



Life Insurance Corporation of India,
Zonal Training Centre, Besides Sec'bad Divisional Office,
"Jeevan Vidya", Gandhi Nagar,
HYDERABAD - 500080

TENDER Documents

For Providing

CATERING SERVICES ON CONTRACTUAL BASIS

AT

LIC 'S ZONAL TRAINING CENTRE, HYDERABAD

**TECHNICAL BID
(Part-A)**

&

**FINANCIAL BID
(Part-B)**

Tender No: ZTC/HYD /Catering Services/Tender2023 Date: 15.03.2023

Total No. of Pages = 52

Price = Rs. 1180.00 (Including GST)

Each Page of the Tender Document must be Signed & Sealed by the Bidder before submission

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NOTICE INVITING TENDER

The Life Insurance Corporation of India Zonal Training Centre “Jeevan Vidya”, Besides LIC Secunderabad Divisional Office, Gandhi Nagar, HYDERABAD - 500080 (hereinafter referred to as ZTC HYDERABAD) invites tenders under two bid system for **Catering Services at ZTC, Hyderabad for a period of One Year initially and renewable for 2 years subject to satisfactory performance and on mutually agreed terms**, in a sealed cover from reputed licensed Organizations/ Individuals having their own office/functioning from Hyderabad and having sound financial capacity and having overall annual turnover of **Rs. 5 (FIVE) Crore** and above and proven track record of at least FIVE years in the Catering field with large training institutions /college etc, for providing multi cuisine Vegetarian/ Non-vegetarian food to about 100 or more executives/ residential trainees per day / meal as stated in the scope of the work.

Tenderer / Bidder should meet the criteria stated in the tender document. Otherwise the bid shall be rejected.

- 1) The **tender document can be obtained** from Zonal Training Centre, Gandhinagar, Hyderabad - 500080, after paying a non refundable fee of Rs. 1180/ (Rupees One thousand one hundred and eighty only) including GST either by cash or by submitting a Demand Draft of Rs.1180/- (Rupees One thousand one hundred and eighty only) including GST drawn on any scheduled Bank in favour of “**Life Insurance Corporation of India**”, payable at HYDERABAD on all working days (from Monday to Friday) during cash hours i.e., between 10.00 AM to 4.00 PM during the period specified in schedule given on page 4. The tender document may also be downloaded from the Corporation’s website www.licindia.in. In case the tender document is downloaded, the tender fee of Rs.1180/- (non-refundable) including GST should be paid through a separate Demand Draft drawn on any Nationalized Bank favouring “**Life Insurance Corporation of India**”, payable at HYDERABAD, to be enclosed with Technical Bid (Part-I).

The bidders belonging to MSME group OR Non MSME groups are not required to submit EMD as per Govt. of India’s latest orders.

- 2) **Tenders should be submitted in the form of two bid system viz. 1 sealed cover super scribed as ‘Technical Bid’ along with enclosures and another sealed cover superscribed as ‘Financial Bid’.** These two individual sealed covers are to be kept in a single big sealed cover super scribed as “**Tender for Catering at LIC of India, ZTC, HYDERABAD** ” with the name, address and telephone number of the Tenderer at the bottom of the cover on the left. The complete sealed tender addressed to DIRECTOR, ZONAL TRAINING CENTRE, JEEVAN VIDYA, BESIDES SECUNDERABAD DIVISIONAL OFFICE, GANDHI NAGAR, HYDERABAD – 500080, should be submitted at Administrative Department of ZTC, HYDEABAD **up to 15.00 hours on or before 31.03.2023.** ZTC HYDERABAD shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.
- 3) Tenders are not transferable under any circumstances. The tenders shall be submitted in the following manner and shall contain details / documents as listed below:
 - a) One sealed envelope superscribed “**Technical Bid (Part-A)** - Tender for Catering Services at ZTC, Hyderabad ” shall contain the following:
 - (i) Application-cum-Compliance Letter (as per Proforma given in Annexure-II) on the letter head of the bidder.
 - (ii) Demand Draft towards the Cost of Tender Document in the name of **LIC of India, ZTC, Hyderabad**, payable at Hyderabad in case of Document downloaded from website.
 - (iii) Profile of the bidder (as per Proforma given in Annexure-III) duly filled.
 - (iv) A complete set of tender document (**Part A -Technical Bid**) as issued, duly filled and signed by the bidder. Other related documents mentioned in **Technical Bid (Part-A)**.

- b) One sealed envelope superscribed “**Financial Bid (Part-B)** - Tender for Catering services at ZTC, Hyderabad” shall contain only the financial bid for Catering Services.
- c) Both the envelopes (technical bid as well as financial bid) shall be submitted by the bidder in a single sealed envelope super scribing “**Tender for Catering Services at ZTC, Hyderabad**”.
- d) The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.
- e) All information with regard to any modification/ amendment/ extension of dates etc. in respect of this tender, till the entire process is completed, shall be uploaded on Company’s website www.licindia.in.
- f) The schedule for processing of tender is as under:

1.	Office of Issue	Director, LIC of India, Zonal Training Centre, Besides LIC Secunderabad Divisional Office, Gandhi Nagar, Hyderabad – 500080.
2.	Tender No. and Date	ZTC/ HYD / Catering Services/ Tender No.1, Dated 15.03.2023
3.	Availability of Tender Forms on Website	From 15.03.2023 to 30.03.2023
4.	Pre-Bid Meeting with bidders	20.03.2023 at 11:00 IST at ZTC, Hyderabad
5.	Last Date for issue of Tender Forms from ZTC	30.03.2023 up to 17:00 IST
6.	Last date and time of submission of tender Documents :	31.03.2023 up to 15:00 IST at ZTC, Hyderabad
7.	Opening of Tenders (Technical Bids)	31.03.2023 at 16:00 IST at ZTC, Hyderabad
8.	Opening of Tenders (Financial Bids):	04.04.2023 at 11:00 IST at ZTC, Hyderabad
9.	Issue of Letter of Award	11.04.2023
10.	Signing of Contract	13.04.2023
11.	Start of Catering services contract	17.04.2023
12.	Validity of tender	6 months

ZTC, Hyderabad, reserves the right to reject any or all of the tenders in part or full without assigning any reason(s) whatsoever.

Director
ZTC, HYDERABAD

ELIGIBILITY CRITERIA FOR EMPANELMENT & TENDER

The basic pre-qualification/technical qualification criteria to be fulfilled by the applicant are appended:-

- 1) The applicant for tender must be a Registered/Licensed Organization Public Ltd/ Private Ltd/ Partnership Firm/ Sole Proprietor/ Individual with Telangana Government preferably.
- 2) The applicant must have a proven track record of minimum 5 years of experience in catering services to reputed training institutions/ Colleges etc providing training to Executives/ Residential Trainees of various companies with minimum 100 inmates on an average. Further, **the firm should be capable of providing facilities matching with those of 3 Star Hotels.**
- 3) The applicant must have sound financial capacity/ credit worthiness acceptable to LIC of India. The applicant must have an annual turnover of **Rs 5 crores** and above during any three of the last Five Financial Years. Bidder should have successfully completed similar job/ services (in-house Catering Services) in training institutions, banks, financial institutions, corporate sector in public/ private sector, guests houses, hotels during any three of the last five financial years and should be either of the following:-
 - (i) Atleast **THREE** similar completed jobs/ present services costing not less than Rs.60 lakhs each
OR
 - (ii) **TWO** similar completed jobs/ present services costing not less than Rs. 90 lakh each
OR
 - (iii) **ONE** similar completed jobs/ present services costing not less than Rs. 1.00 cr.(100 lakhs).
- 4) The applicant must **produce relevant documentary evidence** for the above along with the tender application form.
- 5) The applicant must not have been at any time declared as insolvent or convicted of any offence.
- 6) The applicant should possess valid **Provident Fund Registration Number** under **EPF Act 1952** with PF Department, Hyderabad.
- 7) The applicant should possess valid **ESI Registration Number** under **ESI Act 1948** with ESI Authorities in Hyderabad.
- 8) The applicant should possess requisite **permissions/license** to provide Catering Services from concerned Department of Central/ State/ Municipal Authority and comply with the provisions of **Food Safety and Standards Act 2006** and Rules framed there under.
- 9) The applicant must not have been prosecuted or suffered any penalty for violation of any labour laws by any Authority.
- 10) The applicant should not have rescinded/ abandoned any Catering contract awarded by any of his clients before the expiry of prescribed period of contract.
- 11) The applicant should neither be a sub-contractor to any other entity/ person, nor should, at any time, sub-let to any other person, the contract awarded to the applicant.
- 12) The applicant has not suffered any disqualification to render the Catering services at any time in respect of matters not enumerated herein.

- 13) The contractors, who have already rendered services at ZTC shall be allowed to participate if their work records are impeccable.
- 14) The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.
- 15) ZTC HYDERABAD is not responsible in any manner for the postal delay/ loss/ non receipt of the tender.
- 16) The tender should be submitted so as to reach ZTC HYDERABAD on or before the date and time specified in the given schedule in the tender notice.
- 17) Any tender not complying with eligibility criteria and requirements either wholly or partially shall be liable for rejection. EVALUATION of Tenders received shall be based on NUMERICAL RATING METHOD, as decided by the Competent Authority, where Higher points will be awarded for Better credit worthiness, references of earlier employers of the Bidder, years of service in catering Department to similar Corporate Training Institutions, volume of Catering Business in overall turnover, Number of employees in the office of contractor etc, which shall help LIC ZTC in pruning the tenders and selecting the best for Financial Bids.
- 18) The successful tenderer will be required to deposit an amount equal to **10% (Ten Percent)** of the **CONTRACT VALUE, MENTIONED IN THE FINANCIAL BID**, by way of Demand Draft drawn on any scheduled Bank favouring LIC OF INDIA, payable at HYDERABAD, towards Security Deposit. This deposit will be refunded only on successful completion of the agreement period. No interest will be payable on this Security Deposit. The EMD of the successful tenderer will be adjusted to such Security Deposit, allowing the tenderer to deposit the balance amount.
- 19) If the successful tenderer fails, in course of the agreement period, to comply with the terms and conditions of the Agreement, the Security Deposit may be forfeited in full or in part as decided by the Competent Authority i.e. DIRECTOR, ZTC, HYDERABAD.
- 20) The Competent Authority reserves the right to change the relevant dates; to accept or reject all or any of the applications; **to accept any higher bid**; or cancel all tenders without assigning any reasons whatsoever.
- 21) Any dispute arising out of or relating to this tender shall be deemed to have arisen in HYDERABAD and shall be subject to adjudication of a competent court in HYDERABAD only.
- 22) The applicant must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the application form.
- 23) Non-disclosure of relevant information or furnishing of incorrect information / documents shall lead to disqualification.
- 24) All the bidders qualifying in the technical bid will be empanelled with ZTC, HYDERBAD for a period of three financial year including the current year, for Catering and will then be eligible to participate in this tender as well as the future tender in the next three financial years. Information regarding empanelment will be communicated to respective bidders. The empanelment does not entitle the bidder to any rights whatsoever except to participate in tenders within three financial years, including the current year.

INSTRUCTIONS TO THE TENDERERS

(The Tenderer/ Bidder must go through the complete Tender Document - Technical Bid and Financial Bid including Terms and Conditions and Annexure there to and understand his/their responsibilities and obligations there under)

- 1) **Definitions:** Following terms shall have the below mentioned meanings unless otherwise specified:
 - a) "LIC" or "LICI" or "Corporation" shall mean the Life Insurance Corporation of India, established by the LIC Act 1956.
 - b) "ZTC/ ZTC, HYDERABAD " shall mean the Life Insurance Corporation of India, Zonal Training Centre, Hyderabad situated at "Jeevan Vidya", Besides LIC Sec'bad Divisional Office, Gandhi nagar, Hyderabad, PIN 500080 .
 - c) "Tender" shall mean the Tender for carrying out Catering Services at ZTC, Hyderabad.
 - d) "Contractor/ Bidder/ Tenderer/ Applicant" shall mean the person/ Firm/ Vendor/ Company who is submitting the above Tender.
 - e) "Competent Authority" shall mean the **Director, LIC of India, Zonal Training Centre, Hyderabad**, PIN 500080, or in his absence, Vice-Principal, or in their absence, any other official, as may be authorized by him.
- 2) Before submitting the tender, the tenderer may visit the ZTC site, where intended services are to be provided and satisfy himself/ themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by ZTC HYDERABAD under any circumstances subsequently.
- 3) **Each bidder shall submit only one tender either by himself or as a partner in joint venture** or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their Bids are liable to be rejected.
- 4) All the information as required in the tender document should be filled up in the relevant part and **no column** should be left unfilled.
- 5) The list of documents to be attached with Technical Bid is mentioned in **Annexure-I (Checklist for documents)**. **Financial Bid envelope (Part-II)** should be sealed and consist of only the Financial Bid, Part-B of tender document showing the **rate quoted for Package per trainee per day for catering Services**. The Package rate will include Bed Tea, Breakfast, Pre-Lunch Tea, Lunch, Post Lunch Tea, evening Tea with Snacks and Dinner (Schedule – D : Food items on all days and Schedule-E : Specifications of Standards to be strictly followed and all obligations under this Tender). The Contractor must also give the bifurcation of the package rate quoted by them.
- 6) The Tender Rate is to be quoted for Catering - but exclusive of GST, in the Tender document, being the sum of the following:
 - (i) Total Package Cost of Catering per Participant/ Trainee per Day would include the cost of Ingredients/ Meal/ Wages, Service Charges and Taxes.
- 7) The Wages of the Workmen employed for Catering is to be paid by the Contractor, **as per the Minimum Wages Act, 1948**, fixed by the appropriate Central Authority/s, as per notification issued from time to time.

