annexure – C
- II) Self attested photo copies of the following documents:
  - 1. Certificate of Registration with Labor Department, Government of Maharashtra
  - 2. Certificate of Registration with office of the Regional Provident Fund Commissioner.
  - 3. Certificate of Registration with employees State Insurance Corporation.
  - 4. Certificate of registration for GST.
  - 5. Audited financial statements (Profit and Loss and Balance Sheet for the last three financial years.
  - 6. Income tax assessment order /returns for the last three financial years.
  - 7. Photo copy of PAN CARD of the firm duly attested
  - 8. A copy of certificate of Incorporation/Partnership deed/Memorandum and articles of association/ any other equivalent document showing details and place of incorporation.
  - 9. Copy of Food License.( Food safety and standard Authority of India.
- III) Other Enclosures required, if any.

## TECHNICAL BID

### Eligibility Criteria & Requirements

1. The applicant must be a Registered / Licensed Organization / Partnership firm / Sole Proprietorship.
2. The applicant must have a proven track record of providing catering services at least in one reputed firm for a period of minimum 3 years.
3. The applicant must have an average annual turnover of Rs.12 Lakh and above during the last three financial years.
4. The applicant must not have been at any time declared as insolvent or convicted for any offence.
5. The applicant must not have been prosecuted or suffered any penalty for violation of any labor laws by any Authority.
6. The applicant should not have rescinded/abandoned any Catering contract awarded by any of his clients before the expiry of prescribed period of contract.
7. The applicant should neither be a sub-contractor to any other entity/ person nor has at any time sub-let the contract awarded to the applicant to any other person.
8. The applicant has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
9. Without EMD the bids will be disqualified.
10. The applicant must have Administrative office at Thane, Navi Mumbai.
11. The applicant has submitted EMD via DD No. \_\_\_\_\_ date \_\_\_\_\_ in case of exemption submitte MSME certificate.

### DECLARATION

I / We \_\_\_\_\_ request Life Insurance Corporation of India, Divisional Office, Thane to consider our agency bid. I / We declare that our firm is eligible as per the Criteria and we also agree to abide by all the "Terms and Conditions" prescribed in your tender and assure to render the services to the fullest satisfaction of the Corporation.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Signature of the applicant

Name and Address with  
Seal.

**ANNEXURE "B"**  
**Tender for Canteen Services**

**FINANCIAL BID**

**LIC OF INDIA , Divisional Office, Thane**

**The Prices should be quoted in respect of all the items duly Typed on Company's letter head.**

Sr.No	Items	Quantity1	Quantity2	Price Rs.	Amount in words
1	TEA	1 cup	90 ml		
2	COFFEE	1 cup	90 ml		
3	(Tea Half)	1/2 cup	50 ml		
	MILK	1 cup	90 ml		
	<b>SNACKS</b>				
4	BATATA WADA (with Chutny)	2 Nos	120 gm		
5	MEDU WADA [ with chutney & sambhar]	2 Nos	120 gm		
6	BHAJIA (Onion,Potato,moog etc)	7 Nos	150 gm		
7	UTTAPPA [SADA] [ with chutney & sambhar]	1 No.	120 gm.		
8	ONION UTTAPPA [ with chutney & sambhar]	1 No	120 gm		
9	IDLI [ with chutney & sambhar]	2 Nos	120 gm		
10	DHAHI WADA	2 Nos	120 gm		
11	VEG SANDWICH	1 No	120 gm		
12	UPMA	1 Plate	120 gm		
13	KANDA POHA	1 Plate	120 gm		
14	MISAL PAV[ 2 pieces]	2 Nos	120 gm		
15	Punjabi. SAMOSA	2 Nos	120 gm		
16	CUTLETS	2 Nos	120 gm		
17	MASALA DOSA [ with chutney & sambhar]	1 No	120 gm		
18	SADA DOSA[ with chutney & sambhar]	1 No	100 gm		
19	SABUDANA WADA [ 2 pieces]	2 Nos	120 gm		
20	PURI BHANJI	1 Plate	120 gm		
21	BREAD BUTTER	1 Plate	60 gm		
22	PAV BHANJI	1 Plate	120 gm		
	<b>CHINEESE DISHES</b>				
23	VEG FRIED RICE 1/2	1 Plate	75 gm		

