



**Life Insurance Corporation of India
“Sales Training Centre “
Banjh imli,
Near revenue board, Civil lines Ajmer**

TENDER DOCUMENT

**For Providing
Catering, Housekeeping and General Maintenance Services
On Contractual Basis
At L.I.C Of India, Sales Training centre,
AJMER (RAJASTHAN)**

TECHNICAL BID(PART-I)

&

FINANCIAL BID (PART-II)

TENDER DOCUMENT for providing Catering, Housekeeping & General Maintenance
Services at LIC Of India, STC, Ajmer

PART-I Technical Bid

NOTICE INVITING TENDER

The Corporation invites Sealed Tenders for providing Catering, Housekeeping & General Maintenance Services at the LIC, STC Campus located at the above address for a period of 1 (one) year, extendable up to another 1 (one) year further by 1 (one) more year (i.e. 1+1+1), if required subject to satisfaction of the Competent Authority of the Corporation at same rates, terms & conditions, are invited from interested and eligible Contractors/Agencies as per the Minimum Eligibility Criteria. I. Important information for Bidders:

II. General Instructions:

- a. The Tenders are invited from the interested parties in prescribed format through GeM Portal under Two Bid System Technical Bid (Part-I) and Financial Bid (Part-II).

Manner of Submission of Bids: Tender should be submitted through GeM portal only. Tenders sent in person or by Post, Courier, E-mail or Fax will not be considered.

1. No other form of payment will be accepted for submission of EMD. At the back of the Demand Draft, the name of the Bidder should be clearly written with the caption "EMD for Tender for providing Catering, Housekeeping and General Maintenance Services on contractual basis at STC, LIC, AJMER" (RAJASTHAN) Tenders submitted without EMD shall be rejected outright.
- 1) Exemption: All the BIDDERS who wanted to claim EMD exemption based MSE/MSME udyam certificate should upload relevant certificate and also to ensure that they have updated the udyam certificate details in their GeM Registration and the Udyam certificate should contain correct service category for which the BID is created.

2. Sales Training center, Ajmer reserves the right to reject any or all of the Tenders in part or full without assigning any reason(s) or cancel the whole process, at his /her sole discretion, without assigning any reason(s) whatsoever.
3. Corrigendum if any shall be published in our LIC's website www.licindia.in under "Tender" section only and on GeM Portal.
4. A Pre-bid meeting shall be scheduled at STC, Ajmer at the address given above . Any clarification/ modification given by the STC, Ajmer after pre-bid meeting shall become a part of original tender, wherever required.
5. In order to satisfy itself about the nature and quality of services rendered by the Bidder, STC,(NZ) Ajmer, may depute its Official(s) or authorized representative(s) to visit the Institute/ establishments mentioned by the Bidder. Besides, STC may also call for any Original documents/ testimonials for verification in support & compliance of technical criteria as laid down in the tender document. The Bidder should extend full cooperation to Officials /representatives of STC, Ajmer so that necessary verification is completed without any delay. In case the Bidder fails to cooperate or where, after verification it is revealed that Bidder does not fulfill the criteria as laid down in the Tender Document, then his /her bid would be considered as non-responsive and his/her financial bid will not be processed further.
6. The Technical Bids of those bidders, where STC, Ajmer after its scrutiny/ inspection / Investigation/ verification is satisfied with regard to compliance of technical criteria, as laid down in the Tender Document, will be declared as found responsive.
7. Guidelines for submitting the Financial Bid:
 - a. Basis of calculation used by STC, Ajmer in Financial Bid:
 - b. Housekeeping charges quoted per month. (Cost of material + Service Charges + Wages).
 - c. It has to be assumed that for non-training days, individual rates should be quoted as mentioned in Sr No 1 to 7 of Financial Bid.(Non Package Rates)
8. A Meeting of all Bidders shall be arranged .Bidders or his authorized representative should attend this meeting and can inspect the premises also on this date.
9. No increase in the amounts, quoted by the selected Bidder, shall be entertained during the duration of the contract and extension period, except maximum increase of 5% in catering rates (on base rate), considering inflation in genuine circumstances and subject to approval of the Competent Authority, may be considered as more specifically mentioned in the "Terms and Conditions governing the Scope of Contract" of this Tender Document.

10. The movable and immovable properties being granted access to be given on as is, where is basis. The applicant is required to satisfy themselves regarding the state of movable and immovable properties. The Corporation shall not be liable for any claims/ loss/ expenses etc. incurred by the applicants in respect of or arising out of the state of the movable and immovable properties.
11. The Corporation reserves the right to seek clarification/ seek additional documents from the bidders, verify the originals and credentials of the bidders, if required.

GENERAL TERMS AND CONDITIONS

A. Introduction

Sales Training centre (STC), (NZ) LIC of India, Ajmer (hereinafter referred to as “STC”) is a Training Centre of the Life Insurance Corporation of India (hereinafter referred to as “LIC” or “Corporation”) which has been established to impart training to its Officers, Employees and Agents from the States Rajasthan to develop their professional and managerial skills. The STC has been developed as a well contained infrastructure at the premises situated at Ajmer

The STC is desirous of engaging Catering, Housekeeping & General Maintenance Services at the STC Campus of Corporation located at the above address for a period of 1(one) year, extendable up to another 1 (one) year further by 1 (one) more year (i.e. 1+1+1).

B. Definitions

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

- 1) “LIC” or “LIC” or “Corporation” shall mean the Life Insurance Corporation of India, established by the LIC Act of 1956.
- 2) “STC” or “STC, Ajmer” shall mean the Life Insurance Corporation of India, Sales Training center, situated at – Ajmer 305001
- 3) “Tender” shall mean the Tender for carrying out Catering, Housekeeping and General Maintenance Services at STC, Ajmer.
- 4) “Contractor” / “Bidder” / “Applicant” shall mean the individual / proprietor / Firm / Vendor / Company who is submitting the present Tender.
- 5) “Competent Authority” shall mean the Principle/ In-charge, LIC of India, Sales Training center, Ajmer-305001 or any other Official as may be authorized by him/her.
- 6) “Non-Training days” means days prior and post days for arrival and departure of the trainees.

C. Minimum Eligibility criteria of the Bidder:

The Bidder must fulfill the following minimum eligibility criteria:-

- 1) The Bidder may either be an individual or sole proprietorship or partnership or an incorporated and registered public or private limited company.
- 2) The Bidder must have an Office in Rajasthan.
- 3) The Bidder must possess at least 3(three) years of experience in execution of Catering, Housekeeping & General Maintenance Services in Government Offices, LIC/PSUs, Banks and other reputed firm/organization.
- 4) The Bidder must have at least 20 persons on pay roll.
- 5) Annual turnover of any 3 out of the last 5 Financial Years from 2021-22 to 2025-26 for calculation of Average Annual Turnover will be taken.

- 6) The Bidder should possess valid (In force) license from the Labour Commissioner under the Contract Labour (Regulation & Abolition) Act, 1970 and maintain the same throughout the term of its engagement with the Corporation.
- 7) The Bidder should possess valid (In force) Provident Fund (PF) Registration Number under EPF Act 1952 with P.F. Department in Rajasthan and maintain the same throughout the term of its engagement with the Corporation.
- 8) The Bidder should possess valid (In force) ESI Registration Number under ESI Act 1948 with ESI Authorities in Rajasthan and maintain the same throughout the term of its engagement with the Corporation.
- 9) The Bidder should possess valid (In force) GST Registration Number and maintain the same throughout the term of its engagement with the Corporation.
- 10) The Bidder should have obtained requisite permission/ license, duly renewed if applicable, for providing Catering, Housekeeping and General Maintenance Services from concerned department of Central/ State/ Municipal Authorities/ Local Authorities.
- 11)) Successful Bidder shall have to pay Security Deposit @ 10% of Annual estimated contract value in the form of a Demand Draft drawn on any Scheduled Bank in favour of “Life Insurance Corporation of India”, payable at Ajmer within 15 days from the date of issue of the Acceptance Letter. The Security Deposit paid by the successful Bidder will be retained with STC, Ajmer without Interest and the same shall be refunded to the Contractor upon satisfactory completion of the contract on any circumstances.
- 12) The bids received from Individual/ Firm/ Organization including its Partners / Shareholders / Principles who have been blacklisted prosecuted/ terminated by any departments/ Statutory Bodies anywhere in India or by any Court of Law or had been removed before the expiry of the validity of the contract, shall not be considered.
- 13) The Bidder should neither have rescinded/ abandoned/ terminated any Catering Services Contract and/or Housekeeping and General Maintenance Services Contract Awarded by any of his clients before the expiry of stipulated period of contract nor have been black listed or placed under suspension by any Government, Semi Government or PSU organization(s) / any office of LIC of India, for his / her lapses while providing Catering Services and/or Housekeeping and General Maintenance Services.
- 14) The Bidder must not have been, at any time, declared as insolvent or should not be a subject matter of insolvency proceeding pending before any court of law, should not be convicted for any offence by any authority and 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 for attachment be pending against the Bidder.

- 15) The Bidder must not have been prosecuted or must not have been imposed upon with any penalty / punishment / fine for violation of any Labour Laws by any Labour Authority/ Competent Court.
 - 16) The Bidder should not be a sub-contractor to any other entity or person nor should have, at any time, sub-let any contract awarded to the Applicant to any other person.
 - 17) The Bidder should not have formed or be a part of any “cartel” at any time for processing any contract including the present Tender.
 - 18) The Bidder should not have suffered from any disqualification from rendering Catering and Housekeeping and General Maintenance Services at any time in respect of matters not enumerated herein. █
 - 19) The Bidder should not stipulate his/her own conditions or any alternative/ conditional Proposals.
- .

D. Financial Bid

The Bidder shall submit his / her offer for providing services as specified in the chapter titled “Terms and Conditions governing the Scope of Tender” of this Tender Document, by filling in the requisite rates in the Financial Bid which is Part- II of this Tender Document on GeM Portal. Scope of Tender

The Bidder whose Tender, upon evaluation of all the Tenders received, is considered as the most suitable i.e. the successful Bidder shall be permitted by Life Insurance Corporation of India to use the Sales Training centre(NZ), Ajmer Premises situated at LIC of India, Sales Training Centre, (ADO,NZ) Civil lines, Ajmer - 305001 for the purpose of Catering, Housekeeping & General Maintenance Services on contractual basis in consonance and in compliance of the terms and conditions governing the Scope of the Tender and the Contract that may be entered into and for the term as enumerated therein.

List of Documents to be attached by the Bidder with Technical Bid

1. Application Form duly completed by the Bidder with detailed information of the Bidder (as per Annexure 1)
2. Bio-data of Bidder duly filled in (as per Annexure 2)
3. Compliance Report duly completed (as per Annexure 3)
4. Declaration regarding Non-participation of near relatives of employees of STC Ajmer (as per Annexure 4)
5. Affidavit regarding non-blacklisting/prosecution (as per Annexure 5)
6. License and Registration Particulars of the Bidder (as per Annexure 6)
7. Details of work of Catering and Housekeeping Services done by the Bidder (as per Annexure 7)
8. Summary of Financial Data of the Bidder duly certified by CA (as per Annexure 8)
9. Copy of Partnership Deed (in case of Partnership Firm)/Copy of Memorandum of Association / Article of Association in case of Company
10. Proof of Identity of the Bidder in the form of Voter-ID Card/ Passport/ Driving License/ Aadhar Card/ PAN Card (Self attested photocopy). Aadhar Card is compulsory.
11. Proof of Residence of the Bidder or his/her Office in the form of Ration Card / Passport / Driving License/ Aadhar Card/Voter Identity Card (Self attested photocopy)
12. Proof of number of employees on roll.
- 13.. PAN Card – for both, Individual as well as for the Establishment of the Bidder (Self attested photocopies)
14. Income Tax Returns for any 3 out of last 5 Financial Years of Individual as well as of the Establishment of the Bidder along with duly certified Profit & Loss statement and Balance Sheet. (Self attested photocopies) along with confirmation of filing of ITR for all relevant Years.
15. Experience Certificate from existing customer(s), organizations where the contractor has provided Catering , House-keeping & General Maintenance Services (at least one)
16. Provident Fund Registration Certificate (self attested Xerox copies).
17. ESIC Registration Certificate (self attested Xerox copies).
18. G.S.T. Registration Certificate (self attested Xerox copies).
19. Self-attested photocopy of valid and renewed License under Shop & Establishment Act
20. Self-attested photocopy of valid and duly renewed License to engage contract labourers under the Contract Labour (Regulation & Abolition) Act, 1970.
21. Food License under FSSAI (Self attested Xerox)
22. Integrity pact (Annexure 9)
23. All pages of the Bid dated duly signed and stamped by authorized person.
24. Declaration in Schedule-2

Originals of the photocopies given above, wherever applicable, shall necessarily be verified by the Corporation. The Bidders not submitting the aforesaid enclosures may be disqualified from the technical bid.

LIC-STC-Ajmer Tender for Catering Housekeeping & General Maintenance



Annexure 1
Application Form of Tender

To
The Principle,
L.I.C. of India,
Sales Training centre, (NZ),
Ajmer - 305001

Madam/Sir,

Re: In the matter of Tender for Catering, Housekeeping & General Maintenance Services at Sales Training Centre, Ajmer

Pursuant to your Notice inviting Tender and the Eligibility Conditions, Scope of Tender, Terms and Conditions and all other requirements as mentioned in the Tender Document dated in the matter of Catering, House-keeping & General Maintenance Services contract, I / we, whose names and signature is / are appended here-in-below representing the Establishment whose Stamp / Rubber Seal is also affixed here-in-below hereby submit my / our Tender for being appointed as your Contractor.

I / We have inspected the Dining Halls, Hostels, Auditorium, Classrooms, Administrative Building, etc. at Sales Training centre, premises as per schedule-1 and I am / we are satisfied that the STC premises and the Furniture & Fixtures, etc. provided at the STC premises are appropriate & meets the requirements to provide Catering, Housekeeping & General Maintenance Services.