- 8) **Based on our experience**, Our assessment of required manpower is given hereunder and it must not be construed as supply of manpower / material. The type of manpower resources has been assumed to provide an equal footing to all the bidders.

In respect of catering services, the Contractor shall provide adequate number of competent and well-trained/ Skilled/ Semi Skilled/ Unskilled workers like: Highly Skilled/ trained Canteen Manager(DIPLOMA HOLDER preferred) Skilled/ trained Cooks, Semi Skilled Waiters and unskilled Workers as Helpers to Cooks and for Cleaning, Serving, etc. to provide uninterrupted service at all times.

- 9) The GST shall be paid separately along with the bill payment as per applicable rate reflected in bill. The Contractor shall be responsible to pay the GST and file GST return on time. Income Tax will be deducted as per the prevailing rates.
- 10) The quotation should be either typewritten or neatly and legibly hand written by pen.
- 11) All overwriting/Corrections, if any, in the quotation should be duly authenticated with signature of the bidder. In case of any arithmetical errors in Financial Bid, the same will be corrected ASSUMING that the basic quotes / bifurcated rates are correct.
- 12) Canvassing or offer of an advantage or any other inducement by any person with a view to influence acceptance of a bid will result in Total rejection of the bid.
- 13) Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be.
- 14) **Period of Contract:** The contract will be awarded for the period of 3 years from the date of execution of agreement. However, **initially the contract shall be for a period of one year and renewed further on yearly basis subject to satisfactory performance report and recommendation for the same from Catering Committee of ZTC on the written request of the Contractor three months before the expiry of the contract.** The contract can be renewed annually, on the same terms OR changed terms and conditions with **mutually agreed terms**.
- 15) The satisfaction of the Organization in this regard shall be final. The successful Tenderer will have to continue the work even after the completion of contract till the time new arrangement is made by the ZTC.
- 16) **If the performance is not satisfactory the contract may be terminated by the Competent Authority at any time before completion of one year, by giving one month notice to the contractor. The Organization will forfeit the security deposit in the event of abandonment of contract by the Tenderer before one year from the date of execution of agreement.**
- 17) ZTC Hyderabad, may at its discretion, amend/ modify the tender and/ or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. ZTC HYDERABAD may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a clarification sought by a prospective Tenderer, may modify the Tender documents by amendment and information thereof will be uploaded on the Corporation's website www.licindia.in and shall be binding on all concerned. All information with regard to the development/status in respect of this tender, till the entire process is completed will be uploaded on the Corporation's website.
- 18) ZTC HYDERABAD reserves the right to accept or reject any or all the tenders without giving any notice or assigning any reason whatsoever. The decision of ZTC HYDERABAD in this regard shall be final and binding on all.

- 19) The Contractor shall not employ any person below the age of 18 years. The Contractor shall indemnify ZTC HYDERABAD & its representative (s) from and against all claims and penalties which may be suffered by ZTC HYDERABAD , by reason of any default on the part of the Contractor to observe and/or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 OR any re-enactment or modification of the same.
- 20) Unsealed or improperly sealed tenders are liable to be rejected. Conditional Bids shall also be summarily rejected.
- 21) The Tenders shall be valid for a period of at least six months (180 days) from the date of opening of the tender. If the successful tenderer withdraws/amends/derogates the tender in any respect during this period of validity of the offer, the SECURITY DEPOSIT , if any , is liable to be forfeited.
- 22) In order to satisfy itself about the nature and quality of services rendered by the tenderer, ZTC HYDERABAD may depute its Officer (s) or authorized representative to visit the Institute/ Establishments mentioned by the bidder. Besides, ZTC HYDERABAD may also arrange for verification of any document/testimonial submitted by the bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to ZTC HYDERABAD, 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 meet with the criteria as laid down in the Tender Document, then their bid would be considered as non- responsive and their financial Bids will not be processed further.
- 23) **The Financial Bids (Part-B) of only those Bidders whose Technical Bids (Part-A) are found Qualified by ZTC HYDERABAD will be opened, further processed and evaluated.**
- 24) **ZTC HYDERABAD will award the contract to the bidder who has been found to be responsive, qualifies in the Numerical rating method and quotes lowest cost per day per trainee subject to other terms and conditions as laid down in the contract. Minimum Bench Mark Rate / Base Rate shall be fixed by LIC,ZTC and shall be revealed before the opening of the Financial Tenders. All the financial bids falling below the bench mark shall not be considered as participants in financial bidding process.**
- 25) **Pitch presentation is to be given after opening of Financial Bids. L1, L2, L3 bidders will be called for giving the Pitch Presentation. Basing on the merits of Pitch presentation before the Committee, weightage will be given and then catering services contract will be finalized.**
- 26) **Although the estimated menu cost in the Financial Bid assumes for all the prescribed services, actual payment will be made on the basis of actual number of trainee days.**
- 27) Similarly, payment of applicable minimum wages for actual manpower deployed and service charges for Catering will be made on production of documentary evidence of payments of wages and other statutory payments to the workers deployed by the Contractor including PF, ESI etc.
- 28) ZTC HYDERABAD will communicate to the successful bidder through a letter sent by Courier/ Registered Post/ Speed post/ e-mail that his bid has been accepted.
- 29) The Contractor /Successful Bidder will be required to keep a Security Deposit equal to 10% (Ten Percent) of the Contract value, mentioned in the Financial Bid. The successful bidder will be required to deposit the same in the form of a Demand Draft drawn on any scheduled Bank in favour of “**Life Insurance Corporation of India**”, payable at HYDERABAD and present himself to execute a contract Agreement with ZTC HYDERABAD as per the conditions of the Tender on non-judicial stamp paper of requisite value as applicable in the state of Telangana , within 7 days of the receipt of the letter awarding the Contract. This Security deposit will remain with ZTC HYDERABAD throughout the period of the Contract. This Security amount will be refunded to the contractor within 60 days of completion of the Contract subject to:

- (i) Satisfactory Performance of the Contract.
 - (ii) Deduction of any dues payable to ZTC HYDERABAD and/or LIC of India on whatsoever account.
 - (iii) Any deduction due on account of Contractor's obligation under the Contract and subject to such deductions as may be necessary for meeting ZTC , HYDERABAD 's claim against the Contractor.
 - (iv) Deduction of any liability/damages incurred by ZTC, HYDERABAD, on behalf of the Contractor in the discharge of his/their obligations under this Contract.
 - (v) This Security deposit shall not bear any interest of any kind whatsoever.
- 30) The Contractor shall be required to submit a "No Dues" Indemnity Bond on Non Judicial Stamp Paper of requisite value duly notarized as per the specimen enclosed in Annexure-V after completion/termination of the Contract to claim refund of the Security Deposit amount.
- 31) The selected Contractor shall be required to start the services in accordance with the time schedule specified in the work order issued by ZTC, HYDERABAD, after acceptance of the Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, ZTC HYDERABAD reserves the right to cancel the work order and forfeit the Security Deposit.

TERMS & CONDITIONS

- 1) The Contractor shall provide Catering Services to Trainees/ Officers/ Faculty/ Guest Faculty/ Guests and other Visitors of ZTC HYDERABAD as detailed in Schedule - A of the Tender Document.
- 2) The menu of Meals and Refreshment Services shall be in conformity with the details as mentioned in **Schedule - D** of the Tender Document.
- 3) The Contractor shall ensure that the quality of food material used is in conformity to the standards mentioned in Schedule - E of the Tender Document.
- 4) In consideration of the services to be provided by the Contractor and performance of the Contract, ZTC HYDERABAD shall make PAYMENT TO CONTRACTOR as per **Schedule-G** - Billing Process and Documents of the Tender Document.
- 5) The rates quoted in the Financial Bid shall be binding on the Contractor for the entire period of Contract, including the period of extension, if the Contract is extended beyond one year.
- 6) The Contractor shall be provided utensils/ equipments etc. as detailed in **Schedule-H**. All other utensils/ equipments/ crockery etc. are to be provided/ arranged by the Contractor. The bidders may inspect the site for familiarizing themselves with the availability of the above equipments and facilities.
- 7) The authorized representative of ZTC HYDERABAD will have the right and authority to inspect such articles of food and provisions as being provided by the Contractor and will have full powers to order discontinuance of use of certain food items/raw materials and provision which are not as per the specifications mentioned in the Tender or are found to be of unsatisfactory standard or on grounds of hygiene.
- 8) If the Standard of Services as mentioned above or elsewhere in the Tender document are not maintained to the satisfaction of the Authorities of ZTC, HYDERABAD, appropriate penalty as per Clause no 11 of Catering Services under scope of work will be imposed and amount thereof will be deducted from the monthly bill and/or Security Deposit.

- 9) Immediately after award of the work, the Contractor shall apply for obtaining a certificate/ license from the Office of The Assistant Labour Commissioner (Central) Hyderabad, to employ workers at ZTC, HYDERABAD, for providing Catering Services and submit the relevant certificate within one month from the date of award of the work. Extension of time period and waiver of this certificate, if required, will be at the sole discretion of ZTC HYDERABAD, depending upon the statutory requirements as per the laws applicable.
- 10) In terms of provisions of section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (amendments) ordinance, 2014, Insurance Regulatory Authority of India (IRDAI) is authorized to verify all such books of accounts, registers, other documents and the database in the custody of the Contractor in respect of services outsourced by the LIC of India. It shall be the duty of the Contractor to provide such documents/ statement/ information as may be required by IRDAI within such time as may be specified by the IRDAI.
- 11) In terms of provisions of Section 33(4) of the Insurance Laws (Amendment) Ordinance, 2014, Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer” to make an investigation as specified under Sec. 33(1) or carry out an inspection as specified under Section 33(2) of The Insurance Laws (Amendment) Ordinance, 2014, who may examine on oath any Manager, Managing Director or Other Officer of the service provider or contractor where the services are outsourced by LIC of India.”
- 12) The regularity of performance of service will be of essence and shall form a central factor, while evaluating the performance from time to time. The Contractor shall take all possible steps to ensure and to maintain its performance as determined by ZTC, HYDERABAD, from time to time. If authorized officials of ZTC, HYDERABAD, notice that personnel of the Contractor have been negligent, careless in rendering the said services, the same shall be communicated to the Contractor who will take corrective steps immediately to avoid recurrence of such incidents and report back to ZTC, HYDERABAD.
- 13) If any worker of the Contractor indulges in theft, negligence or any illegal/irregular activities, the Contractor shall take appropriate action against its erring worker and intimate accordingly to ZTC, HYDERABAD, or ZTC HYDERABAD itself can take action in accordance with the law.
- 14) The Contractor, being the employer in relation to workers employed by it to provide the services under the terms and conditions, shall alone be responsible and liable to pay wages/salaries to such persons. **The Contractor has to ensure that none of his employees are paid salary/wages which is less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by Telangana Government or any other Authority constituted by or under any law, whichever is higher, for the category of workers employed by them from time to time. He will ensure compliance of all the relevant Labour laws.**
- 15) **The rates quoted for service charges in the financial bid should be inclusive of all statutory obligations such as ESI, PF contributions, wages for leave reserve, all other statutory benefits / facilities to manpower deployed by the contractor, all kind of taxes (except GST). The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.**
- 16) The Contractor shall issue identity cards in its own name and trading style to its employees deployed for rendering the said services, which are open to verification by ZTC Hyderabad at any time. ZTC, Hyderabad may refuse the entry into its premises to any worker of the Contractor for not bearing such identity card or not wearing uniform as prescribed by ZTC, Hyderabad.

- 17) The Contractor shall pay wages, on or before 7th of the following month, every month, through a Bank at HYDERABAD, by direct credit to the workers' Bank account. The Contractor shall be required to submit the deposit challans showing the individual figures of the amount of EPF and ESI of the workers deposited with appropriate Authorities for the previous month along with the monthly bill. All statutory payments shall be made by the Contractor to his workers for which no reimbursement shall be made by ZTC HYDERABAD to the Contractor.
- 18) The Contractor shall at all times indemnify and keep indemnified ZTC HYDERABAD against any such claims/ damages caused on account of injury/ disability/ death of any of its workers while providing the services to ZTC HYDERABAD which may be made under the Employees Compensation Act 1923 or any other Acts or any other 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 Contractor 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 ZTC, HYDERABAD.
- 19) The Contractor shall at all times indemnify and keep indemnified ZTC, HYDERABAD, 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 or personnel during the hours of providing the services at the premises of ZTC HYDERABAD or before and after that.
- 20) In case the Contractor discontinues the Contract before the expiry of the period of Contract, his Security Deposit shall be forfeited.
- 21) ZTC, HYDERABAD, reserves the right to cancel or terminate this agreement by giving **one month's notice** in writing without giving or assigning any reason(s) whatsoever for doing so. And in the event of the Contractor wishing to terminate this agreement, the Contractor shall have to give at least **three months' notice to ZTC**, in writing and in either event, the Contractor shall hand over peaceful and vacant possession of the space (accommodation) as provided in the tender. The Contractor shall also hand over forthwith all the articles provided to him and no broken item(s)/ articles(s) shall be taken back which must be replaced by the Contractor or shall pay the cost thereof.
- 22) (i) On completion of the Contract, the Contractor will submit an indemnity bond on Non Judicial Stamp Paper of requisite amount duly notarized regarding "No Dues" confirmation.