24	VEG FRIED RICE FULL WITH MANCHURIAN	1 Plate	150 gm		
25	VEG HAKKA NOODLES 1/2	1 Plate	75 gm		
26	VEG HAKKA NOODLES FULL	1 Plate	150 gm		
	<b>LUNCH</b>				
27	Regular Lunch Rice/Pulav 2Chapati,2 vegitables 1 sweet ,Dal Kheer/shrikhand ,Gulabjam,along with pickle & Papad.	1 Plate	300 gm		
28	<b>Vegetable</b>	1 Plate	150gm		
	<b>Fasting Food</b>				
29	Sabudana khichadi,Wada,French Fries, Lassi any other etc	1 Plate	150gm		
30	<b>NOV- VEG.</b>				
31	CHICKEN LUNCH(2 pieces of chicken &curry,2chappatti, pulav/rice 75 gm)	1 Plate	300 gm		
32	<b>EGG LUNCH</b> (1 eggs &curry,2chappatti,pulav/rice 75 gm)	1 Plate	300gm		
33	<b>SPECIAL LUNCH-S</b> (for meeting /survival)per plate Roti/Puri/chapati 2 spl vegetable,1 Dry vegitable,1, spl. Dal, fried item.Spl. sweet (kala jamun,Ras malai, Mungdal Halva Ice Cream or Fruit salad	1 Plate	400gm		
	<b>RICE</b>				
34	VEG PULAV 1/2 PLATE	1 Plate	75 gm		
35	VEG PULAV FULL PLATE	1 Plate	150 gm		
36	PLAIN FULL RICE with Dal	1 Plate	150gm		
37	1/2 RICE PLAIN with Dal	1 Plate	75 gm		
38	VEG BIRYANI FULL PLATE	1 Plate	150 gm		
39	VEG BIRYANI HALF PLATE	1 Plate	75 gm		
	<b>NOV. VEG.</b>				
40	FISH CURRY/FRY(Separate Fish type	1 Plate	100 gm		
41	CHICKEN MASALA	1 Plate	100 gm		
42	EGG MASALA	1 Plate	100 gm		
43	EGG BHURJI	1 Plate	100 gm		
44	OMLET	1 Plate	100 gm		
45	CHICKEN BIRYANI	1 Plate	100 gm		
	<b>EXTRA ITEMS</b>				

46	RICE WITH DAL	1 plate	150 gm		
47	FRIED PAPAD	1 No	10 gm		
48	BREAD SLICE	1 No	10 gm		
49	CHAPATTI /BHKARI	1 No	50 gm		
50	DAL/ DAL FRY	1 plate	100 gm		
51	VEG. KURMA	1 plate	100 gm		
	<b>PACKED ITEMS</b>				
52	BUISCUITS,JUICES,NAMKEEN,WAFFERS STD QUALITY,DISCOUNT ON MRP				
	<b>OTHER BEVERAGES</b>				
53	TAK (butter milk)	1 glass	200 ml		
54	CURD	1 bowl	100 ml		
55	LASSI SALTED	1 glass	200 ml		
56	LASSI SWEET	1 glass	200 ml		
57	Veg./Non.Veg. SOUP 1/2	1 bowl	100 ml		
58	Veg./Non.Veg. SOUP FULL	1 bowl	200 ml		
	<b>SWEETS</b>				
59	GULAB JAMUN	2 No	50 gm		
60	SHEERA	1 Plate	100 gm		
	<b>CHAT ITEMS</b>				
63	BHEL	1plat	150gm		
64	PANI PURI				
65	SHEVPURI	1plat	150gm		
	<b>Total rate coated for item no 1 to 65</b>				

**Signature of the Applicant**

**Name & Address Seal**

Final rate quoted as per Annexure 'B' should be mention in Gem Portal.

**DETAILS OF EXISTING CANTEEN RUN BY THE APPLICANT/FIRM**

(Separate page must be submitted for each Canteen)

1. Name of the company in which the canteen is run:
2. Address of the company
3. Details of contact person:
  - I. Name
  - II. Designation
  - III. Mobile No
  - IV. Land Line No.
  - V. E-Mail id:
4. Approximate No. of Breakfast served per day
5. Approximate No. of Lunch served per day
6. Number of employees engaged by the contractor in the canteen
7. Period of Canteen services provided as 9.00 am up to 6.00 pm (as per requirement it can be extended).