I/We hereby declare that I/ we have read and fully understood the terms relating to submission of the Tender and I / we hereby state that my / our Tender be evaluated for considering its responsiveness only if I/we have submitted my/our Bid in consonance and in compliance of the terms relating to the submission of the Bid as enumerated in your Tender Document

I / We hereby state, declare and undertake that if my / our Tender is considered as the

most responsive and I am / we are declared as the successful Bidder, I / we shall provide Catering, Housekeeping & General Maintenance Services at the rate quoted by me/we in the Financial Bid.

I / We hereby state, declare and undertake that on being declared as successful Bidder, I / we shall provide Catering, Housekeeping & General Maintenance Services in consonance with and strictly in compliance to the terms and conditions governing the Scope of the Tender.

I / We hereby state, declare and undertake that on being a successful Bidder, execute the Contract Agreement as and when called upon to do so within the period as stipulated therein.

As required in the Tender Document, I / we have submitted the Demand Draft (s) towards Earnest Money

I / We do, hereby state and declare that I / we, whose name and signature/s is / are given / Appended herein below [representing the Establishment whose Stamp / Rubber Seal is also affixed Herein below] have neither filled in this Bid under any other name or under the name of any other Establishment otherwise nor I am / we are, in any way, related or concerned with the Establishment Or any other Entrepreneurs who have filled in the quotation for providing Catering, Housekeeping & General Maintenance Services to STC, Ajmer.

I/We have filled in the Bid and submitted my/our Bid 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, including forfeiture of the Security Deposit and Blacklisting, for having given any information, which is found to be incorrect and flouting the instructions enumerated in the Tender.

I / we hereby state & declare that I / we, whose name(s) & signature(s) is / are appended below, have not been prematurely removed from any Organization / Firm nor have abandoned any Catering services, Housekeeping and General Maintenance contract.

I / We further agree and undertake that in the event of it being revealed subsequently (after the Scope of the Tender is awarded to me/us that any information given by me/us in this quotation is false / incorrect. I/ we shall compensate the Corporation for any such losses or inconvenience caused to the Corporation in any manner and will not resist any claim for such compensation on any ground whatsoever.

I/We further agree and undertake that in the event the Scope of the Tender is terminated for the reason(s) enumerated in the “Terms and Conditions governing the Scope of the Tender”, I / we shall not claim any amount by way of damages or compensation.

I / We hereby state, declare and undertake that on being a successful Bidder, I / we shall deposit remit the Security Deposit within the stipulated period of 15 days and execute the Contract Agreement as and when called upon to do so within the period as stipulated therein.

I / We have filled in the Bid and submitted my / our Bid 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, including forfeiture of the Security Deposit and Blacklisting, for having given any information, which is found to be incorrect and flouting the instructions enumerated in the Tender.

I/We further declare that I/we have fully read and understood the entire Tender Document and the contents thereof and I / we agree to comply with all the Terms and Conditions mentioned therein in letter and spirit.

In witness of what is stated hereinabove, I / we have put my / our respective signature along with the Rubber Stamp / Seal of the Establishment which I / we represent on this ____ day of ____ 2026.

Place: _____

Date : _____

Rubber Seal/ Stamp of the Proprietary Signature of the Proprietor(s)/ Firm / Partnership Firm/Company
Partners / Principle of Company

Annexure 2

Detailed information of the Bidder's (Proprietor(s)/ Partners / Principle(s) of Company/Firm)
[PLEASE STRIKE OFF IF NOT APPLICABLE. PLEASE DO NOT LEAVE BLANK]

a) Name of the Bidder	
[IN BLOCK LETTERS]	
Type: Individual or sole proprietorship or partnership or an incorporated and registered public or private limited company	

b) Residential Address of the Bidder	
[IN BLOCK LETTERS]	
PIN - - - -	

c) Office Address of the Bidder	
[IN BLOCK LETTERS]	
PIN	

d) Signature/s of the Bidder/s:	
e) PAN Number of the Bidder	
f) AADHAAR Number of the Bidder	

Rubber Seal/ Stamp of the Proprietary
Partnership Firm/Company

Signature of the Proprietor(s)/ Firm /
Partners / Principle of Company

Annexure-2(a)

B I O – D A T A FORM (Individual)

***Recent self-attested
Color photograph Of the
Bidder

NAME OF THE BIDDER/S	
DATE OF BIRTH(*)	
SEX (M/F)	
EDUCATIONAL QUALIFICATION	
PAN Number of the Firm	
DESIGNATION:	
LOCAL ADDRESS /RESIDENCE	
TELEPHONE NUMBER	
LOCAL ADDRESS OFFICE	
TELEPHONE NUMBER	
PERMANENT ADDRESS(**) :	
(RESIDENTIAL)	
PERMANENT ADDRESS	
(HEAD OFFICE)	
OFFICE TELEPHONE NO:	
MOBILE	
e-Mail ID / Office Fax No	

Name & Signature of the Bidder/s with Seal/ Stamp of his/her establishment

(*) Proof such as self-attested photo copy of School Leaving Certificate, Birth Certificate, Passport, Driving License/ PAN Card is 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.(***)Recent colour photograph of the bidder/s/partners are to be self attested & affixed.

Annexure 3

To
The Principle,
Sales Training centre,
LIC Of India, Ajmer 122001

Dear Sir/Madam,

COMPLIANCE REPORT

Sub: Tender for Providing Catering, Housekeeping & General Maintenance Services on Contractual basis at STC Ajmer.

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 & Employment, Government of India or as fixed by Labour Department, Government of Rajasthan, or any other statutory local Authority, whichever is applicable 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 Disputes Act 1947, The Equal Remuneration Act 1976, Employees 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 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. (such as GST etc.)

I/We undertake to comply with the provisions of Food Safety and Standards Act, 2006, and Rules framed there under. I/We shall obtain requisite permission/license for providing catering services from concerned department of Central/State/Municipal Authorities/any other authority.

I/We also have a valid License under Contract labour (R&A) Act, 1970 to engage contract labourers for providing Catering, Housekeeping & General Maintenance Services at STC, Ajmer.

Certified that I/We have read the Tender document (consisting of 82 pages) containing Notice inviting Tender, Eligibility Criteria, Instructions to Bidders, General Conditions, scope of work and all Annexures attached thereto and forming a part of Tender document.

I / We have read and understood the eligibility criteria and the terms & conditions of the contract and agree to abide by the same.

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 & Schedules as stated above in case the Scope of Tender is allotted to me/us.

Place:_____

Date:_____

Name Signature of the Bidder/s with
of his/her establishment

Seal/Stamp

Annexure 4



Declaration regarding non-participation of near relatives of employees in the Tender

I/We/Our Organization, including our Partners/Share holders/Principles hereby Certify that none of my/our relative(s) is/are employed in STC, Ajmer. In case at any stage, if it is found that the information given by me/us is false/incorrect, STC, Ajmer, shall have the absolute right to take any action as deemed fit without any prior intimation to me/us.

Place: _____

Date: _____

Name and Signature of the Bidder/s with Stamp/ Seal of
his/her establishment

Annexure 5

(AFFIDAVITON REGARDING NON-BLACKLISTING/ PROSECUTION/TERMINATION)

(To be notarized)

I / We hereby depose that neither me nor my / our Organization (name of the Organization)

including our Partners/ Shareholders / Principles have ever been blacklisted / prosecuted / Contract terminated/ before the expiry of the validity of the contract by any Organization/ departments/ Statutory Body/ies in any State or by any Courts of Law for lapses while rendering the services nor I/We have rescinded/ abandoned any Catering Services Contract and/or Housekeeping and General Maintenance Services Contract awarded by any of my clients before the expiry of stipulated period of contract and that I/ we have no criminal antecedent, and no person with criminal antecedent shall be placed on duty in the Sales Traning centre of LIC of India situated at Ajmer.

Place:

Name & Signature of the Bidder/s Deponent

With Stamp / Seal of his/her establishment

Date:_____

Witness: Signature:_____

Full Name in Block Letters:_____

Address:_____

Annexure 6

License and Registration Particulars of the Bidder

License/ Registration particulars with various Govt. Agencies for carrying out Catering and Housekeeping Services valid in Rajasthan is to be listed

Sl. No.	ISSUING AUTHORITY	LICENCE / REGN. NO.	DATE OF ISSUE	DATE OF EXPIRY
1				
2				
3				
4				
5				
6				
7				

Place:

(Name & Signature of the Bidder/s with Seal/Stamp of his establishment) Date:

Annexure 7

Details of Catering, Housekeeping and Maintenance work already done in the past by the Bidder

Sl. No.	Description of work	Full Name, Postal Address & Phone nos of Client/s	Annual Value of Contract	Date of Commence ment of work	Period of Contract
1					
2					
3					
4					
5					
6					
7					
8					

Place:

Date :

(Name & Signature of the Bidder/s with
Seal/Stamp of Date his/her establishment)

Annexure 8

Summary of Financial Data of the Bidder

DATA FOR LAST FIVE FINANCIAL YEARS:

FINANCIAL YEAR	ANNUAL TURNOVER (in ₹.lakh)	PROFIT BEFORE TAX (in ₹. - lakh)	TAX PAID (in ₹. lakh)	REMARKS, IF ANY
2021-22				
2022-23				
2023-24				
2024-25				
2025-26				

I / We hereby declare that the details above are true and correct.

Place:

(Name & Signature of the Bidder/s with
Seal/Stamp of his/her establishment)

Date :

NOTICE SHOWING RATES OF WAGES etc

(This form is specimen only ,to be submitted along with Monthly Bill)

NAME OF THE WORKER	CATEGO RY OF WORKER	RATES OF WAGE S	HOURS OF WORK	WAGES PERIO D	DATES OF PAYME NT OF WAGES	NAME & ADDRESS OF INSPECT OR HAVING JURISDIC	DATE OF PAYMEN T OF UNPAID WAGES

Date:

Place:

SIGNATURE OF THE BIDDER

MONTHLY WAGE PAYMENT BILL FOR THE MONTH OF _____

(This form is specimen only, to be submitted along with Monthly Bill)

Sl.No	NAME OF THE WORKER	CATEGOR Y OF WORKER	RATES OF WAGES	NO OF DAYS PRES ENT	WAGES AMOU N T RS	DATES OF PAYMEN T OF	S.B. A/C NO OF THE WORKER / SUPERVIS OR.	NAM E OF THE BANK
1								
2								
3								
4								
5								
6	Total**							

This bill should accompany certified copy attendance register of all workers for the concerned month.

** This amount of wages paid for the month shall be part of monthly bill under head Wages Paid.

Date:

Place

SIGNATURE OF THE BIDDER

ANNEXURE 9



This Pre Contract Integrity Pact is to be filled and submitted by the Bidder

PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2020., 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 procure (*Name of the Stores/ Equipment/Item/Service*) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

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

NOW, THEREFORE,

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

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

Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit

to prevent corruption, in any form, by its officials by following transparent procedures.

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

1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 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 of 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 G. V. Krishna Rau

Villa 116, The Retreat, Tharabanahalli, Chikkajala

Post, Bangalore-562157. Cell: 9880240080

E-mail id: gvkrishtnarau@gmail.com

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 **Chairman, 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.....

NO DUES CERTIFICATE

(To be submitted when the contract is cancelled/ Terminated/ Completed for refund of Security deposit)

DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE LIFE INSURANCE CORPORATION OF INDIA, SALES TRAINING CENTRE, Ajmer (Rajasthan).

(On Non Judicial Stamp Paper of Rs.100/- duly notarized)

This deed of indemnity executed on _____ at Ajmer by/ on behalf of (Name and address of the Catering, Housekeeping & General Maintenance Service Contractor favouring THE LIFE INSURANCE CORPORATION OF INDIA, SALES TRAINING CENTRE,(NZ) Ajmer (Rajasthan). (Herein referred to as the Principle) having their office at THE LIFE INSURANCE CORPORATION OF INDIA, SALES TRAINING CENTRE) , Ajmer(Rajasthan Witness as follows:

1. The Contractor had been working for the Principle, STC, Ajmer (Rajasthan) for Providing Catering, Housekeeping & General Maintenance Services.
2. The Contractor had made a Security deposit of ___ only for providing Catering, Housekeeping & General Maintenance Services.
3. The Contract for providing Catering, Housekeeping & General Maintenance Services on contractual basis has been completed by me on __/__/__ or the contract has been Terminated/ Cancelled by the Principle/ Contractor w.e.f. _
4. We have paid all dues of the workers engaged by us in STC for the aforesaid Catering, Housekeeping & General Maintenance Services Contract and have also paid all the bills of the materials purchased from various vendors/ suppliers during the period of the Catering, Housekeeping & General Maintenance Services Contract..
5. The Contractor having satisfied the STC that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the STC and on the request of the Contractor the STC has agreed to refund the aforesaid Security deposit of Rs (Rupees ___ __ Only).
6. Now in the above premises and in consideration thereof Contractor agrees and undertakes as follows:
 - a. 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 Catering, Housekeeping & General Maintenance Service Contract as provided to STC or in the event of any damage, breakage or any other injury to the property of STC caused by the

Contractor or his workers, the contractor shall, on being required by the Principle, pay and make good all those dues or damages forthwith.

- b. In the event of delay or failure to pay or make good any amount in the above connection which the STC 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 STC against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.

7. 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.
8. We also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.
9. The Service Provider 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 Service Provider and shall indemnify the Corporation fully and without limit, against the same. This provision shall survive the termination of this Agreement.