(ii) In the event of earlier termination of the Contract by either parties to or on expiry of the Contract, the Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the Contract, till such time as ZTC, is able to make any alternative arrangement or ZTC, has agreed in writing to allow the Contractor to discontinue earlier.

(iii) ZTC will ensure that all payments due for services rendered by the Contractor till the expiry of the earlier termination of the Agreement shall be paid to the Contractor within 30 days thereof after the submission of indemnity bond regarding "No Dues". The specimen of the Indemnity bond is as per **Annexure V**.
- 23) All the workers deployed in ZTC should always be in uniform to be provided by the Contractor. In case the workers are not found to be in proper uniform, the ZTC reserves the right to impose penalty and not allow such persons within the premises. Two sets of Summer Uniform and one set of winter uniform with shoes to be provided every year.

- 24) The ZTC or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Contractor.
- 25) In case of any pilferage, theft of or breakage etc to the property/assets of ZTC, the Contractor shall be responsible for such losses. The ZTC will be at liberty to deduct the amount of such loss from the monthly bills/Security Deposit of the Contractor after holding an enquiry. The decision of ZTC to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/ contract, the contract shall be liable to be cancelled and Security will be forfeited.
- 26) 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/ sought from the DIRECTOR, ZTC, whose decision in the matters shall be final and binding on the Contractor. Any other matter relevant to but not covered in the Contract shall also be decided by making reference to the DIRECTOR, ZTC, whose decision shall be final and binding on the Contractor. If the dispute is not resolved through the reference made to the DIRECTOR, ZTC, a reference of the same shall be made to a Sole Arbitrator to be appointed by the DIRECTOR, ZTC, HYDERABAD for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act-1996 and any statutory modifications there under from time to time. There shall be no objection if the Sole Arbitrator to be appointed is a Competent Officer of LIC of India at the discretion of the DIRECTOR ZTC, HYDERABAD. The Contractor and ZTC shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues/ disagreements/ disputes in connection with the Contract, the same shall be settled through Arbitration or through the Court of Law within the jurisdiction of HYDERABAD. The Resultant Contract shall be interpreted under Indian Laws.
- 27) The Contractor shall comply with the instructions provided by ZTC 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 ZTC, and its decision as to the quality thereof shall be final and absolute.
- 28) The Contractor shall abide by the rules, guidelines, policies and procedures applicable to ZTC 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.
- 29) The Contractor shall raise the invoice/bill fortnightly/monthly preferably within 1 week, but latest within 15 days of the close of the respective Fortnight/month, and ZTC shall agree to pay such invoices/ bills on fortnightly/monthly basis, latest within 15 working days of receipt and acceptance of the invoice/ bill, as per terms and conditions of the Tender/ Contract. All payments to the Contractor shall be made by ECS/ NEFT/ RTGS, subject to deductions, withholding of all applicable, taxes and charges from time to time in force.
- 30) The Contractor represents and undertakes that:
 - (i) He has full power and authority to enter into the agreement with ZTC and perform the services and it has the necessary expertise to duly perform the services under this Agreement.
 - (ii) He shall render the services and perform its obligations and duties as per the Contract accurately, efficiently, effectively, and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this Agreement, or as issued from time to time by ZTC for the standard of the services to the satisfaction of ZTC.
 - (iii) He shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold ZTC harmless for any liability in this connection.

- (iv) He shall be responsible for ensuring that all Managers/ Workers engaged by the Contractor shall have the necessary expertise and skills and shall abide by ZTC's instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the services.
- 31) **ZTC shall have the right to deduct from the amount 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.**
- 32) Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between ZTC and the Contractor or their 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 entity and not an employee, agent, associate or authorized representative of ZTC. The Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of ZTC whatsoever.
- 33) Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed/engaged by the Contractor for rendering the services, are employees of ZTC or engaged by ZTC. The Contractor shall be deploying workers who shall be in his sole employment and he 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 ZTC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on ZTC for any reason, the Contractor shall keep ZTC indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to its workers mentioning that the workers are employees of the Contractor.
- 34) The Contractor & the workers deployed by him at the ZTC Premises shall maintain confidentiality of any information in their possession during their working at ZTC & thereafter.
- 35) The Contractor shall allow ZTC, its Management, Auditors, Regulators and/or any person(s) authorized by Director, ZTC, HYDERABAD, the opportunity of inspecting, examining, auditing and/or taking copies of the records available with the Contractor.
- 36) The Contractor shall wholly and solely be liable for all disputes and liabilities in respect of the workers deployed by him at ZTC under this Contract for any purchases, any sample taken by the Govt. Authorities or otherwise for any dispute under the Laws of the land, in any Court of law.
- 37) The penalties towards lapses on the part of the Contractor or his workers on account of inadequate manpower, non-compliance of statutory requirements, non-performance and unsatisfactory services including quality of food, non-wearing of uniform, non-display of identity card, misuse of any place including ZTC Campus, entry of unauthorized person, non-compliance to calls from ZTC representative(s), pilferage/damage/loss to ZTC property in any manner **etc.** shall be imposed by the ZTC which shall be final and binding on the Contractor.
- 38) 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 ZTC shall be forfeited without any claim whatsoever on ZTC and the Contractor shall be liable for action as may be appropriate under the relevant laws.
- 39) Without prejudice to any of the rights or remedies under this Contract, if the Contractor dies, ZTC shall have the option of terminating the Contract without compensation to the legal or other heirs of the Contractor.

- 40) ZTC 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 workers 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 neglect or default by any of them.
- 41) The Contractor shall maintain proper records about the attendance of workers deployed by him in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with Contract Labour (Regulation and Abolition) Rules, 1971 and would ensure that adequate manpower is maintained. If due to any exigency, any worker is absent the Contractor should take immediate steps to provide his substitute subject to the compliance of relevant Rules & Regulations/Laws/ Statute.
- 42) The Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under the relevant Rules & Regulations/Laws/Statute in force. The Contractor will not link the payment of wages to the workers with settlement of his bills by ZTC. The Contractor has to first pay the wages to the Workers and then put up his bill for payment. Payment of bills will be made on monthly/fortnightly basis through ECS/RTGS/ NEFT only, provided that the Catering Services provided were/are satisfactory during the month and subject to deduction of Penalty imposed, if any, as per terms and conditions of the Contract. The monthly/fortnightly bill payment will be made subject to following billing process and submission of documents as mentioned in Schedule-G; provided the Contractor submits the attested photocopies of the following documents:
- (i) Muster Roll/ Attendance sheet of the workers signed by the Contractor for the month on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules, 1971.
 - (ii) Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules, 1971.
 - (iii) Challan of the previous month showing the individual amount of deposit of contribution of Provident Fund and ESI of employees' and employers' share, with the appropriate Authority. However, No reimbursement in lieu of PF, ESI, Bonus and gratuity etc. shall be made by ZTC, HYDERABAD.
 - (iv) Receipt and Statement of Bonus paid to the employees (To be submitted in the following Month after making payment)
- 43) 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 Employer's contribution of ESI and PF shall also be borne by the Contractor, which he should consider while quoting the rates.
- 44) 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 heir.
- 45) The Contractor him/ herself, or his authorized representative must visit the premises frequently **OR** whenever required to monitor the services.
- 46) The contractor shall ensure that all his on-site workers at ZTC, Hyderabad shall follow all precautions and rules relating to COVID-19, i.e., thermal scanning and wearing face masks etc. at all times inside the campus and also follow the norms of social distancing. Any violations or non-adherence will be viewed very seriously including imposition of appropriate penalty as decided by the Competent Authority or the official so authorized by him/her. The Canteen/Dining halls should be sanitized once in a week.

SCOPE OF WORK

Scope of Work : The Contract shall cover two aspects of the services for the Zonal Training Centre, LIC of India, HYDERABAD, viz.,

- 1) During the period of the Agreement, the Contractor shall be fully responsible for the entire catering arrangement for the trainees and other officials of the Corporation at the said Zonal Training Centre. The Contractor will be permitted to use the kitchen, the adjacent store room and the dining hall in the Hostel Block to carry out catering arrangements being entrusted to him. The Contractor will bear the material cost and provide services as specified **Schedule-A** of the Tender.
- 2) The Contractor is entitled to use the infrastructural facilities, equipments (refer **Schedule-H** - furniture, fixtures and fittings in the Canteen Premises of the Zonal Training Centre and he shall **ensure that the above are always properly maintained.**
- 3) The Contractor shall provide at his own cost all other necessary equipments (not mentioned in **Schedule-H**) 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. **The contractor shall provide at his own expense crockery, cutlery, cooking utensils, glassware and other articles which are necessary and required for running the canteen.** The crockery used should be of high quality. Cracked or broken items should be replaced forthwith. He shall at all times keep and maintain all these articles in a clean, neat, hygienic and tidy order and good condition. The ZTC shall not be responsible in any way for the loss and/or damage caused whatsoever to any of the aforesaid articles.
- 4) The Contractor shall also arrange at his own cost regular supply of gas cylinders and pay directly to the supplier for the cooking gas purchased. The Contractor must ensure prompt supply of gas without any break by placing order with the Gas Company well in advance. However, the LPG cylinders will be provided by Zonal Training Centre. In future, if any pipe line supply is taken by the Zonal Training Centre, the Contractor shall be bound to take supply from that Company on the Terms & Conditions of the Company.
- 5) The Contractor shall provide all utensils and equipments for Buffet Style (Breakfast/ Lunch/ Dinner). The Contractor shall arrange for keeping the food warm at the service counters. Cleanliness, maintenance & regular servicing of gas burners etc shall be the responsibility of the Contractor at his own cost.
- 6) The water and electricity consumption charges will be borne by the Corporation, provided the Contractor ensures 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 DIRECTOR, ZTC or any other person authorized by the Corporation.
- 7) A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. The Contractor shall pay for all food stuff and articles used for catering and shall always have on hand, good and sufficient supply of all articles, food stuff and provisions necessary for providing Catering Services and he shall ensure that these items are kept in a proper hygienic condition, in suitable containers. Raw food stuffs such as vegetables, milk, fish, meat, fruits shall be of fresh supply.
- 8) The Food Committee members and/or authorized officials may enter the Canteen Premises any time to make inspection of the following :
 - Catering Arrangements.
 - Raw materials being used.
 - Quality and quantity of eatables and articles of food and drinks served.
 - Conditions of the fittings, fixtures and furniture.
 - Sanitary arrangements and general cleanliness.
 - Upkeep of the Canteen premises.
 - Hygiene of the workers in the Canteen and Kitchen.The deficiencies pointed out by the Food Committee members and/ or authorized officials shall be remedied immediately.

- 9) Usually the training sessions are conducted throughout the year, but the number of trainees may vary from time to time. **If the number of trainees are less than 10 members on any particular day, LIC ZTC guarantees payment for a minimum of 10 trainees per day.**
- 10) The ZTC insists on the highest quality in preparation of food and also the associated services. The Contractor/authorized representative should make himself available whenever he is called for a meeting. This is mainly to keep a check on the quality and the quantity of food to be served. If the quality/quantity of food served or service rendered by the Contractor is not satisfactory at any point of time, the DIRECTOR, ZTC or any one authorized by him/ her or by LIC of India is entitled to withhold the Contractor's bills, demand compensation from the Contractor, the quantum of which may be decided from time to time by the DIRECTOR, ZTC, HYDERABAD ; impose penalties, or take any other action deemed necessary including termination of the Contract with due notice to the Contractor. In particular, penalties will be imposed in case of the following deficiencies:
- Stale food / Tasteless food
 - Unhygienic food serving / Not properly cooked food
 - Inadequate food and drinking water (Breakfast/lunch/snacks/dinner)
 - Failure to serve within prescribed hours.
 - Unhygienic condition of Kitchen /Dining Hall
 - Unspecified Brand of Food items
 - Gross and unauthorized deviation from the prescribed Menu.
 - Too spicy/ very oily food.
 - Any other service deficiency pointed out by the Trainees and Catering Committee members and/or authorized official.
- 8/8 NO s = excellent , 7/8 NO s = Very good, 6/8 NO s = good. 5 Yes means Average and Above 5 Yes means Poor rating. Evaluation shall be based on this feedback received from each session of Trainees. If more than 25% give Average or Poor ratings, then the food bill attracts penalties.
- 11) **Penalty Clause for Service Deficiencies:**
The Corporation will recover following penalties from the proceeds of the Contractor:-
- a) In case the service provider uses provisions/ oil/ vegetables etc. of unbranded or other than the Brand mentioned in **Schedule -E** or in case of deficiencies such as
- stale food
 - unhygienic food
 - inadequate food
 - failure to serve within prescribed hours
 - gross and unauthorized deviation from menu
 - too spicy/ very oily food.
 - not wearing proper uniform while cooking/serving,
 - or the quality of Catering Services is found to be below standard,
- If deficiency is found in any of the running session, Then deduction of 10% will be charged from the food bill for each such running session. In case of any ambiguity or dispute, the decision of the Competent Authority, ZTC will be final,
- b) Penalty may be imposed for Service Deficiencies as per feedback of participants, Admin, and Faculty, at the discretion of the Competent Authority:
Penalty will be charged on entire catering bill if the feedback of participants is adverse as 'Average' ratings with regard to quality and quantity of food served to them, **deduction of up to 5% is attracted on food bill of a session when 25% of the participants of that session give such adverse rating subject to the condition that total number of participants in a session should be 10 or more.** Deduction is on the total bill for each session from the contractor's catering bills, put together, subject to suitable comments by Admin and recommendation by the Catering Committee, placed before the Director/ Competent Authority.