Signature of the applicant

## **MADATORY CONDITIONS**

### **INSTRUCTIONS TO BIDDERS**

After scrutiny of the technical bids and assessment of the technical bids, the financial bids of only those bidders, whose offers are found technically suitable to the Corporation, will be opened at a later date. The tender form consists of the following documents. i.e.,

- a. Instructions to bidders and Terms & Conditions.
- b. Technical part as per Annexure A
- c. Financial part as per Annexure B
- d. Details of existing canteen run by an applicant as per Annexure C

2. The offers are to be submitted in Single Bid system only .The Technical Bid consists of all the required information called for in the questionnaire.
3. Financial bid will be considered only of Technical qualified bidders.
4. The price bid Annexure B shall contain only financial details i.e., rate and other financial
5. EMD amount of Rs. 24,000/- ( Rupees Twenty four thousand only) in the form of Demand Draft. (Exemption condition) EMD is exempted for the MSME vendors having valid certification thereof from appropriate Authority.

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

- I. EMD of other bidders (except the successful bidder) shall be refunded after finalization of the contract.
- ii. The successful bidder has to remit an amount of Rs. 1,20,000/- (ONE LAKH TWENTY THOUSAND only) towards Security Deposit, to LIC within 14 days from the date of work order .
- iii. In case of successful bidder vendor/bidder refuses to render services after issue of allot letter, a notice shall be served to them by giving 30(thirty) days time failing which their EMD amount lying /retained with us shall be forfeited without any further correspondence.
- iv. Sr. Divisional Manager is Competent Authority to refund/forfeit the EMD amount.

7 All the pages of the tender form are to be signed with seal by the bidder. In case of joint ownership, all owners have to sign all the pages of the bids (Technical and Financial bids).

Incomplete bids and bids lacking in details and without signatures are liable to be rejected. Tenderers should note that their tenders remain open for consideration for a minimum period of 03 (Three months) months from the date of opening of "Technical Bids".

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

## 8. PRE CONTRACT INTERGRITY PACT

Form of pre Contract Integrity Pact to be treated as the integral part of the tender and to be deposited duly filled , stamped and witnessed with the tender.

9. The normal working hours of the canteen will be 9.00 am to 7.30 pm on Monday to Friday.
10. The tenderer should supply Tea or coffee at all the floors during working hours.
11. The tenderer should bear the cost of LPG cylinder.
12. The tenderer will be responsible to cleaning of Kitchen area, washing are.
13. The staff of the contractor should not stay in office premises beyond 9.30pm.
14. The rate card should be prominently displayed in the canteen.
15. The canteen is only for LIC EMPLOYEES and agents.
16. The approved rates are applicable for servicing foods during the office hours to LIC Employees and agents.
17. The tenderer should provide food after serving hours in case of office exigency.
19. The tenderer should have arrangement for provide food on Saturday, Sunday and holidays in case prior intimation. The Tenderer is required to arrange for special lunch for meetings, seminars etc. As per special lunch for meetings seminars will be include Breakfast, Lunch and evening tea/snacks. Rate for this Special menu should be quoted separately in the Financial Bid.
20. The tenderer should provide special lunch for meetings, seminars etc. The menu for meeting will be decided by LIC and the cost will be mutually agreed Upon.
20. The total staff strength of Division. **Office** building is 150 employees and appr 50 Agents for availing Catering services. We cannot guarantee for minimum assured sale.

## **GENERAL CONDITIONS**

1. Technically qualified bidders will be selected on the following Items.
  - i. Documents submitted along with the application
  - ii. Inspection report of the canteen Committee after visiting the existing canteen facility run by the bidder and after getting the feedback from the existing users of the canteen and also on the basis of tasting the food supplied in the canteen.
  - iii. The committee will also be inspecting the site/common kitchen or venue or existing canteen run by the bidder and will submit the report on neatness/cleanliness, Income tax details, ESI enrolment etc. The full cooperation will be needed from the vendors
2. Successful bidder will be awarded the contract for a period of one year which may be extended further by one more year or two year if services are found satisfactory . During the first year of the contract, there will be no revision in the rates. In the second year if the contract is extended for another year and if the contractor makes a request to LIC for escalation in price and if the Canteen Committee feels that due to price increase it will not be viable for the contractor to continue to sell at the existing rates, such reasonable increase in price of the items supplied, as deemed fit, may be permitted by LIC.
3. Cooking oil used should be either refined groundnut oil or sun flower oil or rice bran oil. Rice used should be of good quality.
4. The contractor should furnish the name and details of the employees he proposes to employ and ID cards should be issued without which entry will not be permitted inside the campus. The employees of the contractor should wear gloves and head gear both at the time of preparing and serving food.
5. The contract can be terminated by either party by giving 2 month's notice. If the contract is terminated by the contractor without giving notice period, the security deposit is liable for forfeiture.
6. The contractor should obtain necessary license/ permission to engage labour/staff as required under the Contract Labour Regulation and Abolition Act, 1970.
7. The contractor shall designate/appoint a Manager who shall be overall in-charge of the canteen.
8. The contractor will register with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the state labour and Government of India (Ministry of Labour) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including **Workmen's Compensation Act, Minimum Wage Act, Provident Fund Act, and ESI, Health Department etc.**
9. If there is any variation in the quality of material used as against the brand items expressly specified, suitable penalty as may be decided and determined by the authorized person or Committee will be levied. Repeated violations will render the contract liable for termination.
- 10 .Canteen Committee will conduct periodic inspection of Canteen services and submit the report. Any deficiency in service will be brought to the notice of the contractor, which he should set right immediately. Failure to do so will attract penalty.