In witness where of 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: Signature of Bidder/s with seal/stamp

Of his/her establishment Name:

Address:

HOUSEKEEPING AND GENERAL MAINTENANCE SERVICES

3. Services:

- a. Proper and courteous service shall have to be provided by the Contractor like using a polite word, bearing a smile, wishing good morning, good afternoon either in Hindi/English.
- b. Services at the Reception Counter shall include keeping of proper records of Trainees in the Hostel Register, ensuring the correct date and time of Check-in and Check-out (on Computer or in a Register as instructed by STC), allotment of rooms as per the instructions/guidelines.
- c. The Contractor shall arrange for the preparation of the Session files and other related materials before the commencement of the Session(s) by collecting the materials from the office.
- d. The Contractor shall ensure the proper distribution of Training Materials/Files to the Trainees before the commencement of Session.
- e. The Contractor shall also arrange to collect the Bio-data forms duly filled in by the Trainees.
- f. Similarly, at the close of the Session, the Contractor shall arrange to handover the Attendance Certificates, Group Photographs, etc. to the Trainees.
- g. The Contractor shall bear the entire cost of providing cleaning materials, disinfectants etc. The Contractor shall arrange cleaning of toilets using high quality phenyl /acid / cleaning materials of the brands such as Harpic / Domex / Sanifresh / Kiwi. Lizol, etc. (only standard items)
- h. The Contractor shall ensure safety of the belongings of the inmates in the Hostel Rooms. However, in case of any untoward incident like theft or loss of any belongings / cash that takes place from the occupants' Rooms due to negligence on the part of the staff employed by the Contractor, the Contractor would be liable for compensating for the loss.
- i. The staff of the Contractor engaged for Housekeeping shall help the Trainees/ guests in taking baggage] from/to the Hostel Reception to/from the Rooms while Check- in and Checkout.
- j. When an occupant of the Room desires to check out, the Contractor will have to do a discrete Room inventory to ensure that no items are missing / damaged and, in case of any loss/damage of the items, report the same to the Programme in charge /Associate Programme in charge /

Designated Officer of STC, Ajmer immediately for taking appropriate action in the matter before the departure of such Trainee(s) from the Hostel.

- k. The Contractor shall allot Rooms of the Hostel only as per the directions of the Competent Authority or by the Training department or by the official authorized by the competent Authority visiting faculties and other Rooms for participants.
- l. The Contractor shall ensure that the keys are collected when an occupant leaves the Room, if lost should purchase/repair the lock and key.
- m. The Contractor shall ensure that Urinal Deodorizer Block, toilet papers, soap, odonil packets, naphthalene balls (branded/standard) are available in every Room at all times. The cost of these items will be borne by the Contractor.
- n. The Contractor shall use Room Fresheners in Principle, Vice Principal, all offices, Lecture Halls, Recreation Room, Auditorium, Library and at other places (wherever required) at his own cost.
- o. The Contractor shall keep Polish & cream available always at his own cost.
- p. The Contractor shall ensure proper storage and control of all linens (including curtains, Sofa covers, etc.). The cost of laundry will be borne by the Contractor. He shall submit the stock register of the above listed items periodically (once in every Quarter) for verification to the authorized official of STC.
- q. The Contractor shall supply Welcome kit containing soaps (like Hamam/ Lux/ Medimix/ Aloe-vera kanti), tooth brush, tooth paste, comb, oil pouch & shampoo pouch to each Trainee at the time of his / her Registration and if the said Training Session(s) continue/s for beyond one week, additional kit to be supplied every week for the tenure of such Session(s) to each trainee/occupant.
- r. In case of health emergency for any participant, the Contractor or his manager/supervisor shall call a Doctor or take the participant to the Doctor's clinic if required. "First Aid Box" should be available at the Reception Counter at the cost of the Contractor and be kept in the custody of the receptionist. Cost of refills and medicines for the "First Aid Box" will be borne by the Contractor.
- s. It will be the responsibility of the Contractor to communicate immediately any complaint of Sickness, mishap, accidents etc. to the Programme-in-charge/ Principle/Vice Principal/ Authorized persons of STC.
- t. The Contractor shall ensure proper cleaning of the Sports Room (Including opening and closing of sports room). He shall undertake and ensure the safety & security of the equipments and gadgets provided therein and see that the facilities are made available at the prescribed hours (i.e. from 0600 hours to 0800 hours AND from 17.30 hours to 20.30 hours).
- u. The Housekeeping Staff shall ensure that the lights and fans are put off in the entire S.T.C. Campus, when not required (without compromising on safety of trainees/officials, etc.).

- v. The Contractor shall provide branded liquidator machines with mosquito repellents (like Good Knight / Mortein / All Out) in each Room at his cost and refill the same whenever required. He should alternatively arrange to provide Mosquito Coil, if required by the trainees.
- w. The Contractor shall ensure to take preventive measures to eradicate rats, cats, (bed bugs) and rodents from the S.T.C campus. The cost of any damages to S.T.C. property/ Building(s) [arising out of deficiency of control on the same] will be recovered from the bills. The Contractor shall also be liable for any health hazards/ailments to LIC employees/trainees due to lack of control on rats, cats and rodents and the same shall attract appropriate penalty
- x. The Contractor shall carry out all class Room and office related rearrangements including shifting of furniture and other equipment's within the STC campus/premises.
- y. The Contractor shall provide safe and pure drinking water from water purifier provided by office to the Trainees in their Class Rooms and Principle's & Vice Principal's Cabins Personnel in the Faculty Rooms, Administrative Office etc. regularly as and when required.
- z. The Corporation shall provide TWO water jugs (and replace the same, if broken / damaged) of 1 litre capacity each in each Hostel Room. The Contractor shall arrange refilling of drinking water twice or as frequently required by the Trainees in these water jugs.
- aa. The Contractor shall provide TWO drinking water glasses (and replace the same, if broken/damaged) in each Hostel Room for drinking water. He should also provide hot water, if so required by the Trainees/STC Employees/Guests.
- bb. The maintenance should be preventive in nature i.e. proactive, anticipatory and not akin to fighting an emergency situation after a major breakdown has occurred. In case of any absence or leave of the specified person, the Contractor shall arrange for alternate person. The Contractor shall inform ADA Office in case of power-failure to restore the electricity supply at the earliest by maintaining necessary liaison. He shall also inform B.S.N.L. Office in case of any telephone line failure & restore the telephone operations at the earliest by maintaining necessary liaison.
- ff. The Contractor will ensure services of plumber , f o r repair and/or maintenance activities. He will also ensure that Pump Rooms and Water Tanks [overhead and sump] are duly locked after the maintenance / repair jobs are completed. Leakages, if any, to be taken care of.
- gg. In extraordinary circumstances scope of Housekeeping & General Maintenance services may be limited or curtailed depending on the prevailing situation (Refer Annex.15) and payment will be reduced in proportion to the manpower, material and services used.
- hh. The Contractor is advised to educate his workers about prevention of Corona Virus (COVID-19) and take necessary safety measures by providing necessary cleaning material. ii. Daily cleaning of all sensitive areas/items like all points which comes into human contacts e.g. all the Doors, knobs, handles, bolts, locks, table, chair-arms, computers & peripherals, electrical switches Desk, railings on the path ways (as mentioned above) near cash counter, writing pad area, etc twice a day compulsorily.

- jj. The Contractor shall arrange cleaning of toilets using high quality phenyl /acid /cleaning materials of the brands such as 'Harpic' / 'Domex' / 'Sanifresh' / 'Kiwi/ Sunny/ Lizol/Pristine Green Flush 'etc (only standard items).
- kk. The Contractor shall ensure:
 - (i) Twice a week sanitization & as & when required of the entire STC premises viz:
 - a. The entire Training Block, all main gates, security cabins, all lecture halls, all bath-rooms & lavatories etc.
 - b. The entire Administrative block viz: Administration Hall, VP and Principle cabin and Secretariat, IT room, Faculty halls, common area and bath-room & lavatories, library etc.
 - c. Waiting room, T.V. room, all guest rooms and warden room.
 - d. Canteen, Sports room and all the Dining halls, Kitchen, Pump rooms and Generator rooms etc and their peripherals/path ways, Auditorium Area.
 - e. Daily cleaning of all door locks/handles, hand rest, railings in path way etc.Daily sweeping and mopping by using branded items/materials like: high quality phenyl/acid / Cleaning materials of the brands such as 'Harpic' / 'Domex' /'Sanifresh' / 'Kiwi' etc (only standard items).

5. Sundry Plumbing and Carpentry Jobs including material etc.:

The Contractor at his own cost shall attend to all sundry jobs round the clock on day- to-day basis in the entire Sales Training centre campus, based on experience up to Rs.2,000- works of the day to day/ urgent work as demanded by the office, which shall be refilled by the contractor, such as attending to the complaints pertaining to:

- a) Repairs of items like automatic shoeshine machine, Vacuum-cleaners, etc.
- b) Replacement of batteries for wall- clocks, batteries for cordless mikes, collar mikes, repairing of canteen equipments,
- c) Repairing/replacing of any spare part of Canteen equipments like toasters, gas burners, atta kneading machine, grinder, bain-marie, Idli steamer, exhaust fans, Chapati rolling table, light grinder, etc.
- d) Repairing of any:
 - i) windowpane (including replacement)
 - ii) window /door,
 - iii) tables and chairs,
 - iv) locks of drawers/ cupboards (including replacement),
 - v) making of duplicate keys



water taps (including replacement),

vii) washbasin,

- e) Incidental carpentry work like:
 - i. Greasing of doors / windows / drawers.
 - ii. Repairs / replacement of hardware material like door / window / drawer handles, locks, door-stoppers, latches, door-closures, floor-springs, tower-bolts, hinges, etc.
 - iii. Cleaning and greasing once in three months (February, May, August and November every year) of all doors and windows.
 - iv. Application of anti-woodborer chemicals to doors, windows, furniture, etc.

If outside carpenter is engaged for the above works, the labour charges necessarily have to be borne by the Contractor.

- f) Plumbing work: The Contractor shall also engage plumber (to attend to plumbing jobs such as change of washers, ball cocks, water taps, hedges and other similar items) as already mentioned in Clause 3(i) above
 - i. Repairs / replacement of items enumerated above
 - ii. Ensuring that the water supply is properly maintained at all outlets / installations related to water supply without wastage of water.
 - iii. Noting the “Water-Meter Reading” daily in the prescribed Log-Book which shall have to be placed before the authorized official of STC, Ajmer, daily at 1100 hours on all working days.
 - iv. Cleaning of bath Room-traps, bottle-traps and other traps, chambers and drainage- line, etc. to ensure smooth flow and avoid blockage.

If outside plumber is engaged for the above works, the labour charges necessarily have to be borne by the Contractor.

The cost of such repairs / replacement [i.e. as mentioned above in Clause 5 (a), 5 (b), 5 (c), 5(d), 5 (e) & 5(f)] shall be borne by the Contractor up to 2000/- (Rupees Two Thousand) per month. These repairs and /or replacements should be carried out promptly without any loss of time.

Reference is made to Clause 3(a) above regarding the personnel to be engaged for this purpose.

7. Checks:

- a) The Contractor shall ensure that the “Complaint Register” is scrupulously maintained at the Reception and submitted to STC for scrutiny every Monday, along with the remedial action taken.
- b) The Contractor shall not give any scope for any complaint or grievance from participants or inmates or officials of the Corporation. The Contractor shall attend to all complaints/requirements within the purview of the contract. Any complaint or grievance shall have to be redressed forthwith.

The Contractor and/or his Staff shall not use the premises, properties, fixtures, fittings, etc. of the Corporation for any purpose other than those expressly mentioned in the contract. It shall be open to any official of the Corporation authorized in this behalf to inspect the various Rooms within the STC premises.

- d) With a view to ensure smooth and effective implementation of the Contract, the Principle, STC, Ajmer is entitled to issue instructions, either orally or in writing, to the Contractor which need to be carried out scrupulously.
- e) The Contractor must personally visit STC Ajmer at least twice in a month and also whenever Principle / Committee / administration calls for meeting/visit.

8. Penalty Clause/Termination

Whenever the quality of Housekeeping/Maintenance Services are found unsatisfactory based on (a) Feedback by Trainees; (b) Report of internal Committee(s) of STC, Ajmer or (c) observation by Administrative Officials, the Principle, or any Officer so authorized, may, at his/her discretion: i. Make a deduction as per Annexure 'G' and the decision of the Principle / Authorized Official shall be final and binding on the Contractor.

- ii. Based on feed backs received from participants (Excellent, Very Good, Good, Average) in a session,
- iii. If the "Average" rating is 5 % or more in any session viz: for (1) Cleanliness (2) Class Rooms (3) Hostel Rooms a penalty of Rs 5000/- (rupees one thousand only) each for above category of feedback shall be levied from the monthly payment.
- iv. Terminate the Contract with 30 days prior written notice and the Contractor shall have no claim whatsoever against the Corporation or any of its officers in consequence of such termination.

9. Rates and Billing:

- a) The Corporation will pay cost of minimum wages as per Central or State Govt. whichever is higher plus a fixed monthly sum of as may be agreed to between the Corporation and the successful Bidder in the Contract that may be entered into between the Corporation and the Bidder for such duration as the Contract is in force, as a consideration for the Housekeeping & General Maintenance Services rendered by the Bidder, subject to all the Terms and Conditions of such Contract that may be entered into.
- b) The Contractor shall submit his monthly bills for House-keeping & Maintenance Services by the 10th of the following month. Along with the Bill, the Contractor shall also submit a Monthly Report (in such proforma as may be prescribed by STC, Ajmer) giving details of the Housekeeping and Maintenance Services rendered during the month.
- c) All Housekeeping/Maintenance activities, as listed in the Annexure 'F', should be recorded in the prescribed Register.