An additional 1% for each block of 5% adverse rating beyond 25% feedback, from the total bill for each session from the contractor's catering bills, subject to suitable comments by Admin. and recommendation by Catering Committee, placed before the Director/ Competent Authority.

- c) Penalty for Repetitive Reasons: If the above deficiencies persist for any subsequent month during the same FY, then additional deduction out of the total bill will be doubled for each session from the contractor's catering bills, subject to suitable comments of Administration and/ or Nutrition & Wellness (Food) Committee, placed before Competent Authority, and his/her discretion is binding on them. However, if the deficiencies persist for a 2nd subsequent month, any time during the same FY, deduction of the total bill will be trebled at the recommendation of Admin/ Food Committee and- discretion of Competent Authority.
- 12) On the day before the commencement of any session and on the day after the last day of any session, the contractor shall arrange for catering services for such trainees as are expected to be present in the Hostel **and bill for the actual attendance only should be claimed**. The payment of catering bill will be made accordingly. No food is to be provided to any outsider.
- 13) If a trainee falls ill or indisposed, special diet, for so long as needed by him shall be provided by the Contractor without any extra charges in lieu of the normal food supplied in the mess and shall be served in the trainee's room.
- 14) FIRST AID BOX should be available as per **Schedule-i** at the Reception counter under the control of the Receptionist. Cost of Refills and Medicines Purchased for the First Aid box will be borne by Contractor. The Manager/ Receptionist. Workmen deployed by the Contractor shall also help in summoning a Doctor in case of an emergency or take the participant to the Doctor's clinic if required. It shall be the responsibility of the Contractor to communicate immediately any complaint of sickness, mishap, accidents etc. to the DIRECTOR/ Manager Admin./ A/AO OS concerned/ authorized official/s.
- 15) The Contractor shall maintain in good condition all furniture, equipments, fittings etc. and the premises provided to him by the Zonal Training Centre and hand-over charge of the same on termination of the Contract. The Contractor shall be responsible for any damage to any part of entire premises which is under service of contractor or portion of the building under the Contractor's occupation or the fittings, fixtures, furniture or other equipments entrusted in his charge, when such damage is in the Zonal Training Centre's opinion caused due to the negligence or carelessness or any fault on the part of the Contractor or that of his Manager or employee or agent and he shall be liable to pay to the Zonal Training Centre such amount in respect of such damage as may be assessed by the officials of the Zonal Training Centre.
- 16) The Contractor must ensure compliance of the provisions of Food Safety and Standards Act 2006, Food Safety and Standard Rules 2011, Rules and Regulations of the Central Government, Local Municipal Authorities and other statutory requirements as relevant to running a Canteen and providing catering services in Zonal Training Centre. In case any fine/penalty is imposed by the Central/State/Local Authorities, then it shall be the responsibility of the Contractor and if any such fine penalty is paid by the Zonal Training Centre on this count, then the same shall be recovered from the monthly bill and/or Security Deposit.
- 17) Our experience is that for an institution of this size, the Contractor deploys adequate number of competent and well- trained workers as per Annexure XIII for cooking, cleaning, serving, etc. to provide uninterrupted service at all times. The Contractor should have full control of the workers deployed by him and shall give necessary guidance and direction to carry out the jobs assigned to them and shall also be responsible for the payment of their wages/dues and other amenities, if any. Those performing catering and kitchen duties are to be identified separately and not allotted sundry duties elsewhere in the premises. **Under no circumstances sweepers/ cleaners should be made to work in kitchen or canteen either for cleaning utensils or for serving food.**

- 18) The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants. The Contractor should dispose of kitchen garbage/ wastes and leftover food without causing any environmental hazards. He may liaise, if necessary, with the local Municipal/ Civic Authorities for disposal of non-degradable garbage on day to day basis at his own cost. The Contractor's men should have proof of identity in the form of identity cards, uniform, etc. The Contractor shall provide different uniform to his Managers and the other workers engaged by him. Those working in the canteen shall also be provided with uniform, apron, hand gloves, head cap, Face mask, etc. All the workers deployed by the Contractor shall wear their respective uniforms throughout the time they remain in the Zonal Training Centre Campus.
- 19) Separate cooking arrangement and use of separate utensils/ plates/ bowls/ cooking ladles/ cutlery, etc. shall be strictly ensured for VEGETARIAN AND NON-VEGETARIAN ITEMS. Only those cooking oils shall be used which are mentioned in ANNEXURE XII. Use of artificial colors is strictly prohibited. Reuse of burnt oil is strictly prohibited. Oil, once used should not be reused. Adulteration or use of sub-standard items will be penalized and the items will be confiscated. All items, cooked or uncooked, must be handled with utmost hygiene using hand gloves and proper kitchen apparel. Stewards must wear gloves to cut salads and to serve items. The grinders must be cleaned spotlessly in hot water before and after use. All salads and fruits should be washed first and then cut.
- 20) All personnel employed by the Contractor shall be medically fit for handling food & also certified for fitness before employment at Zonal Training Centre.
- 21) The Contractor shall carry out improvements as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the trainees or through the Faculty Members or the DIRECTOR, ZTC. The Contractor shall maintain a complaint register to be submitted for checking by the officials of the Administrative Office periodically.
- 22) The Contractor shall provide clean, pure drinking water (warm, ordinary or cool (as per the choice of the trainee) in each room of the hostel, as frequently as required by the trainees.
- 23) The Contractor shall provide Tea/Coffee three sachets of Tea/Coffee/Sugar/Milk and one branded mini packet of two biscuits to be provided for each trainee/guest every day in the hostel rooms. The brand must be as per **Schedule-E**.
- 24) Breakfast, lunch, snacks and dinner shall be served at the dining hall, unless otherwise required. Forenoon and afternoon tea/coffee shall be served outside the class rooms on the days of the training sessions. The coffee/tea/snacks for the DIRECTOR, Faculty Members and Staff of the Corporation shall be served at their respective tables. Flasks used for serving Tea or Coffee shall be arranged by the Contractor and should be maintained in good condition.
- 25) **The Contractor shall provide tea/coffee with biscuits and evening snacks (and also breakfast/lunch/dinner, if desired) to ZTC officials on all days at 50% of the approved meal rates quoted in the Financial Bid.**
- 26) Timings prescribed by the DIRECTOR, ZTC or an official authorized by him/her for each service given in Annexure-VII shall be strictly adhered to by the Contractor and the Zonal Training Centre is free to change the timings from time to time or prescribe different timings for different groups of trainees. Those working in the kitchen should be present till the dinner hours are over. The menu shall be drawn up MONTHLY/WEEKLY in full detail for each day and approved by the DIRECTOR or any official authorized by him/her. The menu once approved shall be strictly adhered to. The approved menu should be displayed prominently on a board in the Dining Hall of the Zonal Training Centre.
- 27) The Contractor shall provide Special Lunch/Dinner on mutually agreed terms between the Director and Contractor.
- 28) Tea/coffee/milk should be supplied with or without sugar as per the requirement. Paper Napkins, Saump, Misri and tooth picks of good quality shall be provided by the Contractor after breakfast, lunch and dinner.

- 29) The rates payable to the Contractor per participant/Guest Faculty shall be as per the bifurcated rates agreed upon for the following. The Contractor has to maintain a record of arrival and departure of the participants to facilitate billing as per actual attendance and bifurcated rates:-
- Bed Tea/ Coffee/ Milk.
 - Breakfast.
 - Mid-morning Tea/ Coffee/ Milk.
 - Lunch.
 - Afternoon Tea/ Coffee/ Milk.
 - Evening Tea/ Coffee/ Milk with Snacks.
 - Dinner.

The rates applicable for ZTC officials will be 50% of the approved meal price.

- 30) The Contractor shall submit his bills for Catering Charges Monthly/Fortnightly, in the manner and format prescribed by the Zonal Training Centre, within 7 days of the completion of the Month. The Contractor shall assign the job to a competent and trained person and ensure that the Bills submitted are of high quality, accurate, neat and gives full details, to facilitate prompt settlement by ZTC. Bills not found proper are liable to be returned to the Contractor without settlement.
- 31) The Contractor shall ensure that the food items supplied are as per the standards 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/ the Food department), the same shall be borne by the Contractor and the Zonal Training Centre will not pay any fine or penalty that may arise /or that may be imposed on account of the fault of the Contractor.
- 32) Sale of food items & cold drinks is strictly prohibited in the canteen of Zonal Training Centre Premises including the Dining Hall.
- 33) The rates for any item not specified in the Tender/Financial Bid shall be decided after mutual negotiations.
- 34) Utensils, cups, saucers, flasks (especially the rims), crockery, etc. should be scrubbed and cleaned thoroughly with soap and hot water.
- 35) **A thorough master cleaning should take place every weekend for all the equipments, fixtures, utensils etc.** The grime, grease, stains, oil etc. should be wiped well with a clean cloth and dried.
- 36) Cups, Saucers, Utensils of good brand pre-approved by the Competent Authority are to be used.
- 37) Maintenance of gas burners, stoves, rubber pipe in perfect condition, etc. with their regular servicing shall be the responsibility of the contractor on his own cost.
- 38) The electricity and water consumption charges will be borne by the Zonal Training Centre provided the contractor ensures that utmost economy is exercised in the consumption of water and electricity. The Contractor shall abide by such restrictions as may be imposed or follow such instruction as may be issued by the appropriate Government/ Civic/Electricity Authorities and the DIRECTOR of the Zonal Training Centre.
- 39) Maximum of one room will be provided for accommodation to kitchen staff of the Contractor.
- 40) Cost of cleaning material for cleaning of Dining Hall, Kitchen, Wash rooms, (including providing liquid soap) shall be borne by the Contractor. The Contractor shall change the towels of washbasins in dining halls **after every meal.**
- 41) The Contractor shall not knowingly engage any person with a criminal record/ conviction and shall bar any such person from participating directly or indirectly in the provision of Service(s) under this agreement.
- 42) 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, the Contractor shall be liable to pay a penalty as may be decided by the Corporation, on each occasion.
- 43) In any unlikely event of any pandemic/similar situations declared by LIC of India/Government of Telangana/Government of India, the canteen services will be suspended for the specified period (to be intimated in writing by ZTC. The Catering services shall resume as and when the official permission is granted for the same.(which shall be communicated by ZTC).

GENERAL CRITERIA

- 1) The rates quoted will be applicable for the entire period of the Contract. All rates are to be quoted excluding GST, which will be reimbursed to the Contractor from time to time on production of valid bills/receipts.
- 2) Income Tax will be deducted as per rules on the individual bills of the Contractor for i.e. Catering & Housekeeping & General Maintenance.
- 3) The Contractor shall obtain at his own expense all licenses and permissions which may be required for conducting the Catering, Housekeeping and General Maintenance business and pay all the taxes, dues and penalties hereinafter that becomes payable to the Government, Municipality or any other local Authorities by reason of his conducting the business.
- 4) For any dispute or arbitration, the decision of the DIRECTOR, ZTC, HYDERABAD will be final and binding upon the Contractor.
- 5) Any dispute arising out of this Contract including any clarification as to the intent or interpretation of any of the provisions of the terms and conditions of the Contract, the same shall be first referred to/sought from the DIRECTOR, ZTC, HYDERABAD whose decision in the matters shall be final and binding on the Contractor. Any other matter relevant to but not covered in the Contract shall also be decided by making reference to the DIRECTOR, ZTC, HYDERABAD, whose decision will be final and binding on the Contractor. If the dispute is not resolved through the reference made to the DIRECTOR, ZTC, HYDERABAD, a reference of the same shall be made to a Sole Arbitrator to be appointed by the DIRECTOR, ZTC, HYDERABAD for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act- 1996 and any statutory modifications there under from time to time. There shall be no objection if the Sole Arbitrator to be appointed is a Competent Officer of LIC of India at the discretion of the DIRECTOR, ZTC, HYDEARBAD. The Contractor and the Zonal Training Centre shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues/disagreements/disputes in connection with the Contract, the same shall be settled through Arbitration or through the Court of Law within the jurisdiction of HYDERABAD. The resultant Contract shall be interpreted under Indian Laws.
- 6) The Contractor shall not exhibit any signboard, nameplate or advertisement within or outside the Premises of the said Zonal Training Centre.
- 7) The workers deployed by the Contractor shall have no presumptive right of absorption in the services of LIC of India.
- 8) LIC of India shall in no way be responsible for wages, salaries, bonus, gratuity or any compensation, notice pay etc. of the workers deployed by the Contractor for conducting business at the Zonal Training Centre.
- 9) Nothing herein contained shall purport or operate to declare, assign, limit or extinguish whether present or in future in favour of the Contractor any right, title interest whether vested or contingent in the Premises of the Zonal Training Centre that vests with LIC of India and the Contractor hereby agrees that the Zonal Training Centre Premises is the property of LIC of India and vests in the name of LIC of India.
- 10) In the matter of appointment of workers for the purpose of assisting the Contractor, he shall not appoint any children prohibited by statute, to be so appointed.
- 11) The Contractor shall on the request of DIRECTOR, ZTC, HYDERABAD immediately dismiss from the work any person(s) thereon who may in the opinion of the DIRECTOR, ZTC, HYDERABAD be unsuitable or incompetent or who may misconduct himself and such person shall not be again employed or allowed in the work/campus without the permission of the DIRECTOR, ZTC, HYDERABAD.
- 12) The Contractor shall keep the Zonal Training Centre, 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; the 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 Zonal Training Centre, LIC of India or any third party whether resulting directly through any accident or otherwise to life or property while performing the contractual job at the Zonal Training Centre or when carrying out any repairs or other work pertaining to the Zonal Training Centre Premises. Such damage, injury or loss to life or property shall be made good and/or as the case may be shall be paid immediately by the Contractor to the Zonal Training Centre.