11. The contractor or his staff shall not indulge in any act which may hamper the peace or serenity of the campus and likely to be detrimental to the interests of the Corporation.
12. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of the LIC for any purpose other than those expressly provided in the contract. It shall be open to any official of the LIC authorized in this behalf to inspect the canteen.
- 12a. The successful tenderer should not sub let the contract to any other contractor under such circumstances contract will be cancelled & security deposit will be forfeited.
13. LIC may refuse entry into the campus or order eviction of any person/workmen belongs to canteen falling into any of the following categories: -
  - (a) Does not maintain good conduct or is suspected so and/ or
  - (b) Is found reportedly indulging in activities prejudicial to the interests of the LIC.
  - (c) Is afflicted/suspected to be afflicted with any contagious or communicable diseases.

**The contractor shall serve lunch or any items of refreshment to the staff members of Thane Divisional Office ,their guests and the staff of other offices situated at Jeevan Chintamani Building and SHALL NOT ENTERTAIN OUTSIDERS NOT CONNECTED WITH LIC OF INDIA.**

Any failure or omission on the part of the LIC at any time to exercise any of its rights under the terms of the contract, shall never be construed as "waiver" and shall in no way impair or affect the validity of the terms and the rights of the LIC to enforce its right at any time subsequently, with retrospective effect wherever found necessary.
14. The contractor shall indemnify the LIC for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the LIC on account of negligence, wrongful or questionable conduct of the contractor or his staff, whether indulged intentionally or otherwise.
15. Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premises and handover to LIC all articles, equipment's, furniture, Fixtures etc., in a good and working condition. Failure to do so will result in forfeiture of the security deposit and further penal action as may be deemed fit. Contractor should also remove all his stores and effects on termination of the contract. In case of failure to remove the stores and effects by the contractor, LIC is entitled to enter into and take possession of canteen or any area which was given to the contractor and deal with the situation, as may be deemed fit.
16. With a view to achieve effective implementation of this Agreement, the Sr Divisional Manager, LIC of India Thane Division is entitled to issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this Agreement and shall be binding on the contractor. In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement the decision of the Sr Divisional Manager shall be final and binding on the contractor.
17. The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.
18. The tenderers are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender.
19. LIC of India is not responsible in any manner for the postal delay / loss / non receipt of the Tender with in specified time limit.
20. The rates to be quoted shall be inclusive of all i.e., providing canteen services inclusive of all taxes, charges, levies etc., if any.
21. The tender should be submitted so as to reach Office on or before the date and time

specified in the covering letter.

22. The quotation should be type written on Company letterhead without any alteration.
23. If the successful tenderers fails, in course of the agreement period, to comply with the terms and conditions of the Agreement, the damages will be claimed /recovered in full or in part as decided by the Competent Authority .
24. The Competent Authority reserves the right to change the relevant dates; to accept or reject all or any of the applications; to accept any higher bid; or cancel all tenders without assigning any reasons whatsoever.
25. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Thane and shall be subject to adjudication of a competent court in Thane.

*✓*  
y  
Draft Tender for  
Canteen Services  
found in aedee

*Bhaedari*  
Member  
6/1/2026

*Alpana*  
Member  
6/1/2026

*Antijayee*  
Member  
6/1/2026

*Rachana*  
Chairperson  
6/1/2026

*CM*  
Sr.Divisional Manager

**SCHEDULE-I      Infrastructure Provided by LIC of India to Caterer in Dining Hall/Kitchen :**

Sl No	Items of Materials	Quantity
1	Water	As required
2	Ceiling Fans, Exhaust Fan	8+1
3	Space	2000sq
4	Chairs	46
5	Tables	11
6	Water Cooler	1
7	Water purifier	1
8	Tube lights	12