Annexure F

TIME SCHEDULE OF ACTIVITIES

SN	Activity	Frequency	Remarks
1	Disposal of Kitchen garbage and leftover food in Dining Halls	Daily	
2	Disposal of waste-papers, etc. from areas other than Kitchen and Dining Halls	Daily	
3	Cleaning of cobwebs	Fortnightly (IInd & IVth Saturday / Sunday)	
4	Dusting of furniture (chairs, tables, cupboards, etc.) and non-electrical fixtures.	Daily	
5	Sweeping & mopping of floors other than Dining Halls, Kitchen and Hostel Rooms with Disinfectants(Cleaning work of Admin , Training and Canteen Blocks should be completed before 0800 hrs. and cleaning of Hostel Rooms to be started thereafter and be finished before 1600 hrs.)	Daily	
6	Sweeping & mopping of floors of dining Halls With disinfectant	Before & after each meal, breakfast, lunch, snacks, dinner as & when reqd.	
7	Sweeping & mopping of floors of Hostel Rooms with disinfectants	Daily and on change of Occupancy	
8	Sweeping & mopping of floors of Kitchen with Disinfectants	Thrice daily	
9	Sweeping and mopping of staircases and cleaning of railings with disinfectants	Daily	
10	Polishing of trophies, statues ,etc. with Metal cleaning material	Quarterly (on or before 10 th of February, May, August, November)	

	Cleaning of the carpets of VIP Rooms, cabin of Vice-Principal & Principle's, Auditorium & such Other rooms, wherever applicable.	Weekly every Saturday	Should be cleaned by Vacuum Cleaner
12	Cleaning of Toilets attached with the Administrative Block, Principle's and Vice Principal's Cabin	Twice daily* on Weekdays (At 0900 hours and 1500 hrs) AND once on holidays. (At 5000 hrs) *If need be, on more than two occasions on weekdays.	

13	Cleaning of Toilets attached with the Training Block	Thrice a day on weekdays (0800 hours, 1200 hours and 1600 hours) (On Saturday & Holidays, at least once).	
14	Cleaning of Toilets and washbasins attached With all Canteen Block	Thrice a day everyday (0700 hours, 11.30 hours and 1600 hours)	
15	Cleaning of Washbasins, Bathrooms and Toilets of Hostel Rooms	Daily (Between 5000 hours to 1600 hours)	
16	Undertaking Pest Control measures for the eradication of mosquitoes, rats, cockroaches, bed bugs, lizards & all flying insects in the premises as defined in clause(2); by spraying branded repellents like Baygon /Hit, etc.	Fortnightly Basis	
17	Changing of Bed-sheets, Pillow-covers, covers and their washing and ironing.	Once in every 3 days AND as and when any Training Session ends	
18	Changing of Blankets and their Dry cleaning and Ironing	Half yearly	
19	Changing and washing of bath-towels of Hostel Rooms	Every alternate day AND as and when any Training Session ends	
20	Changing and washing of Towels of Administration, Training & Dining Blocks	Twice a week (Monday and Thursday; before 0830 hours)	
21	Washing & changing/fixing of curtains, Sofa Covers, etc. in Administration, Training Block Canteen Block and Hostel Rooms	Once in 3 months (March, June, September and December)	

22	Cleaning of Buckets, Mugs, Bath stools, etc. with branded cleaners like Vim/Prill,	Once in a week	
23	Scrubbing of bathroom tiles	Once in a week (Every Saturday Sunday)	
24	Carrying out mosquito fogging operation in the campus	Monthly (on or before 15th of every month)	

25	Cleaning of Water-Coolers,	Weekly	
26	Cleaning of fountain in the Training Block and refilling with fresh water every Monday and Drained out every Saturday.	Weekly	
27	Cleaning of fans, lights, window frames, windowpanes, shutters, Venetian blinds, Doors, etc.	Quarterly (February, May, August, November every year) or whenever required	
28	Ensuring operation of sewage/water Drainage	On and on-going basis	
29	Changing of worn out /damaged water taps/Valves/pipes, etc.(upto Rs 2000 per	As and when required	
30	General checking of all toilets, fittings And Sanitary accessories	Once a week (Every weekend)	
31	General checking of all furniture/locking arrangement and their repairs, etc.	Once a week (Every weekend) or as & when required.	
32	Cleaning Sweeping of terrace, clearing of rain water pipes of all terraces and roofs in STC campus.	Once in week	

Note:

- 1) A Control Register as per proforma given by STC for all the above items is to be maintained by the Contractor and produced to Administrative Office of STC, Ajmer regularly/when called for.
- 2) Even if any Hostel Room or Office Room or Class Room or Auditorium or Toilet Is not put to use, the dusting / cleaning of the same should be done as per the Schedule above. This should be adhered to without fail. Cleaning of vacant quarter on monthly basis should be done.

PENALTY CLAUSE DETAILING THE MINIMUM AMOUNT RECOVERABLE (FROM THE MONTHLY HOUSEKEEPING BILL PAYABLE TO THE CONTRACTOR) FOR DEFAULT ON EACH OCCASION FOR THE FOLLOWING ACTIVITIES

SN	Activity	Frequency	Min. Penalty From Monthly housekeeping Bill (Without GST)
1	Disposal of Kitchen garbage and leftover food in Dining Halls	Daily	Rs 100 per day
2	Disposal of waste papers, etc. from areas other than Kitchen and Dining Halls	Daily	Rs 100 per day
3	Cleaning of cobwebs.	Fortnightly (every II nd and IV th Saturday)	Rs.150 per room
4	Dusting of furniture (chairs, tables, Cupboards, etc.) and non-electrical fixtures.	Daily	Rs.50 per item
5	Sweeping, mopping of floors other than Hostel, Dining Halls, Kitchen	Daily	Rs.200 per area
6	Sweeping & mopping of floors of Dining Halls	Before and after each meal	Rs.100 (per day)
7	Sweeping & mopping of floors of Hostel Rooms	Daily and on change of occupancy	Rs.100 (per room)
8	Sweeping & mopping of floors of Kitchen	Thrice daily	Rs.100 (per day)
9	Sweeping and mopping of staircases and cleaning of railings	Daily	Rs.100 (per hostel)
10	Polishing of trophies, statues, etc. with metal cleaning material	Quarterly (On or before 10 th of every February, May, August, November) Quarter month	Rs.3,00 (from the Bill of the resp month)
11	Cleaning of the carpets of VIP Rooms, Vice-Principal & Principle's cabin, Auditorium & such other rooms, wherever applicable.	Weekly every Saturday.	Rs.100 (per room)
12	Cleaning of Toilets attached with the Principle's Cabin and Vice Principal's Cabin, Administrative Block.	Twice a day on weekdays (At 0900 hours & 1500 hrs) once on holidays At 5000 hrs).	Rs.100 (per block per day)

13	Cleaning of Toilets attached with the Training Block	Thrice a day on weekdays (0800 hours , 1200 hrs and 1600 hrs) (On Holidays, at least once)	Rs.100 (per block per day)
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14	Cleaning of Toilets, wash basins attached with all Canteen Blocks.	Thrice a day everyday (0700 hours, 11.30 hrs and 1600 hrs)	Rs.100 (per block per day)
15	Cleaning of Bathrooms and Toilets of Hostel Rooms,	Daily (Between 5000 hours to 1600 hrs)	Rs.100 (per room per day)
16	Changing of Bed-sheets, Pillow covers, and their washing and ironing.	Once in every 3 days & as and when any Training Session ends	Rs.100 (per room)
17	Changing and washing of bath towels of Hostel Rooms	Every alternate day & as and when any Training Session ends	Rs.100 (per room)
18	Changing and washing of Towels of Administration, Training & Dining Blocks	Twice a week (Monday and Thursday; before 0830 hours)	Rs.100 (per block)
19	Changing of Blankets and their Dry-cleaning and ironing.	Half yearly	Rs.200 (per room)
20	Washing & changing / fixing of curtains, Sofa-Covers, etc. in Administration, Training Block, Canteen Block and Hostel Rooms.	Quarterly (January, April, July, October every year)	Rs.100 per room
21	Cleaning of Water jugs, Wash Basins, etc. with branded cleaning material	Daily	Rs.200 per room
22	Cleaning of Buckets, Mugs & Scrubbing of bathroom tiles	Once in a week	Rs.100 per room
23	Cleaning of Water-Coolers	Weekly (every Saturday/ Sunday)	Rs 100 (per cooler)
24	Cleaning of fountain in the Training Block And refilling with fresh water every Monday and drain out every Saturday.	Weekly	Rs.20
25	Cleaning of fans, lights, window- frames, window panes, shutters, Venetian blinds, doors, etc.	Quarterly (February, May, August, November every year)	Rs 20 (per item)
26	Changing of worn out / damaged water taps / valves / pipes, etc.	As and when required	Rs 50.00 (per item)



	Payment of GST & Filing of Returns applicable to Catering Housekeeping & General Maintenance Contract	As and when Due	To the extent of amount of ITC not received
28	Maintaining and making available Different Control Registers to be prepared	As and when required	Rs. 100 per Register per month
29	Sanitization of STC premises	As and when required as per the MHA / State / Local Municipal Authorities	Rs 2000 per occasion
30	Cleaning Sweeping of terrace, clearing of rain water pipes of all terraces and roofs in STC campus.	Once in week	Rs.200 per occasion

CATERING SERVICES

1. Scope:

During the period of its engagement, the Contractor shall be fully responsible for the entire catering arrangement for the trainees and employees of STC at Ajmer the STC training centre and for such other persons as may be required by the Corporation.

The Contractor will be permitted to use the kitchen and the store room in the Hostel to carry out the catering arrangements being entrusted to him and cook-room belonging to the Corporation, in the canteen premises as enumerated in Annexure-A and the contractor shall ensure that the above should be kept neat and tidy and always properly maintained at his own cost including necessary painting as and when required.

2. Workmen to be engaged by the Contractor:

2.1 The man power of at least 7 persons (including One Manager, Two Cooks FULL TIME as tabulated below) is required to render quality services such as cooking, cleaning and washing of utensils, serving of food items, etc.

Sl	Designation	High/Skilled/Unskilled	Minimum Number
1	Canteen manager	Semi Skilled	1
2	Cook	Semi Skilled	1
3	Others	Unskilled	5
	TOTAL		7

2.2 The total number of staff employed shall be maintained as stated in 2.1 above to manage the activities of the training centre at all times.

2.3 The Contractor shall communicate the Names of Manager engaged by him for supervising the functions to the Corporation and the person so named shall supervise and be accountable for all the services covered under the contract at all times.

2.4 Contractor should have full control over his/her employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and the contractor will also be responsible for the payment of their wages/dues and other facilities as per prevailing rules/ standards/ statutes as per labour act.

2.5 The catering and kitchen staff is to be identified separately from the housekeeping staff. The catering and kitchen staff should not be allotted sundry duties elsewhere in the premises. Under no circumstances 'Housekeeping Staff' should be made to work in kitchen or canteen either for cleaning utensils or for serving food.

2.6 Persons working in the canteen shall be provided with apron, gloves, headgear etc. All those employed by the contractor shall wear their respective uniforms with Id-cards/ badges/ masks throughout, while they remain in STC campus. In case the workers are not found in proper

uniform, STC reserves the right to impose penalty and not allow such persons within the premises.

- 2.7 The Cooks should be proficient in different cuisine South Indian/North/Indian / Multi-cuisine/ Chinese/ etc. One of the Cooks should be available until completion of the dinner. Allocation of duties/shifts etc. shall be the responsibility of the contractor. In case of absence for a day or more, alternate arrangement should be made.
- 2.8 The Contractor must comply with the requirement that, the staff engaged especially the all kitchen staff must under-go medical check-up at every season i.e. routine medical check-up every quarter and full medical check-up from registered medical practitioner/hospital at the time of entry or appointment and necessary report should be submitted to office. The charges of medical check up to be borne by the Contractor.
- 2.9 The number of trainee Participants may range from 50 to 120 per day. Accordingly, STC will require 7 persons for catering activities. Except for reasons attributable upon the Force Majeure clause, if on any day less than 7 catering staff are present at the STC premises for performance of services, penalty equivalent to double the amount of daily wages payable will be deducted from monthly canteen bill.

3. Equipments:

- 3.1 The Contractor shall at his own expense provide branded crockery, cutlery, cooking utensils, glassware of good quality. He shall also provide juicer/mixer, Microwave oven, tissue papers, cloth napkins and other articles in adequate quantity/number which are necessary for running the canteen. These items are detailed in Annexure-
'B'. He shall maintain all the items given by STC (as per Annexure-B).The Contractor shall ensure that NO PLASTIC SHOULD BE USED.
- 3.2 The Contractor shall provide the Branded equipment's as per Annexure 'B' at his own cost and shall maintain the same in good working condition at his own cost and put it to regular use for purposes solely connected with his catering arrangements.
- 3.3 The Branded crockery used should be of good quality and approved by STC. The Contractor shall at all times keep and maintain all these articles in a clean, neat, hygienic and tidy order and condition. STC shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles. Items that get cracked or broken or develop malfunction during use or in storage should be replaced immediately.
- 3.4 The Contractor shall also arrange at his own cost for the regular supply of gas cylinders of commercial type and pay directly to the supplier for cooking gas purchased. The Contractor must ensure prompt supply of gas without any break before placing order with the Gas Company sufficiently in advance The Contractor should always keep the stock of at-least 3 filled cylinders.
- 3.5 In future, if any pipe-line gas supply is taken by STC, the Contractor will be bound to take supply of gas from that gas supply company as per terms & conditions of the company.

- 3.6 The Contractor shall provide all utensils and equipment's of good quality for buffet style (Dinner/ Lunch/ Breakfast).
- 3.7 The Corporation shall provide equipment for keeping the food warm at the service counters and the contractor shall bear all costs towards paraffin, etc. Maintenance of gas burners, gas pipe, etc. and their regular servicing shall be the responsibility of the contractor. Cost of this repair will be borne by the contractor.

4. Water and Electricity:

- 4.1 The water and electricity consumption charges will be borne by the Corporation.
- 4.2 The contractor shall
 - (a) Ensure that the items of usage e.g. taps, switches etc. are always properly maintained at his own cost and;
 - (b) Ensure utmost economy in the consumption of water, electricity and abide by such restrictions as may be imposed or such instructions as may be issued by the appropriate Government/ Civic authorities and the Principle, STC or any other person authorized by him.
- 4.3 In times of occasional scarcity of water, if any, the Contractor shall ensure at his own cost, availability of modern, safe, alternative modes of water and ensure that the operations/programs of STC are not adversely affected in any manner.