- 13) Upon breach by the Contractor of any of the terms and conditions governing the Scope of the Tender and/or upon the Contractor failing to comply with the directions/orders issued/ passed by the local Municipality/Corporation, the Government of Telangana, or any other Competent Authorities and/or upon the Contractor failing to comply with the requisitions issued by the Zonal Training Centre and/or if in the opinion of the Zonal Training Centre, the Contractor is not performing the Catering, House-keeping & General Maintenance activities in a satisfactory manner and/or if the Contractor is adjudicated insolvent and/or fails to make any arrangement with his creditors and/or if any attachment or execution is levied on any of the property of the Contractor, the Scope of the Tender shall be liable to be terminated.
- 14) The Contractor shall indemnify the Zonal Training Centre against all claims which may be made under the Workmen's Comp. Act/Rules there under or under any law or rules of compensation payable in consequence of any accident/injury sustained by any person in his employment during the period of the Catering, House-keeping & General Maintenance Agreement.
- 15) The Contractor shall comply with the requisitions issued by the Zonal Training Centre or any Competent Authority pertaining to any matters in connection with the Catering, house- keeping & General Maintenance services being rendered by the Contractor.
- 16) The Contractor or his workers shall not indulge in any act which may hamper the peace or serenity of the campus of the Zonal Training Centre or likely to be detrimental to the interests of LIC of India. The Contractor shall be solely responsible for any direct or indirect misconduct on the part of the workers appointed by the Contractor for the purpose of assisting him in all aspects relevant to this Contract.
- 17) The Contractor shall be wholly responsible for the remuneration of workers deployed by him.
- 18) The Contractor or his workers shall not use the premises, properties, fixtures, fittings, etc. of the Zonal Training Centre for any purpose other than those expressly provided in the Contract. It shall be open to any official of LIC of India authorized by the Director, ZTC, HYDERABAD in this behalf to inspect the Hostel or any portion thereof.
- 19) The Contractor is not entitled to assign or transfer howsoever the benefit or burden of the Contract to any other person or firm.
- 20) Nothing herein contained shall be construed to create any tenancy in the Contractor's favour, of any of the premises of the Zonal Training Centre, properties or belongings and the Zonal Training Centre may of its own motion, upon the termination of the Contract, re-enter and retake and resume and retain absolute possession of the Zonal Training Centre's belongings, both movable and immovable.
- 21) Any failure or omission on the part of the Zonal Training Centre 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 Zonal Training Centre to enforce its right at any time subsequently, with retrospective effect wherever found necessary.
- 22) The Contractor shall indemnify the Zonal Training Centre for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the Zonal Training Centre on account of negligence, wrongful or questionable conduct of the Contractor or his workers, whether indulged intentionally or otherwise
- 23) The Zonal Training Centre reserves the right to ask the Contractor to remove any worker(s) immediately for their failure to give quality service and the Contractor shall be bound to replace the worker(s) concerned within a week from the date of such communication. In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement the decision of the DIRECTOR, ZTC, HYDERABAD shall be final and binding on the Contractor.
- 24) The Contractor shall arrange and pay for policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which are used by the Contractor during the course of both the services.
- 25) The Contractor shall obtain adequate Insurance Policy in respect of his staff engaged for the service, towards meeting the Liability of Compensation arising out of death, injury and or disablement at work etc. and shall regularly and pay each and every premium, on time, as and when the same shall fall due during the currency of the Contract.
- 26) Medical check-up of all the workers deployed for preparing of food , serving the food and washing the utensils will be got done by the Contractor on half yearly intervals or as and when advised by the Zonal Training Centre, at his cost and the medical fitness certificate(s) shall be submitted to the Zonal Training Centre. No worker shall be deployed in the Zonal Training Centre without proper medical check-up.

CHECKLIST FOR DOCUMENTS TO BE ATTACHED IN TECHNICAL BID (PART-A) ENVELOPE

- 1) Application Form duly completed by the Bidder (as per Annexure-II)
- 2) Bidder's Profile (Annexure-III)
- 3) Compliance Report duly completed as per Annexure-II
- 4) Declaration regarding non-participation of near relatives of employees of LIC in the Tender as per Annexure-IV
- 5) Proof of Identity of the Bidder or his/her Office in the Form of Voter ID Card/Passport//Driving License/Aadhar Card/PAN Card(Self attested photocopy)
- 6) Proof of Residence of Bidder or his/her Office in the form of Ration Card/Passport/ Driving License/Aadhar Card/PAN Card(Self attested photocopy)
- 7) Certificate of Income Tax PAN Number- for both, Individual as well as for the Establishment of the bidder(Self attested Photocopy)
- 8) Certificate of Registration under GST Act(Self attested photocopy).
- 9) Certificate of Registration under Shops & Establishment Act(Self attested photocopy).
- 10) Certificate of PF Registration with the Office of the Regional Provident Fund Commissioner.
- 11) Certificate of Registration with ESIC-Employees' State Insurance Corporation,
- 12) Professional Tax Registration Certificate as applicable.
- 13) Audited Financial Statements (P & L and Balance Sheet) for the last three Financial Years.
- 14) Income Tax Assessment orders / I.T. Returns copies for the last three Financial Years.
- 15) Self attested photocopy of valid registration certificate/license with Labour Department under Contract. Labour (Regulation & Abolition) Act, 1970 as amended from time to time, till date.
- 16) **Performance Certificates** from previous & present clients for last 5 years.
- 17) Date of obtaining ISO 9001:2015 certificate and its validity period (Please enclose an attested copy of certificate), if any.
- 18) List of works in hand indicating Name of clients, description of work, contract value, date of award, number of personnel deployed. Supporting documents from the organization to be enclosed.
- 19) Earnest Money Deposit : **The sealed technical bid should be accompanied with a refundable EMD of Rs.1,30,000/- (Rupees one lakh thirty thousand only) in the form of DD drawn favoring "LIC OF INDIA " on any nationalized bank payable at Hyderabad, without which the Bid will not be considered. The EMD will not carry any interest and it will be refunded to the unsuccessful bidders soon after the finalization of the tender. The EMD deposited by the successful bidder will be converted into part of Security Deposit and it will not carry any interest. However, firms which have been registered as MSEs either with NSIC or Director of Industries (DI), District Industries Center (DIC) need not pay the tender fee and EMD on submission of proof of such registration along with the technical bid.**
- 20) Demand Draft for Rs.1180/- (Rupees One thousand one hundred and eighty only) including GST (Rupees One thousand One hundred eighty only) in favour of "Life Insurance Corporation of India" towards tender fee.
- 21) Annexure-5 to Annexure-11 to be duly signed by Contractor.

Note: The Contractor is requested to sign each and every page of Technical & Financial Bid of the Tender.

APPLICATION-cum-COMPLIANCE REPORT

To
 THE DIRECTOR,
 ZONAL TRAINING CENTRE, LIC OF INDIA,
 GANDHI NAGAR
HYDERABAD – 500 080

Sub: Tender for Providing Catering Services on Contractual basis at ZTC, HYDERABAD

Dear Sir/Madam,

I/We certify that I/We have read the Eligibility Conditions, Scope of Tender, 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 (C), Ministry of Labour & Employment, Government of India or as fixed by Labour Department, Telangana Government, whichever is higher and Payment of compensation for Overtime/weekly off/National holiday/Any other holiday as applicable and amended from time to time.

I/We will also comply with the requirements of various statutes, relevant to this Contract, such as Contract Labour (Regulation and Abolition) Act, 1970, Contract Labour (R & A) Rules, 1971, EPF Act, 1952, ESI Act (1948) The Industrial Dispute Act 1947 The Equal Remuneration Act 1976 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 authority constituted by or under any law, for the category of persons deployed by me/us.

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 will also obtain License under Contract Labour (R & A) Act, 1970 to provide Catering Services at ZTC, Hyderabad, if applicable.

I/We have inspected the Canteen Halls, Hostels and ZTC Premises, etc and I am/We are satisfied that ZTC premises and the Furniture's & Fixtures etc provided at the ZTC premises are appropriate & meets the requirements to provide Catering Services.

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

I/We declare that I/We have read and fully understand the tender document containing Notice inviting Tender, Eligibility Criteria, Instructions to Tenderer, general terms and conditions, Scope of work and all Annexures attached to and forming a part of tender document. I/We have understood the contents of complete tender document (Technical Bid as well as Financial Bid) and 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 _____ 2023

Place:

Signature of Tenderer(s):

Name of the Tenderer(s):

(seal)

Date:

Address:

BIDDER'S PROFILE

1. Name of the Company/Individual/Firm/Organization :
and Address (with telephone number)

Affix duly
attested PP size
recent
photograph of
the authorized
representative of
the bidder.

Name of the Contact Person with Tel No.& e-Mail ID :

2. Details of Registration with Labour Deptt./ :
MCH (Central/State)
3. Name of the Proprietor/Partners/ :
Directors together with technical
Qualifications :
4. Past Experience in the field :
(in years) (Please enclose testimonials on the above)

Period of Contract		Name of the Firm/ Person/ Organization for whom catering services contracts undertaken	Type of the Contract undertaken	Value of contract &	Remarks, if any: Contact person & Mobile number
From	To				

(You can use additional sheets, if required)

5. List of Organizations/Persons to whom Catering services are presently being rendered, along with certificate proofs:

Period of Contract		Name of the organization	Type of the Contract	Value of the Contract (in Lacs)	Name of the Contact Person with Mob No.
From	To				

(You can use additional sheets, if required)

6. Annual turnover during the last FIVE financial years (Enclose copies of last FIVE years Audited financial statements)

(Average turnover not to be less than Rs5,00,00,000/- (Five Crores) out of which major share from catering Services :

Year	2018-2019	2019-2020	2020-2021	2021-22	2022-2023 (Estimation)
(Rs. In Lac)					

7. Permanent Account Number :
(Enclose a copy of latest Assessment order)

8. Contract Labour (R&A) Act License No :

9. Registration No. under Shops & Establishment Act (enclose photocopy) :

10. Goods and Service Tax (GST) Registration No:
EPF Registration No :
ESI Registration No :
(Enclose photocopies of each)

11. Enclose Experience certificate from:
Previous & present clients

12. No. of persons employed :
Permanent :
Temporary :

13. Names of references and their addresses : a)
With telephone numbers

: b)

Date :

Signature of the Tenderer with seal
Name & Address

Note: Documentary evidence to be enclosed.

Declaration regarding Non-Participation of near relatives of employees in the Tender

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

Signature of Tenderer with Seal

NO DUES CERTIFICATE

(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security amount)
 DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE LIFE INSURANCE CORPORATION OF INDIA
 (On Non Judicial Stamp Paper of Rs.100/-duly notarized)

- 1) This deed of indemnity executed on _____ at Hyderabad by/on behalf of (Name and address of the Catering Services Provider) (herein referred to as the Service Provider/Contractor) favouring Zonal Training Centre, LIC of India, Hyderabad (Herein referred to as the DIRECTOR) having their office at Gandhi Nagar, Hyderabad witness as follows:
- 2) The Contractor had been working for the DIRECTOR, ZTC, LIC of India, Gandhi Nagar, Hyderabad for Providing Catering Services.
- 3) The Contractor has made a Security deposit of Rs _____ (10% of the Contract Value) for providing Catering Services.
- 4) The Contract for providing Catering Services on contractual basis has been completed by me and or the Contract has been terminated/Cancelled by the DIRECTOR/ ZTC,HYD w. e. f. _____.
- 5) We have paid all dues of the workers engaged in aforesaid Catering Services and have also paid all the bills of the materials purchased from various vendors/suppliers for the purpose of the mentioned Catering services
- 6) The Contractor having satisfied the DIRECTOR, LIC of India, ZTC, Gandhi Nagar, Hyderabad that there are no outstanding dues of any sort and also that he has not caused any damage to the property of ZTC, Hyderabad and on the request of the Contractor the DIRECTOR, ZTC, Hyderabad has agreed to refund the aforesaid Security deposit.
- 7) Now in the above premises and in consideration thereof, the Contractor agrees and undertakes as follows:
- 8) 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 Services as provided to ZTC, Hyderabad or in the event of any damage, breakage or any other injury to the property of ZTC, Hyderabad caused by the Contractor or his workers, the Contractor shall, on being required by the DIRECTOR, ZTC, Hyderabad pay and make good all those dues or damages forthwith.
- 9) In the event of delay or failure to pay or make good any amount in the above connection which the DIRECTOR, ZTC, Hyderabad 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 DIRECTOR, ZTC, Hyderabad against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.
- 10) 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.
- 11) We also confirm having remitted all statutory deposits, as applicable, to the concerned
- 12) In witness whereof the Contractor has signed this deed of indemnity at the place and date above mentioned in presence of following witness:

Witness:

1) **Signature** : **Name** :
Address :

2) **Signature** : **Name** :
Address :

Signature of the Contractor With Seal (Indemnifier)

**(AFFIDAVIT ON STAMP PAPER OF RS 100 REGARDING NON BLACKLISTING / PROSECUTION)
(To be notarized)**

Date: _____

I/We, hereby depose that neither me nor our Organization (Name of the Organization)_____

including our Partners/ Shareholders/Directors have ever been blacklisted/prosecuted 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 and house Keeping Services Contract awarded by any of the 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 Zonal Training Centre, LIC of India located at Hyderabad.

Witness:

(Tenderer) Deponent

Signature : _____

Full Name (Block Letters) _____

Address : _____

Verification

Verified at _____ on _____ and the contents mentioned/stated above in this affidavit is true to the best of my knowledge based on firm records and no information is hidden there from.

(Tenderer)

Place:

Signature of the Bidder with Rubber Stamp/Seal

Date:

PAYMENT TO CONTRACTORS**A. PAYMENT FOR CATERING SERVICES**

Payment of Catering Charges will be made on basis of actual number of meals on **Fortnightly (15-days)** basis as per rates quoted by him.

NOTE: All statutory deductions, such as GST, TDS, and cess etc., as applicable from time to time, will be deducted from total bill amount.

BILLING PROCESS AND DOCUMENTS

S.NO.	REQUIREMENT	TIMELINE	INFORMATION REQUIRED	SUPPORT DOCUMENTS
1.	Bill for Catering charges	To be raised Fortnightly (15 days)	Following information is required in the bill 1. GST Bill No/date clearly written 2. Training Batch (s) Session no. start date and end date 3. No of Trainees/Guests 4. Billing Rate 5. GSTIN regn. number [no GST will be payable in case the invoice does not bear the GSTIN] 6. PAN Number 7. Any other information prescribed by ZTC.	a) Details of Number of daily refreshment/meals served to the Guest Faculty/Guests. b) Photocopy of missing meals and No meal register maintained at the reception. c) Photocopy of the check-in and checkout register of the trainees maintained at reception. d) Any other document as required by ZTC.

Assumed cost of Manpower towards Minimum Wages per month :

SI No.	Designation	Number deployed	Type /Category i.e. skilled/un skilled/semi skilled etc.	Minimum Wage Rate (Rs.)		ESI	PF	Total Amount payable for the month (Rs.)
				Basic minimum wages	VDA			
			(Manager should have Diploma in Hotel Management and Catering Services)					
1.	Canteen Manager	1						
2.	Head cook	1						
3.	Assistant cooks	2						
4.	Kitchen Helpers	2						
5.	Serving Stewards	3						
6.	Table cleaners	2						
7.	Kitchen / Dining Cleaner and Pot washers	2 +2 (shift basis)						
	TOTAL	15						

B. OTHER EXPENSES FOR PROVIDING FOOD /CHARGES PER MONTH (For items purchased from outside)

Signature of the Contractor

(Date & Stamp of the Company)

DECLARATION

I/We hereby agree to all the Terms & Conditions mentioned in Catering Contract work tender of LIC OF INDIA, ZTC HYDERABAD without any condition whatsoever. I also further agree that all the deficiencies will attract penalty and the recovery will be affected without any notice to me, in the event of my/our application being declared as the successful tenderer.

Signature of the Contractor
(Date & Stamp of the Company)

Bid-Security Declaration

To
The Director
Zonal Training Centre
LIC of India
Hyderabad.

**Re : 1. Your Catering Contract Tender.
2, Your Bid No. 001, dt. 15.03.2023.**

I/We _____ irrevocably declare as under :

I/We understand that, as per your Catering Tender Notice ref: 001, DATED 15.03.2023 BIDS MUST BE SUPPORTED BY A Bid Security Declaration in lieu of Earnest Money Deposit.

I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of three years from the date of disqualification as may be notified by you (without prejudice to LIC's rights to claim damages or any other legal recourse) if,

1. I am/We are in a breach of any of the obligations under the bid conditions.
2. I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
3. On acceptance of our bid by LIC, I/we failed to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Dated on _____ day of _____ month _____ year.

Signature :

Name & Designation of the Authorized person signing the Bid-Securing Declaration Form.

(Note : In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid).

Form of Bid-Security Declaration

To
The Director
Zonal Training Centre
LIC Of India
Hyderabad.

**Re: 1. Your Catering Contract Tender.
2. Your Bid No. 001, dt.15.03.2023.**

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid-Security Declaration.

I/We accept that we will automatically be suspended from being eligible for bidding in any contract with LIC Of India for the period of time of 3 years starting 17.04.2023, if we are in breach of our obligation(s) under the bid conditions, because we:

(a)_ have withdrawn our Bid during the period of bid validity which is of Six months specified in the Letter of Bid; or

(b) having been notified of the acceptance of our Bid by LIC Of India during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with Sl.No.18 & 19 under the heading “Eligibility Criteria For Empanelment & Tender” of the Tender Documents.

I/We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of our notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Dated on _____ day of _____ month _____ year.

Signature:

Name & Designation of the Authorized person signing the Bid-Securing Declaration Form.

(Note: In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid.

SCHEDULE A

SCOPE OF SERVICE

CATERING SERVICES AT ZTC, HYDERABAD

The Contractor will bear the Material and Labour cost and provide Services as specified below

MEALS						
S N	NATURE OF MEAL	SPECIFIED PERSONS	FREQUENCY	CONTENTS	GENERAL TIMING *	VENUE
1	BREAKFAST	TRAINEES/GUEST FACULTY STAYING AT ZTC	DAILY AS REQUIRED	AS PER MENU SPECIFIED IN THE TENDER AND APPROVED BY ZTC	07.30 AM TO 09.00 AM	DINING HALL
2	LUNCH	TRAINEES/ZTC FACULTY/GUEST FACULTY AND GUESTS	--DO--	--DO--	01.15 PM TO 02.00 PM	--DO--
3	DINNER	TRAINEES/GUEST FACULTY STAYING AT ZTC	--DO--	--DO--	08.00 PM TO 10.00 PM	--DO--
REFRESHMENTS						
1	BED TEA/COFFEE/ MILK	TRAINEES/GUEST FACULTY STAYING AT ZTC	DAILY AS REQUIRED Electric kettle to be provided in all hostel rooms & Guest rooms	Daily three sachets of Tea/Coffee/Sugar/ Milk and one mini packet of two biscuits to be provided for each trainee in Hostel Rooms	6.00 AM	IN HOSTEL ROOMS
2	PRE-LUNCH TEA/COFFEE	--DO--	DAILY AS REQUIRED	Beverages + Good Day Biscuits	11.30 AM OR AS DIRECTED	LOBBY ADJOINING THE CLASS ROOMS
3	POST-LUNCH TEA/COFFEE	--DO--	DAILY AS REQUIRED	--DO--	3.30 PM OR AS DIRECTED	--DO--
4	EVENING TEA/COFFEE	--DO--	DAILY AS REQUIRED	BEVERAGES WITH SNACKS AS DIRECTED BY ZTC	5.30 PM OR AS DIRECTED	DINING HALL
5	TEA/COFFEE	OFFICERS & STAFF AT ZTC	ON ALL WORKING DAYS	WITH BISCUITS, SNACKS WITH EVENING TEA	10.00 AM TO 5.00 PM	OFFICE PREMISES

In addition, Tea/Coffee/Biscuits will be required to be served for Visiting Guests also during office hours and the Service Provider/Contractor shall provide such services as and when required beyond general service hours mentioned above to meet the specific requirements of ZTC.

* **These are indicative timings. These may change depending upon the schedule of the sessions.**

SCOPE OF SERVICE***CATERING INFRASTRUCTURE MAINTENANCE***

- 1) Dining Hall – Before and after each meal to be swept and mopped.
- 2) Kitchen – Platform and floor and shelves to be cleaned Daily at regular intervals
- 3) Disposal of Kitchen Garbage – Daily at regular intervals
- 4) Backyard of Kitchen should be well maintained with regular sweeping and keeping it clean and dry.
- 5) A/C S in Dining Hall and other furniture and fittings should be serviced regularly in coordination with Admin office.
- 6) The room given to Kitchen staff should be properly maintained and kept neat, orderly and clean.
- 7) Dining Hall to always smell fresh and with the aroma of Hot, Delicious food.
- 8) The window curtains to be cleaned at regular intervals, the sinks in wash area to be cleaned daily.
- 9) Hand washes to be regularly refilled and kept available.
- 10) Used utensils/plates to be removed once the bin is full. Cleaners to be alert while participants are at dining hall.
- 11) Dining Floor to be kept dry and ensure that no water is on the floor to avoid slippery floor.
- 12) All electrical appliances to be used only as per need. Lights and fans to be switched off when not in use.

NOTE:

- I. Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Director, ZTC, Hyderabad.

STANDARD OF SERVICE

- 1) The Contractor must ensure compliance of the provisions of Food Safety and Standards Act 2006, Food Safety and Standard Rules 2011, Rules and Regulations of Central Government/Telangana Government /Local Municipal Authorities and other statutory requirements as relevant to running canteen and providing catering services in the Zonal Training Centre. In case any penalty is imposed by the Central Government /Telangana Government /Local Municipal Authorities, then it shall be the responsibility of the Contractor to bear the same and any fine/penalty/legal expenses incurred by the Zonal Training Centre on this count shall be recovered from the Contractor's bill and/or Security Deposit.
- 2) The Contractor shall ensure that the Kitchen, Dining Hall and Washroom are well maintained and properly cleaned for absolute hygiene and shall not permit litter of garbage/refuse etc. anywhere including the washbasin, lavatories and open space.
- 3) The Contractor shall be responsible for disposal of garbage, waste etc. to a proper dumping ground as prescribed/permitted by Local Municipal Authorities, at his cost and resources.
- 4) The food items and eatables served to the trainees, faculty members, staff & guests shall be of quality as specified in Annexure-XI and shall be prepared and served at the desired temperature. The service provided to the trainees, faculty members, staff & guests shall be prompt, courteous and orderly. The workers deployed by the Contractor should be healthy, properly dressed in neat and clean uniform, well behaved and properly trained to carry out the services required by them.
- 5) The authorized representative of the Zonal Training Centre shall have the authority to inspect such articles of food and provisions being provided by the Contractor and will have full powers to order discontinuance of use of certain food items/raw materials and provision which are not as per specifications mentioned in the Tender Document or are found to be of unsatisfactory standard or on the grounds of hygiene.
- 6) The Contractor shall maintain a register of complaints and suggestions in the dining area displayed prominently, where the trainees/guests/authorized officials of the Zonal Training Centre can register their complaints/views. The Contractor shall put his own comments/observations on the entries made in the register regarding follow up action taken on complaints and produce the register to the designated officer of the Zonal Training Centre on a regular basis for verification.
- 7) All catering services being provided in the dining hall shall be organized as per the timings given in the Annexure-VII of Tender Document or as per modified timings advised by the designated officer of the Zonal Training Centre.
- 8) Vegetarian and non-vegetarian cooking shall be done separately and dishes should also be served separately.

- 9) In case of a trainee/faculty/guest faculty being on fast or being sick, the Contractor shall supply suitable food to them as per request, within the cost of the normal menu.
- 10) All left-over food should be properly and promptly disposed of and must not be served again in any manner or form.
- 11) Dining Table should have water jug, glasses for drinking water, napkins, salt and pepper shakers etc. properly arranged to seat four persons or more as per requirement.
- 12) Although there will be self-service by the trainees and the Faculty Members, the Contractor should have sufficient number of workers not less than as specified in Annexure XII of the Tender Document, for serving the food.
- 13) The soap containers in the hand wash area and washroom should have sufficient liquid soap of branded quality and should have neat and clean towels for every meal.
- 14) Only fresh vegetables and fruits should be used.
- 15) Chicken, mutton, fish and eggs should be fresh and kept in deep freezer.
- 16) Cleaning material should be of good quality.
- 17) If the standard of Services as mentioned above or elsewhere in the tender document are not maintained to the satisfaction of the Authorities of the Zonal Training Centre, appropriate penalty as per Clause No 11 of Catering Services under scope of work will be imposed and amount thereof will be deducted from the Contractor's bill and/or Security Deposit.

MENU OF MEALS AND REFRESHMENT

1. The menu of all meals and refreshment to be offered everyday shall be prepared for a period of one month or for a fortnight and submitted to the designated officer of ZTC well in advance for approval. The menu thus approved shall be displayed in the dining hall for each meal. ZTC has the right to change/amend any items of the menu at any time, depending on the need.
2. **Dinner Pack:** The contractor shall provide DINNER PACKS to the participants who are leaving the Hostel between 5.30 pm to 8.00 pm after completion of their training. Dinner Pack will contain Napkin, 3-phulks, curry, sweet, OR Veg. fried rice with curry, sweet etc. sufficient for one person in take away packing. Rate of Dinner Pack will be 75% of the rates for Vegetarian Dinner as quoted in the Price Bid.