5. Services:

- 5.1 A high standard of catering shall be maintained for all items with due regard to quality and purity of foodstuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and with utmost courtesy of services.
- 5.2 The Contractor shall pay for all the food items and articles used for the cooking and catering and have always on hand stock of good and sufficient supply of all articles, food items and provisions necessary for the catering and the same shall be kept in a proper, hygienic manner in suitable containers.
- 5.3 Raw foodstuffs such as vegetables, milk, fruits shall be of fresh supply.
- 5.4 The purchases should be made from reputed stores only and the bills for the purchases made should be produced to STC, whenever called for.
- 5.5 All food items should be of reputed brands as listed in Annexure-‘E’.
- 5.6 Usually the 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. There may be breaks between periods of sessions. A situation could arise where no session is conducted during a particular MONTH; even then the Contractor's catering services should be available for STC staff during such period.
- 5.7 On the day previous to the day of commencement of the session and on the day following the last day of the session, the Contractor shall keep the mess open and arrange for catering services for such of the participants as are expected to be present in the hostel on such days and bill for the actual attendance should only be claimed. The trainees are allowed to

report one day before the actual session and stay up to the breakfast time next day (maximum 10.00 hrs) after close of the session. In this regards, payment of catering bill will be made item-wise.

- 5.8 However, for the session days, 'package rate' as mentioned in Financial bid shall be payable per participant per day.
- 5.9 The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using branded disinfectants (such as Lizol, Domex, Kiwi, etc.).The contractor should arrange for cleaning the tables immediately after meals and dispose of kitchen garbage/leftover food without causing any environmental hazards. He should liaise with the local municipal / civic authorities for disposal of garbage on a day today basis at his own cost.
- 5.10 Leftover food will not be served under any circumstances (lunch leftover shall not be served or Dinner and vice-a-verse).
- 5.11 The Contractor shall supply following mentioned necessary items:
(1) Tea/coffee in the rooms as per the occupants available in the registration list at the reception.
- 5.12 If a participant falls ill or indisposed such special diet, as and so long as, needed by him/her shall be provided by the Contractor without any extra charges in lieu of the normal food supplied in the canteen and the food shall be served in the participant's room.
- 5.13 The Contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the participants or by the faculty members or by the Principle, STC or any person so authorized. Suggestion –cum- Complaint register will be maintained by the contractor at reception for registering the complaints by the trainees and this register with remarks of remedial action taken should be submitted to the office every week for observations / instructions. Action taken by the Contractor in such cases shall be reported to the Administrative Office of STC.
- 5.14 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 and no extra charge will be payable for the same. Cost of transportation of the trainees for such excursions/trips will be borne by STC.
- 5.15 Details of food items to be included in the menu to be served in the canteen and the timings of serving thereof, shall be as indicated in Annexure-C and very strictly follow the weekly menu as decided by the Principle STC or the official or the committee appointed by the Principle STC.
- 5.16 The Contractor shall provide clean, pure drinking water (warm, ordinary or cool - as per the Choice of the participant) in each room of the hostel, as frequently as required by the inmates.
- 5.17 For Bed tea and coffee requirements, the Contractor must refill with necessary number of tea/coffee depending upon the number of occupants. Breakfast, lunch, snacks and dinner shall be served in the dining hall, unless otherwise required. Forenoon and afternoon tea/coffee/biscuits 2 (two) salted and sweet each shall be served at the tea counter near the Auditorium and near the classrooms on the days of training sessions. The

coffee/tea/milk/biscuits/lunch/snacks for the, Principle, Faculty Members, of the Corporation shall be served in the canteen or at the irrespective tables, as desired by these persons. There is a separate dining hall meant for Faculty Members, guest faculties and other VIPs (even single) visiting STC, who shall be served coffee /tea /milk /biscuits /breakfast /lunch /snacks /dinner in this separate dining hall.

- 5.18 Coffee/tea flasks/kettle should be well maintained/ cleaned.
- 5.19 Timings prescribed by the Principle, STC or a person authorized by him/her for each service as given in Annexure-C shall be strictly adhered to by the Contractor and the Corporation is free to change the timings from time to time or prescribe different timings for different groups of participants.
- 5.20 The menu shall be drawn up weekly in full detail for each day and approval thereof be obtained by the Contractor latest by Friday 11.00 hrs of the preceding week from the Principle or anyone authorized by him/her. The menu once approved should be adhered to strictly. Deviation if any will be allowed by STC only in case of exigencies. The approved menu should be displayed prominently on a board inside the dining hall.
- 5.21 The Contractor shall provide special lunch/dinner in buffet style whenever required, in the canteen or in the Lawn. The menu for the same is mentioned in Annexure 'C'.
- 5.22 Utensils, cups, saucers, flasks (especially the rims), crockery, etc. should be scrubbed and cleaned thoroughly with branded cleansing agents (such as 'Vim' or 'Pril' or Teepol, etc.) and hot water. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil, etc. and wiped well by clean cloth and dried.
- 5.23 Cost of cleaning material for cleaning of Dining Hall, Kitchen, Washrooms,(including providing branded liquid soap/hand wash) and utensils, equipments, etc. therein shall be borne by the Contractor.
- 5.24 Dining Table should have water jug, drinking water glasses, paper napkins, salt and pepper etc. properly arranged to seat for four or more persons or more as per requirement. Although there will be self-service by the trainees, the Contractor should have sufficient number of workers for serving the food.
- 5.25 Soap containers in hand-wash area and washroom should have sufficient liquid soap of standard make like Dettol or Lifebuoy, etc .and should have neat and clean towels.
- 5.26 All vegetables and fruits should be washed first with Aqua Guard water before taken up for processing. Aqua Guard water, available in STC, shall be served for drinking purpose (in clean glasses) and it shall also be used for preparing food-items not requiring cooking such as chutney, butter-milk, etc.
- 5.27 The Contractor may be required to produce the bills of items purchased from market i.e. cooking oil, rice, atta, pulses, spices, tea, tea bags, coffee, corn flake, pickles, jam, milk products, bread, biscuits, sauce, etc. to the Corporation whenever called for.

- 5.28 Food should be cooked only in the STC canteen. The contractor should not bring or serve any food prepared or cooked outside (except prior permission of the competent authority). No outsider will be permitted in-side the hostel rooms and or canteen blocks. Food should not be cooked for the use of any outsider or served to any outsider either on payment or free of cost otherwise the matter will be viewed very seriously and competent authority shall levy penalty and take further stringent action including termination of the Contract.
- 5.29 Contractor shall obtain necessary license/permission/registration that is statutorily required prior to the commencement of work for providing catering services.
- 5.30 Contractor shall arrange for necessary groceries, vegetables, oil and other raw materials and consumables of reputed brand where ever applicable at its own cost and expense.
- 5.31 Sorted out fresh perishable items including vegetables shall be kept neatly arranged in crates. Contractor shall ensure that the food materials and consumables used shall be with necessary certification from FSSAI, Agmark, FPO and ISI where ever applicable. In other words the raw material shall meet high quality standards. The cooking oil shall not be reused for any purpose.
- 5.32 Use of any chemical enhancers, preservatives or artificial colour in any of the food preparation is strictly prohibited
- 5.33 Contractor shall not take out any material from the premises unless accompanied with proper delivery challan, duly signed by the Corporation.
- 5.34 The Contractor shall maintain all the equipments and accessories, provided by the Corporation, in good working condition. The Contractor shall bear all expenses incurred for upkeep & maintenance of these items / equipments. If in case the equipment is beyond repair, Contractor shall make full failure report of the same equipment and gets it approved from the Corporation. However, the decision of the Corporation in such matters shall be final and binding to the Contractor.
- 5.35 In the event of any strike/ Bandh or any such untoward incidents beyond the control of the Corporation due to which a session is cancelled, the Contractor shall not claim for any compensation from the Corporation for the unused food items and / or for loss of earning. In such situation, the Corporation shall not be held responsible for its inability to conduct normal operations.
- 5.36 In the event of the Corporation rejecting the raw material procured by the Contractor including meals, snacks, drinks etc. whatsoever is prepared in the Canteen by the Contractor at any time, then the Contractor will not supply the rejected prepared food, drinks, other eateries etc. For such acts, Contractor will be liable for penalty or / and other appropriate action for termination of work.
- 5.37 In case of food poisoning or any other health ailments suffered by the attendees, all expense shall be borne by Contractor for medical treatment and related claims by the effected persons apart of other appropriate actions.
- 5.38 Contractor shall make arrangements for transportation of cooked food material from canteen area to different locations as per requirement

5.39 Contractor shall immediately shift the used dishes for washing and the area shall be cleaned for immediate use of Contractor's responsibility

5.40 All Electrical & electronic equipment shall be cleaned under the supervision of an authorized representative of the Corporation.

6. Penalty Clause:

If the quality/quantity of food served or service rendered by the Contractor is not found satisfactory at any point of time, the Principle, STC or any one authorized by him/her or by the Corporation is entitled to withhold the contractor's bills in part or full, effect reduction in the payments made against such bills, demand compensation from the Contractor or take any other action deemed necessary including termination of the Contract with 30 days prior notice to the Contractor. The decision of the Principle, STC or anyone authorized by him/her or by the Corporation will be binding and final in these matters.

In case the Contractor uses provisions/ oil/ vegetables etc. of substandard quality or other than the brands suggested under this Tender, then a recovery 10%, of total food bill for each such session where these material(s) were used may be effected by the Corporation.

The contractor shall provide uniform and identity cards with photo to the persons engaged by him and ensure that they wear the same daily.

A recovery in terms of the percentage of total food bill for each session shall be effected as per the table given below if the feedback is equal to or more than 5% of the participants giving 'Average' Ratings with regard to the quality of food served to them.

SN	Percentage of participants giving 'average" ratings in a session	Recoverable % of total food bill for respective session.
1	5% to 10%	10 %
2	11% to 15%	20%
3	Above 15%	25%

In the event of persistent adverse ratings, a penalty higher than that specified above as may be deemed fit by the Corporation may be imposed.

Further, the Principle, STC may, based on recommendation by the canteen committee or at his/her sole discretion, impose additional penalties as considered appropriate or take any other action as deemed

necessary, including termination of the contract with 30 days prior notice to the Contractor, in case of deficiencies, such as:

- (a) Stale food
- (b) Un hygienic food
- (c) Inadequate food
- (d) Failure to serve within prescribed hours
- (e) Unauthorized deviation from approved menu.
- (f) Non-adherence to the uniform and identity card related requirements (g) Failure of providing room supplies vis., supply of
 - Tea/coffee (one item)
 - A penalty of Rs.24/- per participant may be recovered from the Contractor's bill.
- (h) For use of non-branded/plastic material other than items mentioned in Annexure E, a penalty of 2 (two) times cost of branded material may be recovered from the bill.
- (i) Non-compliance with the deficiencies/suggestions pointed out by the Canteen Committee or any authorized representative of the Corporation.

6.1 Prohibited Food Items:

Use of vegetable oils / ghee vanaspati (such as 'Dalda'), artificial colors is strictly prohibited. Reuse of oil is strictly prohibited. Adulteration or use of sub-standard items will be penalized and the items will be confiscated.

The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine or penalty is imposed by the Government authorities (e.g. by the food inspectors/ food dept.) the same shall be borne by the contractor and the Corporation will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor and the Contractor will be solely liable for the consequences. Such instances may lead to termination of the Contract.

In the event of any incident of food poisoning, the Contractor will be held solely responsible for all consequences thereof. If it is found on inspection that the food item is injurious to health or of a sub-standard quality or whose use is not permitted under the relevant applicable rules and regulations, the Contractor shall be liable to pay a penalty as may be decided by the Principle, STC on each occasion and the Contractor will be solely liable for the consequences.

7. Rates:

- 7.1 For training/session days package rate and for non-training days item wise bill as per Financial bid will be paid. Item wise bill will be applicable for following category:-

- (a) Participants/trainees reaching STC on the previous day of training and the participants leaving STC on the following day of the session. And
- (b) The Guest faculties on all occasions.
- (c) Non residential participants.

However, for the days when the training session(s) is/are held, combined package rate, as mentioned in Financial bid , will be paid per day per participant.

7.2 The Contractor has to maintain a record of dates and timings of arrival and departure of the participants, in such format as may be decided by STC (manual format or on computer) to facilitate billing as per actual attendance or as per package rate, as applicable, as per rates as mentioned in Annexure 'D' for the following items:-

- Tea/coffee one item • Breakfast
- Mid-session Tea/ Coffee/Milk/Biscuits
- Lunch
- Snacks
- Dinner

7.3 The Contractor shall provide break-fast, lunch, coffee/tea/milk/biscuits twice or more than twice a day, evening snacks & dinner to the faculty members, officers, staff & programme in charge of STC and such other persons as may be prescribed by STC at 50% of the rates mentioned in Annexure-'D' and the food items shall be served in the Canteen/office premises of STC. It shall be the responsibility of the Contractor to keep account for the personal catering bills so incurred, collect the cost thereof from the concerned faculty members, officers or staff by issuing them with receipts for the amount received from them. STC shall not be responsible in any manner for non- receipt or delayed receipt of any amount on this count of personal bills.

7.4 The Program In-charge shall be entitled to break-fast, lunch, coffee or tea or milk twice a day, evening snacks & dinner at 50% of the agreed rates and the food items shall be served in the Canteen/office premises of STC. The bill for the programme in charge shall be borne by STC and it shall be included as a part of the session bill of participants.

7.5 The Contractor shall submit his bills for catering service fortnightly every month, in the manner and format as prescribed by STC, within 5 days of the end of the relevant fortnight. The Contractor shall assign the job of fortnightly canteen bill preparation to a competent and trained person and ensure high quality, accuracy, neatness and full details in the fortnightly canteen bills, to facilitate speedy checking and prompt settlement by STC. Bills found defective are liable to be returned to the Contractor without settlement till such time as proper and valid bills are submitted.

7.6 The Contractor will deduct ESI contribution and Provident Fund contribution of the Employees from the wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rates applicable from time to time.

The Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner if a worker is terminated or dies or leaves the job for onward transmission to worker/legal heirs.

- 7.8 Annual hike of 5% on the basic initial rate of Catering Services only (as mentioned in Financial bid i.e. individual rates & package rates) may be examined at the sole discretion of the Competent Authority considering the Consumer Price Index (CPI), only on the basic initial rate, as agreed upon at the commencement/renewal of the contract in Annexure-‘D’, [i.e. individual rates & package rates], subject to such request to this effect having been made by the Contractor.

8. Checks:

- 8.1 The Contractor shall permit the concerned Authorities (Principle, Vice Principal, Canteen Committee members and / or any official authorized by Principle STC) of STC at all times to enter the canteen premises, including kitchen/store-room, to make inspection of following:-

- Cooking arrangements
- Raw material being used
- Quality & Quantity of eatables and articles of food and drinks stored & served
- Conditions of the fittings, fixtures and furniture
- Sanitary arrangements, hygiene and general cleanliness
- Upkeep of the canteen premises
- Canteen and kitchen employee's hygiene.
- Workers uniforms, Registers, Bills.

- 8.2 The deficiency pointed out by the Canteen Committee members and/or authorized officials shall be resolved immediately.

- 8.3 The Corporation insists on the high quality in preparation of food items and also the associated services. With a view to ensure this, the Principle / Vice Principal or the Canteen Committee shall call meetings from time to time, as and when required. The contractor should attend such meetings whenever he is called upon to do so. This is mainly to keep a check on the quality and the quantity of food to be served and the standards of servicing. The contractor is also required to provide the food items prepared for test to the designated STC officials to ensure quality.

9. Conditions:

- 9.1 The Contractor shall maintain all furniture, equipment's, fittings, premises etc in good condition provided to him and hand-over the same on termination of the contract. All the furniture, fixtures, equipment's and articles purchased or made available by the Corporation in/or to the hostel/canteen block shall remain the exclusive property of the Corporation. All such assets are being provided for use on an as is where is basis. The Contractor has satisfied himself regarding the quality of such assets and shall not raise any objections in relation to the use of such assets.

- 9.2 The Contractor shall be responsible for the pilferage and/or any damage to the administrative block/ or hostel block or portion of the building under the Contractors occupation or the fittings,

fixtures, furniture's or other equipments entrusted in his charge, when such damage is, in the Corporation's opinion, caused due to the negligence or carelessness or any fault on contractors part or on the part of his manager or supervisor or servant or agent or employee and he shall be liable to pay to the Corporation such amount in respect of such damage as may be assessed by the Corporation's officials authorized in this behalf.

- 9.3 The, Principle, STC or any one authorized by him/her is entitled to issue instructions to the Contractor on any matters covered by this contract not specifically covered but found necessary in the discharge of the training operations of the Corporation. In all such matters, the decision of the Principle shall be final and binding on the Contractor.
- 9.4 It will be the Contractor's responsibility to ensure that the obligations under the terms of this catering contract are duly performed and observed.
- 9.5 Sale of eatables and cold-drinks are not allowed in the canteen of STC or anywhere within STC Premises either by Contractor or his employees.
- 9.6 The dining hall should be cleaned by removing chairs and tables with branded floor cleaner every Saturday and Sunday All switch boards, windows, doors, tables and chairs etc. with cleaning material once a week.

ANNEXURE 'A'

Furniture, Fixtures & Other Material supplied by LIC, in Hostel & Canteen Blocks:

The above stock may vary at the time of handing over to the Contractor.

Same as Annexure -B

ANNEXURE – B

List of items and equipment's that are provided in the Canteen Premises by L.I.C. STC and those items that are to be provided by the Contractor: -

The above stock may vary at the time of handing over to the Contractor.

S. No.	LIST OF ITEMS HANDED OVER TO CONTRACTOR	NO. OF ITEMS
1	ALMIRAH IN STORE ROOM	1
2	AQUA GUARD	2
3	AQUA GUARD HI FLOW	4
4	BATHROOM MUG	30
5	BED IN HOSTEL ROOM/VIP ROOM	96
6	PRINTED BEDSHEET FOR HOSTEL	84
7	WHITE BEDSHEET FOR TABLE	61
8	BLANKET	154
9	BUCKET	30
10	BULBS IN BATHROOM	33
11	CEILING FAN	31
12	REVOLVING CHAIR FOR HOSTEL RECEPTION	1
13	DINING CHAIR (PLASTIC)	80
14	TV ROOM CHAIR (PLASTIC)	30
15	COOLERS IN ROOM	31 NEW+25 OLD(PLASTIC)
16	CURTAINS	155
17	DOORMAT	15
18	FISH AQUARIUM	1 (NON-FUNCTIONAL)
19	GEYSERS IN VIP ROOM	3
20	GYM CYCLE	1 Out of Order
21	BLANKET COVER- BLACK COLOUR	36
22	TREADMILL	1 Out of Order
23	CLOTH HANGERS	180
24	INSECT KILLER	3
25	STEEL JUG WITH COVER	30
26	KHES FOR HOSTEL ROOM +VIP ROOM	61
27	MATTRESS FOR HOSTEL ROOM	96
28	MOTOR FOR SWEET WATER	3
29	MOTOR FOR SALT WATER	1
30	PILLOW WITH COVER	174
31	RAJAI COVER	128
32	SMALL LIGHT FOR DRESSING TABLE	30
33	SOFA SET	3
34	SIDE RACK IN ROOMS	30
35	TOWELS FOR KITCHEN	5
36	WATER DISPENSER	1

37	SOFA SET VIP ROOM	3
38	CENTER TABLE IN VIP ROOM	3
39	YOGA MAT	36
40	WALL FAN	30
41	VISITOR'S STEEL CHAIR (3 SEATER)	4
42	FIRE BUCKET	4
43	HOSTEL ROOM BELL	33
44	SPLIT AC IN MESS HALL	4
45	FIR EXITINGUSHER	29
46	SLEEPERS	30
47	TABLE IN HOSTEL ROOM	30
48	BEDSHEET (NAPASAR KHES)	24
49	BEDSHEET BROWN	65
50	KHES CHADAR	120
51	DINING TABLE (6 SEATER)	7
52	FRIDGE	1 (Administrative Block)
53	HOT CASE	1 (Administrative Block)

ANNEXURE-C

The menu for Break-fast, Lunch, Snacks & Dinner and its timings for serving is as under:
(Quantities/ serving sizes are per participant)

Particulars	Timings
A. <u>Bed Tea:</u>	On Arrival and Every day for next day
Tea/coffee one item per participant.	
A. <u>BREAKFAST:</u>	8.00 a.m. to 10.00 a.m.
1. Corn flakes of reputed brands. (at least 50 gm) with milk (200 gms) AND	
2. Bread (min 3 pieces) with butter and jam AND	
3. Any one of the following:	
Idli, Sambar with Chatni 03 Nos. (Chatni will be made from coconut /coriander /ginger / tomato/ groundnut) OR	
Chhole Poori. (4 Pooris) OR	
Stuffed Paratha with Achar/Curd 02 Nos. OR	
Plain Paratha (03 Nos) with Subji OR	
Vada (03 Nos.) Sambar with Coconut Chatni OR	
Poha 150 gms. 1 plate OR	
Masala-Dosa (1 No.) with Sambar& chutney OR	
Pooris (5 Nos.) with AlooSubji/ Aloo Masala OR	
Uttapam– (Plain/Onion/ Tomato) 2Nos.(Medium-size) with Sambhar and suitable chutney OR	
Upma with Chutney 150 gms. (1 plate) OR	
Aloo Paratha (2 Nos.) with Pickle/ Curd	
4. Seasonal fruit - Banana/ Papaya/ Melon/ Orange/ Mango/ Apple/ Grapes/ Guava/ Chiku/ Pine-apple 1 Plate (150gm)	
AND	
5. Coffee / Tea / Milk (with / without sugar) (150 ml.)	
B. Mid-session (Forenoon): Tea/ Coffee/ Milk: Two Biscuits (Salted/sweet)	11.00 a.m. to 12.00 noon.
Tea / Coffee / Milk (150ml) (With /without sugar)with Two biscuits(salted/sweet)	

D. Lunch - Unlimited (except for sweet items)	12.45 pm to 2.00 pm
1) Veg Soup (Tomato /onion / palak/ chinese/ sweet-corn/ macaroni/ cream of veg./lemon coriander etc.)	
2) Chatni, Achar, Salad (Sprouts, cucumber, onion, tomato, carrot, beetroot), Papad AND Curd OR Raita (Boondi,	
3) Tawa Roti or Tandoori Roti or poori or Phulka or Chapati	
4) Dalfry/ Dal Makhani/ Kadhi (Dal of Masoor /Moong /Arhar, Toor and Kadhi	
5) Two types of Seasonal Vegetables – (a)One dry vegetable like Bhendi, Potato, Flower, Beans, , green peas etc.(b)one curry dish(Good quality paneer of Amul, Saras) (List of curries to be given: legumes like Rajma/Chana/ Chhole and Sprouts like Moong / Masoor)	
6) Rice (Plain/Jeera fry) / Vegetable Pulao/ Vegetable Biryani / Fried Rice / Dal Khichadi	
7) Sweet Items (100 gm): Kheer (sevai) / Rasagulla/ Gulab Jamun / Sheera/ Malpua/ Laddoo/ Balushahi/ Kala Jamun/ Fruit Salad with custard /Rice Kheer/Gajar halwa / Jalebi/ Moong dal halwa/ Ice Cream/Suji Halwa etc. AND	
‘Upavas’ items (for persons observing fast):	
1)Kuttu Atta Puri/ Samak Rice/ Aloo subji	
2) Curd	
3) Finger Chips (Potato) / Wafers AND	
4)Saboodana Kheer (100 gm) / Fruits	
E. Mid-session (Afternoon):Tea / Coffee / Milk:	3.00 pm to 4.00 pm
Tea / Coffee / Milk, (150 ml) Two Biscuits (sweet/salted)	3.00 pm to 4.00 pm
<u>F.Snacks:</u>	5.00 pm to 6.30 pm
Tea / Coffee / Milk (150 ml.) with ANY ONE of the following:	
Veg. Pakora(like Alu/Onion/Moong/mix/Palak/Chilli, etc)1 plate (4/5pieces) OR	
Alloo Bonda–2pieces OR	
Veg Manchurian 5 pieces. OR	
Samosa -2pieces OR	
Vegetable Sandwich -2pieces OR	
Dalwada-1plate(4/5pieces) OR	
Dhokla–4pieces OR	
Kachoris 2 pieces OR	
Veg. Cutlet 2pieces OR	



Bread-roll 2 pieces	OR	
Bread pakoda 2 pieces	OR	
Bhel-puri-1 plate	OR	
<u>G. Dinner- Unlimited (except of or sweet items 100 gm):</u>		
1) Soup (Tomato /onion / palak/ chinese/ sweet-corn/ macaroni/ cream of veg./lemon coriander /manchow soup etc.)		8.30 pm to 10.00 pm
2) Chatni, Achar, Salad (Sprouts, cucumber, onion, tomato, carrot, beet root), Papad & Raita (Boondi, Cucumber, Onion, etc		
3) Tawa Roti or Tandoori Roti or Poori or Phulkas or Chapati		
4) Dalfry/Dal Makhani/Kadhi (Dal of Masoor/Moong/Arhar Toor and Kadhi		
5) Two types of Seasonal Vegetables - One dry & one curry dish (Good quality paneer of Amul, Saras) Two types of Seasonal Vegetables – (a) One dry including seasonal vegetables like, green peas etc. (b) one curry dish (Good quality paneer at least twice a week) (List of curries to be given: legumes like Rajma/ Chana/Chhole and Sprouts like Moong/)		
6) Rice (Plain/Jeera fry) / Vegetable Pulao / Fried Rice/Dal Khichdi		
7) Sweets (100 gm):		
Kheer (sevai) / Rasagulla/ Gulab Jamun/ Sheera/ Malpua/ Laddoo/ / Balushahi/ Kala Jamun/ Fruit Salad with custard /Rice Kheer /Gajarhalwa/ Jalebi/ Moongdal halwa)/ Ice Cream/Suji Halwa/ Malpuva, etc.		
8) Fruits (1 plate/Min weight 150 gm) : Banana/ Apple/ Chikku/ Orange / Mango / Pineapple /Papaya/Melon/Orange AND		
‘Upavas’ items (for only those persons observing fast) :-		
1) Kuttu Atta Puri/ Samak Rice/ Aloo subji		
2) Curd		
3) Finger Chips (Potato) / Wafers AND		
4) Saboodana Kheer (100 gm) / Fruits		

Note:

- Tea/coffee/milk should be supplied with or without sugar as per the requirement.
- The service of all food items, except tea / coffee / milk / sweet / curd, will be on buffet basis as per the requirement of the participants/guests/STC Officials as specified above.

- c) No pre-portioning is allowed.
- d) Sounf, betel nut powder, tooth-picks and tissue papers of good quality to be supplied after breakfast, lunch and dinner every-day.
- e) The bowls/containers for vegetable curries shall be of at least 150ml size.

ANNEXURE D

SCHEDULE OF RATES FOR THE FOOD ITEMSAS DETAILED IN ANNEXURE‘ C’

PLLEASE DO NOT FILL ANY RATES HERE

Actual Rates to be quoted by the Bidder are to be filled in only in the
“Financial Bid”

Sl.	PARTICULARS	Rate Rs Per Day Per Person
01	Tea/coffee (one)	Rs. XX
02	Break-fast	Rs. XX
03	Mid-session (Forenoon):Tea / Coffee / Milk/ Biscuit (salted/sweet 2 each)	Rs. XX
04	Lunch	Rs. XX
05	Mid-session (Afternoon):Tea / Coffee / Milk/ Biscuit two (salted/sweet)	Rs. XX
06	Snacks with Tea/Coffee	Rs. XX
07	Dinner	Rs. XX
(A)	TOTAL COST PER PERSON PER DAY	Rs. XX
(B)	COST OF MIN. WAGES AND STATUTORY PAY	Rs. XX

Note: The rate quoted above towards catering charges shall be including of cost of materials and service charges, cost of remuneration/ wages of workmen engaged as per Central/State Govt. whichever is higher Including GST/Taxes.