FOOD ITEMS ON THE FIVE DAYS A WEEK

SI No.	service	Compulsory Items	Optional Items	Timings
1.	Break Fast	1. Bread Toast + Butter & Jam, 2. Cornflakes +Milk/ Oat Porridge 3. Boiled Egg. 4. Banana / Any Fruit. 5. Any 2 items from the Options. 6. Milk / Filter Coffee / Tea Bags 7. Kaaram Powder 8. Ghee	Any TWO Items from the below options : 1). Idli with Sambar & Chutney 2). Vada with Sambar & Chutney 3). Upma & Pesarattu +Chutney 4). Poori with Kurma / curry 5). Pongal with Chutney & Sambar 6). Alu Porata with Curd 7). Masala Dosa with Chutney & Sambar 8). Onion Dosa with chutney & Sambar. 9). Uthappam with Chutney & Sambar. 10). Any special item approved by Committee.	07.30 am to 09.00 am
2.	Lunch	1. Soup 2. Salad, 3. Plain Rice 4. Palav / Biryani/Veg. Rice/ with basmathi rice 5. Pulka / Roti 6. Roasted Egg 7. Dal with Leaf veggies/Vegetables or 8. Dry Curry 9. Wet Curry 10. Fresh Chutney 11. Majjiga Charu/ Sambaaru 12. Rasam 13. Pacchi pulusu + Vankaya 14. Pickle (Lemon, etc..) 15. Another Pickle (Mango, etc) 16. Papad / Vadiyaalu 17. Curd 18. Sweet 19. Fruit Salad/Cut Fruits 20. Ice Cream	<u>Veg. Wet Curries:</u> Rajma, Panneer Butter, Mixed Veg., Palak Panneer, Chole, Baingan, Veg. Malai Kofta, Veg Manchuria, Gobi Masala , Aloo65 , Any other Masala Curry <u>Dry Curries:</u> Donda, Karela, Banana, Bhendi, Kanda , Arabi, Alu, Cabbage, Capsicum, Carrot, Beans, Veg. Manchuria, Gobi 65 , any other veg. dry curry. <u>Dal:</u> Palak, Methi, Gongura, Ponaganti Dosakai, Dal thadka, Sorakaya, Tomato, mango , Moong, Ridge Garden, Dal Fry, Urad Dal, Masoor dal. <u>Chutnyes :</u> Mango, Tomato, Cocunut, Beera, Dosakaaya, <u>Sweets:</u> Gulab Jamoon, Double-ka-Mitha, Sabudhana Kheer, Payasam, Chakrapongal, Jilebi, Badusha, Gajjar Halwa, Pineapple Rawa Kesari, Rasgulla, <u>Ice Cream :</u> (Vanila, Pista, Strawberry, Butterscotch etc. Flavours).	01.15 pm to 02.00 pm

3.	Snacks	Any ONE from Optional Item + Milk / Filter Coffee/ Tea Bags	Onion/Capsicum/Palak Pakoda, Samosa, Masala Wada, Veg. Sandwich, Alu Bonda, Veg. Cutlet, Punugulu, Mirchi bajji / Alu bajji / Banana Bajji/Pani puri	05.30 pm to 06.30 pm
4.	Dinner	As per Lunch : 1. Non Veg. curry in place of Roasted Egg (from optional item) 2. Sweet Pan in place of Ice cream	1. Mutton Curry 2.Chicken Curry 3.Fish Items	08.00 pm to 10.00 pm

**Signature of the Contractor
(Date & Stamp of the Company)**

NOTE:

1. The list above is only indicative and not exhaustive. It would be to the credit of the Contractor to add any number of items under their respective heads to make the list more versatile.
2. Any special sweet purchased from outside due to special order will be reimbursed at actual cost for which cash memo will have to be produced.
3. Adequate quantities to be served on buffet basis without any limit.
4. Fried Soump, Candy Sugar, Toothpicks to be served at the end of Breakfast, Lunch and Dinner
5. Each serving should contain minimum of: Corn Flakes–50 gms., Milk–200 ml, Sweet–100 gms., Non-veg.–150 gms., Snacks–75 gms. and all other Food Items/Beverages will be on an “Unlimited” and buffet basis as per the requirement of the participants/ guests. No proportioning is allowed.
6. Chutney for breakfast will be with Coconut/Coriander/Ginger/Tomato/Groundnut.
7. The pots for side curries shall be of at least 150 ml size.

SCHEDULE - E**SPECIFICATIONS OF STANDARDS TO BE STRICTLY FOLLOWED BY CONTRACTOR**

Ingredients	Standard Specified
COOKING OIL	Groundnut oil like Vijaya, Priya / Sunflower oil like Sundrop, Gold Drop, Freedom, Fortune / Desi Ghee like Vijaya, Jersey, Durga, Nandini. (No local brand is accepted)
RICE	Sona Masuri, Basmati, Dawat/India Gate
FLOUR	Reputed Agmark brand like Aashirwad, Annapurna, Shaktibog, Pilsbury wheat flour
PULSES & BESAN	Reputed Agmark brand like Shaktibog, Aashirwad
SWEETS	<ol style="list-style-type: none">1. The items such as Rasgulla, Gulab Jamun and other sweets are to be purchased from shop approved by ZTC, if not prepared on premises.2. Kheer, Sevain, fruit custard are to be prepared in milk.
TEA / TEA BAG	Tajmahal, Assam, Brook Bond, Lipton, Tata tea, Gemini
PICKLES	Priya, Ruchi
MILK / MILK PRODUCTS	Amul, Vijaya, Mother Dairy, Nandini
BUTTER	Amul, Mother Dairy, Nutrela
JAM (MIXED FRUIT)	Kissan
SAUCE (TOMATO / CHILLI)	Kissan, Maggi
CHICKEN, MUTTON & FISH	To be purchased from shop approved by ZTC
ICECREAM	Kwality, Mother Dairy, Vadilal, Amul
VEGETABLES	Should be fresh and ripe
FRUITS	Should be fresh and ripe
SPICES	Reputed Brands, like MDH, Ashoka, Everest, Badshah, Maharaja, MTR
SOUP, Cornflakes	Knorr, Kellogs, maggi

NOTE: ZTC, Hyderabad 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.

DEPLOYMENT OF SUPERVISORS AND WORKERS

Based on our past experience, we have arrived at the number of manpower resources to undertake the work of Catering / Housekeeping and Maintenance services for which the tenders have been invited. Our assessment of required manpower is given hereunder. Hence, this tender must not be construed as supply of manpower / material. The number of manpower resources has been assumed to provide an equal footing to all the bidders, so that they have equal weightage on this factor.

Hence, it is reiterated that this tender is inviting offers to provide Catering Services and not for supply or engagement of contract labour and / or materials.

In respect of catering services, the Contractor shall provide adequate number of competent and well- trained workers like one Canteen Manager, two Cooks, Adequate number of Waiters and workers for cooking, cleaning, serving etc. to provide uninterrupted service at all times.

- 1) The Contractor/service Provider will be required to pay wages as per the rules of the Labour Act.
- 2) The Contractor should have full control of staff deployed by him and shall give necessary guidance and direction to carry out the jobs assigned to them and will also be responsible for the payment of their wages/dues and other statutory benefits / facilities, if any. The catering and kitchen staff is to be identified separately and not allotted sundry duties elsewhere in the premises. Under no circumstances sweepers/cleaners should be made to work in kitchen or canteen either for cleaning utensils or for serving food.
- 3) The Supervisor and other workers to be deployed should have necessary qualifications and experience. The Supervisor should have working knowledge of English and Telugu/Kannada and other workers should have working knowledge of Telugu/Kannada.
- 4) The supervisor and other workers deployed by the Contractor should be healthy, free from any communicable disease, medically fit for handling food and certified for fitness before employment. They will be subject to medical examination as and when required and the expenses thereof, if any, will be borne by the Contractor.
- 5) The Canteen Manager shall oversee all the affairs of catering at all times and especially during meal times. This person should have full authority and resources for efficient running of catering service.
- 6) The Contractor shall ensure that the working hours of the Supervisor and Workers are regulated in such a manner that total number of working hours per worker in a day do not exceed as stipulated under the Minimum Wages Act 1948 and other Labour Laws in force including rules framed there under.
- 7) On receipt of Work Order, the Contractor will supply a list of names with the bio-data duly certified along with photograph of all the workers to be deployed under this Contract at the Zonal Training Centre. In case of replacement of workers/Supervisor, his certified Bio data should be immediately submitted to the Zonal Training Centre.
- 8) Canteen Manager will have to inform the ZTC Admin. Office about the leave/absence of Catering staff for more than one day.
- 9) The Contractor will inform office about leave/absence of managers beyond one day.

The Zonal Training Centre reserves the right to expel any worker(s) of the Contractor who is found guilty of misconduct.

Uniform for the Supervisors and Workers

The Contractor shall arrange to provide winter and summer uniforms along with shoes to the Supervisors and other workers within 15 days of award of contract. The design/colour/quality/fabric of the uniform and the brand of shoes to be provided will be approved by the Zonal Training Centre, Hyderabad.

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 every year 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.**

PAYMENT TO CONTRACTORS**B. PAYMENT FOR CATERING SERVICES**

Payment of Catering Charges will be made on basis of actual number of meals on **Fortnightly (15-days)** basis as per rates quoted by him.

NOTE: All statutory deductions, such as GST, TDS, and cess etc., as applicable from time to time, will be deducted from total bill amount.

BILLING PROCESS AND DOCUMENTS

S.NO.	REQUIREMENT	TIMELINE	INFORMATION REQUIRED	SUPPORT DOCUMENTS
1.	Bill for Catering charges	To be raised Fortnightly (15 days)	Following information is required in the bill 5. GST Bill No/date clearly written 6. Training Batch (s) Session no. start date and end date 7. No of Trainees/Guests 8. Billing Rate 5. GSTIN regn. number [no GST will be payable in case the invoice does not bear the GSTIN] 6. PAN Number 7. Any other information prescribed by ZTC.	e) Details of Number of daily refreshment/meals served to the Guest Faculty/Guests. f) Photocopy of missing meals and No meal register maintained at the reception. g) Photocopy of the check-in and checkout register of the trainees maintained at reception. h) Any other document as required by ZTC.

Equipment and Facilities Available at ZTC Provided by LICl

S.No.	FACILITY	QUANTITY
1	Water	As per requirement
2	Electricity	As per requirement
3	Single Burner Cooking Range 24"X24"X30" Heat Output 70,000 BTU/Hr	02
4	Double Burner Cooking Range 24"X24X30" Heat Output 70,000 BTU /Hr	03
5	Dosa/Chapati Plate-51"X30"X34" with 2 Burners Heat output 70,000 BTU/Hr.	01
6	LPG operated Non-1 BR Steam	01
7	Wet Grinder – 5 Litres Capacity	01
8	Wet Grinder-10 Liters Capacity	01
9	Pot Rack 60"X48"X20" with 3-shelves	01
10	Dish Landing Table 72"X24X34"	01
11	Steel Rack storage purpose 36"X18"X72"	04
12	Stainless Steel Work Table 72"X24X34"	03
13	Stainless Steel Single Sink Unit	02
14	Stainless Steel 3-sink Wash Unit	01
15	LPG Cylinders commercial	10
16	DCP Type Fire Extinguishers 10KG Capacity	02
17	Tables in Dining Halls	25
18	Chair in Dining Halls	100
19	Trolley for serving dishes on tables	02
20	A.C. Units	10
21	Stand for Utensils 27"X60"X72"	01
22	Steel Tables 36"X36"X48"	04
23	Voltas Water Dispensers	02
24	Faculty Dining Tables	02
25	Glass Wooden Partition at Wash Room	01
26	Wooden Table Pooja	01
27	Iron Table at Entrance placing for complaint book and Soamp	01
28	Wall mounted Fans	07
29	Small White Board for Menu Display	01

Cost of repairing of above mentioned catering and housekeeping equipments provided by ZTC Hyderabad, if necessitated due to reckless or improper use by the Contractor or his workers, shall be borne by the Contractor.

To be arranged by the Contractor: All other things required for Serving and cooking like crockery, cutlery, cooking utensils, glassware and other necessary articles required and suitable for running the canteen shall be arranged by the Contractor at his own cost. The Contractor shall also provide all utensils and equipments for Buffet Style (Breakfast/Lunch/Dinner).

RECOMMENDED CONTENTS FOR FIRST AID BOX**(Indicative but not exhaustive)**

Sl.No	Item(s)	Quantity
1	Sterilised Cotton Roll	100 gm
2	Sterilised Bandages(6 inch)	6 pcs
3	Dettol / Savlon (liquid)	100 ml
4	Betadine Ointment	1 tube
5	Silverex / Burnol	1 tube
6	Band-aids (waterproof)	12 pcs
7	Thermometer (digital)	1
8	Paracetamol (Crocin or Calpol)	10 tabs
9	Disprin	10 tabs
10	Brufen 400 mg	5 tabs
11	Volini / Moov / Relispray	1 tube
12	Cyclopam	10 tabs
13	Lomotil	10 tabs
14	Rantac / Omeprazol	10 tabs
15	Reglan / Avomine	10 tabs
16	Allegra 120 / Cetrizine	10 tabs
18	Sinarest	10 tabs
19	Scissors	1
20	Sorbitrate 5 gm	10 tabs
21	Glucon D / Glucon C	200 gm
22	Digene Fizz	2 pcs
23	Adhesive Tape (½ inch)	1 pcs

1. The medicines in the First Aid Box Should be replenished by the contractor when 75% of the quantity is exhausted or one month prior to expiry date, whichever is earlier.