ANNEXURE E

All the food ingredients to be used for preparing the tea / coffee/ milk, breakfast, meals and snacks should be of good quality and should correspond to the standards specified below:

Ingredients	Standard Specified
Cooking oil	Groundnut Oil/Sun Flower Oil/Desi Ghee of standard brand Like Dhara/Amul/Sffola/Patanjali etc.
Rice	Basmati (of reputed brand)
Flour	Reputed Agmark brands like Aashirwad, Annapurna, Shaktibhog, Patanjali etc.
Pulses & besan	Reputed Agmark brands like Shaktibhog, Aashirwad ,Fortune, Patanjali etc.
Sweets	The items such as Rasgulla, Gulab Jamun and other sweets are to be purchased from reputed shop on consultation with STC authority, if not prepared in house. Kheer, Sevian, fruit custard are to be prepared in milk
Tea /tea bag	Like TajMahal, Brook Bond, Lipton, Tata Tea, Wagh Bakari etc.
Pickles	Like Mother's Recipe, Nilons,
Milk/milk products	Like Amul, Mother Dairy,saras etc.
Butter	Amul, Mother Dairy, Nutrela ,saras
Jam (mixed fruit)	Kissan, Tops
Sauce (tomato/chilli	Kissan, Maggi
Ice cream	Mother Dairy, Vadilal, Amul, Saras
Vegetables	Should be fresh and not stale
Fruits	Should be fresh and ripe
Spices	Reputed brands like MDH, Ashoka, Everest, Badshah, Maharaja, MTR
Biscuits	Britania , Parle, Patanjali, Sunfeast.

Note: STC, Ajmer may change these Brands of food material from time to time if the aforesaid Brands are not available in the market or discontinued or the Competent Authority feels that the Brand(s) need(s) to be changed so as to ensure the quality of materials.

Annexure – 10

Quotation for Cost of Wages: House Keeping, General Maintenance & Catering Services

WAGE BILL (Q)

<u>Particulars</u>	<u>Unskilled</u>	<u>Semi-skilled</u>	<u>Total</u>
No. of person	5	2	7
Rate	693	781	
EPF(13%)	90	101.53	
ESI(3.25%)	22.52	25.38	
Per day rate	805.52	907.91	
26 days salary	20943.52	23605.72	
Total	104,717.60	47211.45	151,929.05

COMMON CONDITIONS

APPLICABLE TO BOTH CATERING SERVICES AND GENERAL MAINTENANCE AND HOUSE KEEPING SERVICES

- 1) The Contract shall be for a period of ONE year. The Competent Authority may renew the contract for a period of up-to one year after the expiry of the one-year period of the contract, which may further be extended for one more year on the same terms and conditions as contained under the original Contract, subject to satisfactory performance by the Contractor. The renewal shall be within the sole discretion of the Competent Authority.
- 2) The rates quoted will be applicable for the entire period for which the Contract is entered into and remains effective. However, for Catering Services, an annual hike of 5% on basic initial rates may be considered as maintained of Terms and Conditions of 'Catering Services'.
- 3) Following deductions shall be invariably made from every bill payable to the Contractor: (A) Income Tax (as per rules) AND (B) TDS under GST and any other deduction mandatory as per Government.
- 4) The Contractor has to be registered with the Regional Labour Commissioner (Central) and furnish the details of Registration Number to STC, Ajmer for the required number of workmen engaged. He/she shall abide by the State Government Labour Act & Rules and also the Government of India (Ministry of Labour) Rules and Regulations and all other Statutory Acts, Provisions, Rules and Regulations relevant to this Contract including Workmen's Compensation Act, Minimum Wages Act, Provident Fund Act, and ESI Factories Act, Sales Tax Act, Contract Labour (Regulation and Abolition) Act, Local Municipal Corporation Act or such Acts which may be brought into force from time to time as well as the regulations / rules / by-laws framed there under and comply with all the directions or orders issued/passed by the Government of Rajasthan/ the Union Government/ Local Authority or any other Competent Authority(ies) authorized to issue/ pass directions or orders in the matter of the said Contract.
- 5) The Contractor shall obtain at his own expense all licenses and permissions which may be required for conducting the Catering, House-keeping & General Maintenance activities in accordance with this Contract and pay all the taxes and any penalties that may arise due to noncompliance with any laws / statutory provisions, etc. hereinafter becoming payable to the Government, Municipality or any other Local Body by reason of his conducting such business. It is the sole responsibility of the Contractor to keep his labour licenses, FSSAI, etc certificates in force and to keep them renewed and so that it should in-force.
- 6) The Goods and Service Tax (GST) at prevailing rates (i.e. as applicable and as modified from time to time) will be paid by the Corporation to the Contractor upon production of proper receipt of payment of such GST and filing of GST Returns to the Govt Authority every month. If not filed, the penalty will be imposed to the tune of non-availability of ITC to STC Ajmer

The Contractor must ensure compliance of the provisions of relevant rules and regulations of Central and State Government/Local Municipal Authorities as regards food safety, etc. and other statutory requirements as relevant to running Canteen and providing catering Services in STC. In case any fine/penalty is imposed by the Central Government/State Government/Local

Authority/Judicial Authority, it shall be the responsibility of the Contractor to pay such fine and/or bear such penalty. Further any fine/penalty imposed by STC on this count shall be recoverable from the monthly bill and/or Security Deposit of the Contractor.

- 8) If there is any variation from the approved specimen, in the quality of material used, appropriate penalty, as may be decided and determined by the Principle or any Authorised Person / Committee of STC, Ajmer will be levied while settling the monthly bills. Repeated violations may render the Contract liable for termination.
- 9) The Contractor shall furnish to the Corporation the list of all the articles / machinery / equipment / utensils brought by him for the purpose of Catering, House-keeping and general maintenance activities which shall be verified and signed by the concerned authorities of STC. Any articles/ machinery/ equipment/ utensils not enumerated in the list provided by the Contractor shall be considered as property of the Corporation over which the Contractor shall have no legal rights.
- 10) Nothing herein contained shall be construed to create any Tenancy Rights in favour of the Contractor with respect to the Canteen Block and/or STC Premises and the Corporation may on its own motion, effect the termination of the Contract, direct the Contractor to peacefully vacate the premises and resume absolute possession of the Canteen Block, Hostel Block, Training Block and other areas in STC Premises at any time on termination of the Contract.
- 11) Immediately on termination of the Contract, the Contractor and his staff/ representatives shall peacefully vacate the premises and handover to the Corporation all Articles, equipments, furniture and other fixtures belonging to the Corporation and entrusted in his custody and shall remove all his stores and effects. In case of any default to this effect, the Corporation shall be entitled to enter into and take possession of any premises that may have been under unauthorized occupation of the Contractor or his Staff/Representatives within STC, Ajmer and lock-up the same or remove his stores or their effects wherever lying and dispose off the same by sale or otherwise without any notice and the Corporation shall not be liable for any damage arising out of such act/s and the Corporation shall also forfeit the Security Deposit without assigning any reason for such forfeiture.
- 12) The Contractor shall not exhibit any Signboard, Nameplate or Advertisement within or outside the STC Premises.
- 13) The contractor shall provide three different types of uniform (clothes) as follows for ease of identification:
a) For Managers and Supervisors b) For Canteen workers AND c) For Housekeeping workers at the cost of contractor.
- 14) For security reasons, the Contractor shall provide the bio-data (in such format as may be prescribed by STC) along with valid photo-identity proof, photograph and residence proof- Aadhar card, PAN Card, Bank Details of all the employees appointed by the contractor for the purpose of running the Canteen, Housekeeping services and General Maintenance activities and also in respect of any new employees

appointed by the contractor before they are engaged for working STC by the contractor. Change of persons as and when affected to be informed to the Competent Authority of STC.

- 15) The Contractor shall, at its own cost, also carry out police verification of the personnel engaged by it and deployed at the STC Premises
- 16) The Contractor shall issue identity cards under its own name and trademark to its employees deployed for rendering the said services, which at STC's option would be subject to verification at any time. The STC may refuse the entry into its premises to any worker of the Contractor for not carrying/having such identity card.
- 17) All personnel employed by the Contractor shall have to be declared medically fit for handling food & certified for fitness before engagement by the Contractor and periodically i.e. once in a year thereafter. Routine Medical check-up to be conducted once in a quarter for all the persons deployed for preparing food, serving the food and washing the utensils will be arranged by the Contractor from a Government authorized Medical Institution/ Hospital/ Doctor/ Practitioner, at half yearly intervals or as and when may be advised by the Corporation, at Contractor's cost and the medical fitness certificate(s) shall be submitted to the Corporation. No persons will be deployed in STC without proper medical check-up.
- 18) The Workers / Staff shall have no presumptive right, whatsoever, of absorption in the Services of the Corporation.
- 19) The staff employed by the Contractor shall be the Contractor's employees & the Corporation shall in no way be responsible for their Wages, Salaries, Bonus, Gratuity or any Compensation, Notice Pay, etc. as per Labour Act applicable.
- 20) The staff of the contractor should not cause any nuisance/disturbance to the normal functioning of the Corporation.
- 21) In times of occasional scarcity of water, the Contractor shall ensure, at his own cost, availability of modern safe alternative modes of these resources and ensure that the operations/programs of the Corporation are not adversely affected in any manner.
- 22) Nothing herein contained shall purport or operate to declare, assign limit or extinguish, whether in present or in future, in favour of the Contractor any right, title, interest, whether vested or contingent, in the STC Premises that vests with the Corporation and the Contractor hereby agrees that the STC Premises is the absolute property of the Corporation and it vests in the name of the Corporation.
- 23) The Contractor shall not appoint any minors or persons prohibited by law for the purposes of assisting the Contractor in carrying out the Contractual obligations.
- 24) The Contractor shall, on the direction of the Principle, STC, Ajmer, immediately dismiss from work any staff/employee who may, in the opinion of the Competent Authority, be unsuitable or incompetent or who may have committed any misconduct and such person shall not be again employed or allowed entry in the STC premises, without the permission of the Competent Authority.
- 25) The Contractor shall keep the Corporation, its Officers and employees safe and harmless and indemnified from and against all losses, suits, damages, cost charges, claims and demands whatsoever including claims under the Workmen's Compensation Act, 1923, or any law in force, which the Corporation, its Officers or employees may become liable to pay for the reason or in consequence of any injury to any person or

persons or to any property either belonging to the Corporation or any third party whether resulting directly through any accident or otherwise to life or property while running the Canteen from the Canteen Premises or while carrying out any housekeeping jobs in STC premises, breach of the obligations stipulated herein under or any other omissions attributable to the Contractor, its representatives, employees, agents etc. Such damage, injury or loss to life or property shall be made good / indemnified and / or shall be paid immediately by the Contractor.

- 26) Upon breach by the Contractor of any of the terms and conditions governing the Contract, and/or upon the Contractor failing to comply with the directions/orders issued/passed by the ADA. / the Government of Rajasthan / the Union Government / any other Competent Authorities and/or upon the Contractor, renewal of any license and keeping all the contracts in force, failing to comply with the requisitions issued by the Corporation and/or if, in the opinion of the Corporation, the Contractor is not performing the Catering, Housekeeping & General Maintenance activities in a satisfactory manner and/or if the Contractor is adjudicated insolvent and / or the Contractor fails to make any arrangement with his creditors and / or if any attachment or execution is levied on any of the property of the Contractor, the Contract shall be liable to be terminated.
- 27) The Contractor shall indemnify the Corporation against all claims which may be made under the Workmen's Compensation Act or Rules there under or under any law or rules of compensation payable in consequence of any accident/injury sustained by any person in the Contractor's engagement / employment for the purpose of Catering, Housekeeping & General Maintenance Contract.
- 28) The Contractor shall forthwith, at its own cost and expenses, comply with any requisitions issued by the Corporation / Competent Authority pertaining to any matters in connection with the Catering, Housekeeping & General Maintenance Services by the Contractor.
- 29) If any worker of the Contractor indulges in theft, negligence or any illegal activities, the Contractor shall immediately terminate the employment of such employees.
- 30) The Contractor being the employer in relation to workers employed by him/her shall be solely responsible and liable to pay wages/salaries to such persons. The wages/ salaries shall be as fixed or prescribed and paid as per the Minimum Wages Act 1948 or by the Chief Labour Commissioner (Central), Government of India, Ministry of Labour & Employment, or by Rajasthan State Government whichever is higher as applicable for the appropriate category of workers as employed by the Contractor from time to time.
- 31) Maintenance of all types of records in respect of the staff employed by the Contractor will be the Contractor's sole responsibility and to be furnished to the Competent Authority as & when called for.
- 32) The Corporation has right to counter check the attendance of the employees engaged by the contractor (Canteen, Housekeeping and General Maintenance).
- 33) The Contractor shall pay wages as per the Minimum Wages Act to his/her workmen and maintain such records as may be required and these records may be called for verification by Principle, STC Ajmer. The Contractor shall confirm in writing to STC, Ajmer that such wages have been disbursed to his/her workmen latest by 10th of the following month.
- 34) The Contractor shall, at all times, be liable to indemnify and keep indemnified STC, Ajmer against any such claims/damages on account of injury/disability/death of any of its workers caused while providing the Services to STC, which may be made under the Employees Compensation Act 1923 or any other Acts or

Statutory modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the workers of the Service Provider or in respect of any claim, damage or compensation under Labour laws or other laws or rules made there under by any person whether in the employment of the Contractor or not who provided or provides the service at premises of STC.

- 35) The Contractor shall, at all times, be liable to indemnify and keep indemnified STC, against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees / personnel during the hours of providing the Services at STC's premises or before and after that.
- 36) The Contractor shall comply with the instructions issued by STC from time to time relating to the performance of the Services, duties and obligations under this agreement. The Services rendered by the Contractor shall be subject to regular review by STC, and its decision as to the quality thereof shall be final and absolute.
- 37) The Contractor shall abide by the applicable STC rules, guidelines, policies and procedures at all times during the performance of the Services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
- 38) The Contractor represents and undertakes that:
 - (i) He/She has full power and authority to enter into the agreement with STC and perform the Services and it has the necessary expertise to duly perform the Services under this agreement.
 - (ii) He/She shall render the Services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this Contract, or as are issued from time to time by STC for the performance of the Services to the satisfaction of STC, Ajmer.
 - (iii) He/She shall be responsible for all Corporate and Personal Taxes that may be applicable as per Statutes prevailing and as may be applicable, from time to time, and the Contractor shall not hold STC responsible for any liability in this connection.
 - (iv) He/She shall be responsible for ensuring that all workers / staff engaged by the Contractor to provide Services to STC shall hold at all times the necessary expertise and shall abide by STC's instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the Services.
- 39) STC shall have the right to deduct from the money due to the Contractor, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non- fulfillment of the conditions of the Contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the Contract or non-observance of the Regulations.
- 40) Nothing in this Contract shall be deemed to create any Partnership, Joint Venture, Agency between STC, Ajmer and the Contractor / his representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party.

The Contractor is an independent Contractor and not an employee, agent, associate or authorized representative of STC, Ajmer/ LIC and the Contractor undertakes that it shall not undertake any obligation or liability in the name of or on behalf of STC/Corporation, whatsoever.

- 42) Nothing in this Contract shall by implication or expression be taken to mean that any of the persons deployed/engaged by the Contractor for rendering the Services, are employees of the Corporation / STC, Ajmer or engaged by STC, AJMER . The Contractor shall be deploying workers who shall be in sole employment of the Contractor and Contractor shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall STC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination].
- 43) If, at any stage, it is revealed that the documents /Certificates / testimonials submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security amount deposited with STC shall be forfeited without any claim whatsoever on STC and the Contractor shall be liable for action as appropriate under the relevant laws.
- 44) Without prejudice to any of the rights or remedies under this Contract, if the Contractor dies, STC shall have the option of terminating the Contract without compensation to the legal or other heirs of the Contractor.
- 45) STC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present Contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
- 46) The Contractor will not link the payment of wages to the workers with settlement of his catering and maintenance monthly bills by STC.
- 47) The Contractor shall raise the invoice/bill monthly for Housekeeping & Fortnightly for Catering and STC shall agree to pay such invoice/bills on monthly basis, as per terms and conditions of the Tender/Contract. All payments to the Contractor shall be made by NEFT/RTGS subject to deductions, withholding of all applicable, taxes and charges from time to time in force.
- 48) Payment of bills will be made on monthly basis through NEFT only, provided that the Catering & Housekeeping Services provided were / are satisfactory during the month and subject to deduction of Income Tax, GST, penalty imposed, if any, as per terms and conditions of this Contract.
- 49) The Contractor will deduct ESI contribution and Provident Fund contribution of the employees from the Minimum Wages of the workers at prevailing rates and remit the same with the appropriate Authorities along with Employer's Contribution of ESI and PF as per the prevailing rates that are applicable at the time of payment / disbursement.
- 50) Contractor will be required to submit the attested photocopies of deposit challans showing the individual figure of deposit of contribution of Provident Fund and ESI of employees' and employers' share

deposited with appropriate authorities for the previous month along with the monthly bill. All statutory payments shall be made by the Contractor to his staff for which no reimbursement shall be made by STC, Ajmer to the Contractor, which shall be reimbursed only on production of valid receipt.

- 51) The Contractor shall specify the persons who shall act as his / her 'authorized representative'; 'Manager' and 'Supervisor'. The Contractor or his/her authorized representative or Supervisor or Manager must be present at all times in STC premises. The Contractor must visit the premises at least once in a week and/or whenever required and contact the person authorized by the Principle, STC to look into Catering, Housekeeping & General Maintenance matters.
- 52) Any deficiencies in the Services should be addressed immediately on being pointed out by such Authorized Person.
- 53) It is the exclusive responsibility of the Contractor to ensure due and timely compliance with all relevant and prevailing laws, rules and regulations and other allied instructions issued by the Government Authorities from time to time, pertaining to the employment of workmen.
- 54) The Contractor is not entitled to assign / transfer howsoever the benefit or burden of the Contract to any other person or Firm.
- 55) Any failure or omission on the part of the Corporation 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 Corporation to enforce its right, at anytime deemed appropriate, with retrospective effect.
- 56) The Contractor shall indemnify the Corporation for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the Corporation on account of negligence, wrongful or questionable conduct of the Contractor or his staff, whether indulged intentionally or otherwise.
- 57) The Security Deposit paid by the Contractor will be retained with STC, Ajmer without interest and the same shall be refunded to the Contractor upon termination of the Contract, subject to recoveries, if any, towards outstanding dues / charges/ compensation /penalties.
- 58) Whenever the Contract is terminated by the Corporation for any wrongful act/omission by the Contractor, the Contractor shall not be entitled to any compensation whatsoever or for refund of the Security Deposit.
- 59) STC, Ajmer reserves the right to cancel or terminate this Contract by giving thirty days notice in writing without giving or assigning any reason(s) for doing so, and in the event of the Contractor wishing to terminate this agreement, the Contractor shall have to give at least 3(three)months notice to STC, in writing and in either event, the Contractor shall hand over the peaceful and vacant possession of the space (accommodation) provided in the tender/Contract.
- 60) The Contractor shall hand over forthwith all the articles provided to him by the Corporation. In the event if any of the items are found broken or damaged, the Contractor shall either replace the same or pay necessary replacement cost as the Corporation may specify.
- 61) The Contractor shall not sub-contract its obligations under this Tender to any third party without the prior written approval of the Contractor.

In the event of the pre-mature termination by either party to the Contract or expiry of the Contract, it shall be obligatory on the Contractor to continue providing the Services on the same terms and conditions as provided in this Contract, till such time STC is able to make any alternative arrangement and/or STC agrees in writing to allow the Contract or to discontinue.

- 63) In addition to rights of termination vested with the Parties elsewhere under this Tender, either Party may terminate the present engagement by providing 30 days prior notice to the other Party. In the event of such termination, the Corporation shall be liable for making payments of only such services as may be availed by the Corporation till the date of such termination. Upon the expiry of the notice period, the Contractor (including its employees) shall vacate the STC premises along with its belongings and equipments and provide vacant and peaceful possession of the same to the Corporation. The Corporation shall be entitled to dispose off such equipments and belongings as may be left behind by the Contractor and that the latter shall have waived any rights in respect of the same. If the Contractor continues to occupy the STC campus after the expiry of the notice period, the Corporation shall have the right to withhold the Security Deposit provided by the Contractor to the Corporation and be entitled to charge occupancy charges at the rate of Rs 2000/- per day from the Contractor.
- 64) The Corporation shall have the right to terminate the engagement of the Contractor by providing 30 days prior notice to the Contractor for on account of the breach/omission of the Contractor to comply with terms and conditions contained herein.
- 65) The Corporation shall be entitled to terminate the engagement of the Contractor forthwith in the event if the Contractor becomes insolvent, makes any assignment / transfer for the benefit of third party/creditors or files voluntary bankruptcy or if any insolvency proceedings are initiated against the Contractor.
- 66) Any dispute arising out of this Contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to and sought explanation for from the Principle, STC whose decision in the matters shall be final and binding on the Contractor.
- 67) Any other matter relevant to but not covered in the Contract shall also be decided by making reference to the Principle, STC, whose decision will be final and binding on the Contractor.
- 68) Uniform for the Supervisors and Workers: The Contractor shall arrange to provide uniforms along with shoes to the Supervisors and other workers within 15days of award of work. The design/colour/quality/fabric of the uniform will be different for Supervisors, Receptionist, Room boys, Canteen staff and other workers. The cost of the uniform and shoes for the Supervisors and other workers shall be borne by the Contractor. The Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by the workers deployed by him. The Contractor shall be responsible for providing new uniform and shoes if the same are damaged by his workers before its replacement is due. The cost of such replacement shall also be borne by the Contractor. The Contractor shall be responsible for washing /ironing /maintenance /pre-mature replacement of the uniform and expenses thereof shall be borne by the Contractor. Accordingly, provision thereof may be kept while quoting the rates in the financial Bid.
- 69) All questions, disputes and / or difference arising under or in connection with this Catering, Housekeeping and General Maintenance Services Contractor in anyway touching or relating to or concerning the construction, meaning or effect or the terms herein, shall be referred to a Sole

Arbitrator mutually appointed by the Parties and the same shall be in accordance with the Arbitration and Conciliation Act, 1996 as amended till date. Any Award passed by the Sole Arbitrator shall be final and binding on the Parties. The place of arbitration shall be Rajasthan Jurisdiction. The language of the arbitration shall be English

- 70) This Contract is to be construed in accordance with the laws of India. The Parties hereto irrevocably submit to the exclusive jurisdiction of courts at Rajasthan.
- 71) The Contractor shall not be entitled to any compensation from STC,Ajmer on account of termination of the Contract.
- 72) NO DUES CERTIFICATE should be submitted when the contract is cancelled/Terminated/Completed for refund of Security amount



Sales Training centre, “Jeevan Vidya”
Plot No.81A, Sector 18 Ajmer, Rajasthan 305001

TENDER DOCUMENT (PART –II) FINANCIAL BID

For Providing Catering, Housekeeping and General Maintenance Services
On Contractual Basis
At

Life Insurance Corporation of India, Sales Training centre (ADO),

FINANCIAL BID TO BE UPLOADED ON GeM PORTAL AS GIVEN BELOW
TO BE TYPED ON LETTER HEAD
CORRECTIONS / ALTERATIONS / OVERWRITING WILL NOT BE ACCEPTED

Name and address of the Bidder:

(With Telephone No, Mobile No, e-mail, Fax No):

TENDER DOCUMENT (PART II): FINANCIAL BID

QUOTATION FOR CATERING, HOUSEKEEPING AND GENERAL MAINTENANCE SERVICES CONTRACT WITH
L.I.C. OF INDIA, SALES TRAINING CENTRE, AJMER RAJASTHAN 305001,

(All Figures should be rounded to nearest Rupee)

Sl. No	Particulars	Rate(Rs) (In figures)	Rate(Rs) (in words)
1	Morning Tea/coffee, (Rate per head per day)		
2	Breakfast (Rate per head per day)		
3	Forenoon Tea / Coffee (Mid-session) (Rate per head per day)		
4	Lunch (Rate per head per day)		
5	Afternoon Tea / Coffee (Mid-session) (Rate per head per day)		
6	Evening Snacks (including Tea/ Coffee/ Milk)(Rate per head per day)		
7	Dinner (Rate per head per day)		
8	TOTAL COST/Package Rate(Sl. No. from 1 to 7 <u>(P)</u>)		
9	Cost of Wages: For House Keeping, General Maintenance & Catering as per Annexure 10 <u>(Q)</u>		
10	Monthly Housekeeping & General Maintenance charges including material charges & any other cost <u>(R)</u>		
11	Service Charges: For Monthly Housekeeping, General Maintenance & Catering : of Wage bill <u>(S)</u>		

(For details, refer the Technical Bid – Part I)

I. $P \times 220$ *(No of Packages per month)

Canteen Monthly Amount = (X)

(In Words

Rs _____/- Including GST

)

II. Housekeeping and Maintenance Monthly Amount = (Q+R+S)=Y

(In Words

)

Rs _____/- Including GST

III. Monthly Total Canteen + Housekeeping & Maintenance =X+Y

(In Words

)

Rs _____/- Including GST

IV. Annual Amount (Monthly Total = (X+Y) X 12

Rs _____/- Including GST

(In Words

)

Place :

Date :

Name & Signature of Bidder With Seal.

Note : Due to , GOI guidelines and Lockdown declared by Govt. in future if there is restriction on ongoing training activities at STC , it may be noted that even though final bid is decided on the basis of the Lowest Quote of Monthly Total quoted by the Bidder , the actual monthly payment will be paid depending on the basis of the actual ongoing activity/activities being held during that month for which the bill is raised , on the basis of rates quoted in the Financial Bid by the selected Bidder.

Declaration for:

- Visit/or Inspection of STC, AJMER campus has been done: Yes/NO:.....
- Manpower is available for immediate Deployment: Yes/NO:.....
- Canteen utensils, equipments available for immediate use: Yes/No....

Place:

Date:

Name & Signature of Bidder with Seal.

SPECIAL CLAUSES APPLICABLE TO FORCE MAJEURE CONDITIONS

1. In the event of either party being rendered unable by Force Majeure to perform any obligations required to be performed by them under the Contract, the relative obligation of the party affected by such Force Majeure shall, upon notification to the other party, be suspended for the period during which the Force Majeure event lasts. The cost and loss sustained by either party shall be borne by the respective parties.
2. The term "Force Majeure" as employed herein shall include: (a) Act of terrorism, riot, war, hostilities and civil war
(b) Natural Calamities e.g. earthquakes, flood, fire, hurricanes, typhoons (c) Pandemics / epidemics
3. The affected party shall notify within 10 (ten) days of becoming aware of the occurrence of an event of Force Majeure, giving reasons for the event of Force Majeure preventing the affected party from, or delaying the affected party in performing its obligations under the Contract.
4. Both parties shall be obliged to comply with the rules, regulations, laws or instructions of Central and state Governments, applicable to such special circumstances.
5. If no classroom training is possible / feasible for any extended period of time, because of Government restrictions on travel and transport, such as those in vogue during the lockdown, declared in view of the Covid-19 pandemic:
 - (a) Catering Services will remain suspended till normalcy is restored; Bills for catering services will not be payable for such period.
 - (b) Manpower may not be required in full strength for providing housekeeping services; As such, contractor may be required to deploy only minimum required staff indicated in Tender document in consultation with Principle, STC; Actual Manpower deployed will be reflected in Billing and Payments for Housekeeping services, but service charges will remain fixed and will not be proportionately reduced.
6. During the period of Force Majeure, these clauses shall take precedence over anything contained elsewhere in this tender document.

LAST PAGE OF THE TENDER DOCUMENT