2. First Aid Box has to be kept in the custody of the Resident Manager and has to be available round the clock.

3. The First Aid Box will be inspected from time to time by ZTC, Hyderabad.

LIFE INSURANCE CORPORATION OF INDIA
ZONAL TRAINING CENTRE, "JEEVAN VIDYA"
GANDHI NAGAR, HYDERABAD – 500 080



TENDER DOCUMENTS

For Providing

CATERING SERVICES ON CONTRACTUAL BASIS

At

LIC OF INDIA, ZTC, HYDERABAD

FINANCIAL BID

PART - B

Please check that number of Pages is 08 (Eight Pages)

Each Page of the Tender Document must be Signed & Stamped by the Tenderer

FINANCIAL BID (PART-B)

Important Instructions for quoting the rates -

1. **The amounts specified in Financial Bid are inclusive of all costs, wages, statutory payments and other expenses. The contractor shall not be entitled to make any other demands monetary or otherwise from ZTC during the term of this contract, including renewal period, if any.**
2. ZTC will make the payment within 15 working days of receipt of bills from the contractor along with the relevant documents, however it will be the sole responsibility of the contractor to make payment of wages and other statutory dues of the workmen well within time prescribed in law and any delay in payment from ZTC shall not be a ground to withhold their wages and related statutory dues.
3. The rate quoted for catering services should be Package rate per trainee per day. This rate will include Bed Tea, Breakfast, Pre-lunch Tea, Lunch, Post-Lunch Tea, Evening Tea with snacks and Dinner (see Annexure - IX, Menu of Meals and refreshment of Technical Bid) and quality of food materials (Annexure - XI of the Technical Bid).
4. **The Contractor must also give the bifurcation of the package rate for catering services quoted by them. The rate quoted shall be exclusive of GST. The GST shall be paid separately along With the bill payment as per applicable rate at the time of bill. The contractors shall be Responsible to pay the GST.**
5. All statutory deductions such as TDS, surcharge, Education cess, Higher education cess and any other deduction as per income tax rules from time to time will be made from the monthly bill of the Contractor.
5. The Contractor has to ensure compliance of all the applicable Labour laws and Minimum Wages Act 1948 (as per wages notified/revised by the Chief Labour Commissioner-Central, Ministry of Labour & Employment, Government of India) or as fixed by Labour department, Telangana Government whichever is applicable and payment of compensation for overtime/weekly off/National Holiday/Any other Holiday and/or any authority constituted by or under any law from time to time.

The Contractor will also comply with the requirements of various Acts applicable, relevant to this contract, such as Contract Labour (Regulation and Abolition) Act, 1970, Contract Labour (Regulation and Abolition) Rules, 1971. EPF Act 1952, ESI Act 1948, the industrial dispute 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 and when 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 authority constituted by or any authority by or under any law, for the category of persons deployed.
6. **The Contractor will deduct ESI contribution and Provident fund contribution of the workers from their payments 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 rate applicable from time to time. The Employer 's contribution of ESI, PF, bonus, gratuity, leave/overtime/weekly off/National Holiday/Any other Holiday or any other payment in lieu of statutory payments, any increase in minimum wages by Central/State Government, cost of uniform/washing/ironing etc. shall also to be borne by the contractor which he may consider while quoting their rates.**
7. The Contractor will declare that all statutory payments to the Supervisors/workers by the stipulated date have been made subject to deduction of statutory taxes as applicable. Satisfactory proof thereof is submitted with the bill to ZTC, Hyderabad.

8. The contractor will have full control on the workers, as per the guidance of LIC and accordingly give necessary guidance and direction to carry out the jobs assigned to them and will also be responsible for the payment of their wages/dues/claims and other facilities if any.
9. The Contractor will be required to arrange additional workers/waiters beyond what is specified above, if required by ZTC, Hyderabad for any short duration or special meetings or programs etc. ZTC, Hyderabad will consider payment of minimum wages for such additional worker(s), on per day worker basis, as per instructions. However, all other conditions will be applicable as contained in the Tender Document
10. Apart from items as mentioned in Annexure-XV of the Technical Bid, all other equipments & Facilities shall be arranged by the Contractor, for which no payment will be made.
11. Contractor will arrange for Employees' Compensation Policy (Workmen Compensation Policy in respect of Supervisors and workers deployed by the contractor at ZTC, Hyderabad) for an amount of not less than Rs. TWO Lakhs per individual. The total premium thereof shall be borne by the Contractor. No reimbursement shall be made by the ZTC, Hyderabad on this account.
12. Water and Electricity shall be provided free of cost by LIC.
13. **The Contractor should also keep in mind the following factors/inputs/expenses/taxes etc. while quoting the rates in the financial bid (indicative and not exhaustive).**
 - **Cost of raw material and inputs for preparation of meals/refreshments etc.**
 - **Profit and administrative expenses of the Contractor**
 - **Statutory payment/expenses which the contractor expects to incur to ensure compliance with various statutory/legal provisions of the Authorities.**
 - **Margin for statutory tax deductions.**
 - **Margin towards any increase in minimum wages during the contract period and extension if there will be any.**
 - **Expenses towards the premium of WC policy.**
 - **Margin towards EPF, ESI, Bonus, Gratuity, leave/overtime/weekly off/National Holiday/Any other Holiday or any other payment in lieu of statutory payments.**
 - **Expenses to be incurred for providing / washing /cleaning /ironing /maintenance of uniform for workers and its pre-mature replacement.**
 - **Expenses to be incurred towards maintenance of Kitchen equipments such as Gas burners, Gas-pipelines etc,**
 - **Small maintenance work related to plumbing, carpentry (at reasonable cost - per occasion)**
 - **Out of pocket and other expenses in relation to obligations under this Tender.**
 - **Expenses towards disposal of Garbage/Waste etc. to a proper dumping place.**
 - **Any other expenses which the contractor feels are likely to be incurred or which are mentioned in the Tender document.**
 - **Any penalty imposed by LIC on account of breach/violation of any terms and conditions of the Tender document.**
 - **The Contractor has also to give assumed manpower cost (towards minimum wages) & Other Expenses / charges in Annexure –E .**

SCHEDULE OF FOOD ITEMS

S No.	service	Compulsory Items	Additional Daily : any TWO of these Items	Timings
1.	Break Fast	1. Bread Toast + Butter & Jam, 2. Cornflakes + Milk/ Oat Porridge 3. Boiled Egg / Omlette 4. Banana / Any seasonal Fruit. 5. Any 2 items from the Options. 6. Milk / Filter Coffee / Tea Bags. 7. Kaaram Powder. 8. Ghee.	Any TWO Items from the below options : 1). Idli with Sambar & Chutney 2). Vada with Sambar & Chutney 3). Upma & Pesarattu +Chutney 4). Poori with Kurma / curry 5). Pongal with Chutney & Sambar 6). Alu Porata with Curd 7). Masala Dosa with Chutney & Sambar 8). Onion Dosa with chutney & Sambar. 9). Uthappam with Chutney & Sambar. 10). Any special item approved by Committee.	07.30 am to 09.00 am
2.	Lunch	1. Soup 2. Salad, 3. Plain Rice 4. Palav / Biryani/Veg. Rice/ with basmathi rice 5. Pulka / Roti 6. Dal with Leaf veggies/Vegetables or 7. Dry Curry 8. Wet Curry 9. Roasted Egg 10. Fresh Chutney 11. Majjiga Charu/ Sambaaru 12. Rasam 13. Pacchi pulusu + Vankaya 14. Pickle (Lemon, etc..) 15. Another Pickle (Mango, etc) 16. Papad / Vadiyaalu 17. Curd 18. Sweet 19. Fruit Salad/Cut Fruits 20. Ice Cream	<u>Veg. Wet Curries: Any One item</u> Rajma, Paneer Butter, Mixed Veg., Palak Panneer, Chole, Baingan, Veg. Malai Kofta, Veg Manchuria, Gobi Masala , Aloo65 , Any other Masala Curry <u>Dry Curries: Any One Item</u> Donda, Karela, Banana, Bhendi, Kanda , Arabi, Alu, Cabbage, Capsicum, Carrot, Beans, Veg. Manchuria, Gobi 65 , any other veg. dry curry. <u>Dal: Any One of these</u> Palak, Methi, Gongura, Ponnaganti Amaranthus, Spinach, Chukkakura LEAFY VEGETABLES dal Dosakai, Dal thadka, Sorakaya, Tomato, mango , Moong, Ridgegourd, Dal Fry, Masoor dal. Daalma <u>Chutneys: Any one of these :</u> Mango, Tomato, Cocunut, Beera, Dosakaaya, <u>Sweets: Any One of these :</u> Gulab Jamoon, Double-ka-Mitha, Sabudhana Kheer, Payasam, Chakrapongal, Jilebi, Badusha, Gajjar Halwa, Pineapple Rawa Kesari, Rasgulla, <u>Ice Cream :</u> One of these (Vanila, Pista, Strwberry, Butterscotch ect Flavours).	01.15 pm to 02.00 pm
3.	Snacks	Milk / Filter Coffee/ Tea Bags	Any ONE from these items : Onion/Capsicum/Palak Pakoda, Samosa, Masala Wada, Veg. Sandwich, Alu Bonda, Veg. Cutlet, Punugulu, Mirchi bajji / Alu bajji / Banana Bajji/Pani puri / Poha varieties	05.30 pm to 06.30 pm
4.	Dinner	As per Lunch + one of these 1. Non Veg. curry in place of Roasted Egg. 2. Sweet Pan in place of Ice cream	1. Mutton Curry 2. Chicken Curry 3. Fish Items	08.00 pm to 10.00 pm

NOTE:

1. The list above is only indicative and not exhaustive. It would be to the credit of the Contractor to add any number of items under their respective heads to make the list more versatile. Our sessions are usually of 3 DAY + 2 DAY or 2 DAY + 3 DAY programs in a week. Repetition of items should be planned accordingly ensuring that every day the trainees get different variety.
2. Any special sweet purchased from outside due to special order will be reimbursed at actual cost for which cash memo will have to be produced.
3. Adequate quantities to be served on buffet basis without any limit.
4. Fried Sounf, Candy Sugar, Toothpicks to be served at the end of Breakfast, Lunch and Dinner
5. Variety of biscuits served with Tea/Coffee should be changed every week with the prior approval of the Competent Authority.
6. Each serving should contain minimum of: Corn Flakes–50 gms, Milk–200 ml, Sweet–100 gms, Non-veg.–150 gms, Snacks–75 gms and all other Food Items/Beverages will be on an “Unlimited” and buffet basis as per the requirement of the participants/ guests. No proportioning is allowed.
7. Chutney for breakfast will be with coconut/coriander/ginger/ tomato/ groundnut.5 The pots for side curries shall be of at least 150 ml size.
8. The caterer shall furnish a menu list of Special Items, specifying the competitive rate against each item which he can serve on extra indent basis in a separate sheet.
9. The schedule of serving of bed tea/breakfast.... up to dinner will be decided by the Competent Authority from time to time which timings have to be strictly adhered to by the Contractor.
10. 0.Dinner Pack: The contractor shall provide DINNER PACKS to the participants who are leaving the Hostel between 5.30 pm to 8.00 pm after completion of their training. Dinner Pack will contain Napkin, 3-phulks, curry, sweet, OR Veg. fried rice with curry, sweet etc. sufficient for one person in take away packing. Rate of Dinner Pack will be 75% of the rates for Vegetarian Dinner as quoted in the Price Bid.
11. SPECIAL DINNERS or SPECIAL LUNCHes may be ordered by ZTC for special occasions on regular basis or during Celebration times. Special Menus shall be decided by the competent authority and caterer shall be paid separately on all such occasions at mutually agreed rates.

Assumed cost of Manpower towards Minimum Wages per month :

SI No.	Designation	Number deployed	Type /Category i.e. skilled/un skilled/semi skilled etc.	Minimum Wage Rate (Rs.)		ESI	PF	Total Amount payable for the month (Rs.)
				Basic minimum wages	VDA			
			(Manager should have Diploma in Hotel Management and Catering Services)					
1.	Canteen Manager	1						
2.	Head cook	1						
3.	Assistant cooks	2						
4.	Kitchen Helpers	2						
5.	Serving Stewards	3						
6.	Table cleaners	2						
7.	Kitchen / Dining Cleaner and Pot washers	2 +2 (shift basis)						
	TOTAL	15						

B. OTHER EXPENSES FOR PROVIDING FOOD /CHARGES PER MONTH (For items purchased from outside)

Signature of the Contractor
(Date & Stamp of the Company)

FINANCIAL BID*

ITEM WISE RATE PER PERSON PER DAY SHOULD BE QUOTED

SI No.	Menu Details – Item	(Rate/ Person / per day)
1.	Bed Tea (with reputed branded tea bag)/Filter Coffee/ Milk(200 ml.) to be served in flasks in rooms	
2.	Breakfast : With Tea / Filter Coffee/Milk (As per the schedule of the food items in Annexure- D)	
3.	Forenoon Tea (with reputed branded tea bag) / Filter Coffee / Milk 150 ml.) + 3 varieties biscuits of good quality (Branded items only)	
4.	Lunch (As per the schedule of food items in Annexure D)	
5.	Afternoon Tea (with reputed branded tea bag)/ Filter Coffee/Milk (150ml.) + Branded biscuits (3 varieties) of good quality .	
6.	Snacks (Annexure D) as per menu + tea (with reputed branded tea bag / Filter Coffee / Milk) (150 ml.)	
7.	Dinner (As per the schedule of food items in Annx D)	
	TOTAL COST PER PERSON PER DAY	

* The price bid should be given item–wise(excluding GST) as per the proforma

Price quote given as a block amount will be disqualified.

Date :

Place:

Cell No:

**Signature of the Contractor
(Stamp of the Company) &
Full Address**