



**LIFE INSURANCE CORPORATION OF INDIA  
DIVISIONAL OFFICE, "JEEVAN PRAKASH",  
JOHNSONPET,SALEM 636 007  
Contact No: 0427-2554401**

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**Invitation of Tenders for Catering services at Sales Training Centre, Salem**

Life Insurance Corporation of India, Salem Division, "Jeevan Prakash",Johnsonpet, Salem 636007 intends to invite tenders for Catering services at Sales Training Centre, Salem in sealed envelopes from reputed licensed Organizations/individuals having sound financial capacity and proven track record of at least 3 years in the field with an annual turnover of Rs.15 lakhs and above to large training institutions/colleges etc for providing multi cuisine Vegetarian food to trainees per day according to the attendance at STC,SALEM. The tenderers meeting the criteria specified in the tender shall only be considered for further evaluation.

Tender format containing Terms & Conditions for Catering Services at STC,Salem is available in our website [www.licindia.in](http://www.licindia.in) from 10/11/2022 to 29/11/2022. Last date for submission of filled in tenders to our office will be on 30/11/2022 upto 12.00 noon.

Tenderers will have to send a DD for Rs.250/- (Rupees two hundred only) towards tender fee along with the completed tender.

The Principal, STC, LIC OF INDIA, Salem, reserves the right to reject/issue the tender to any agency at his sole discretion without assigning any reason whatsoever.

Date: 09.11.2022

**Senior Divisional Manager**

**TENDER SCHEDULE**

SI No	Description	
1	Name of work :	Tender for Catering and Housekeeping Services for LIC, Sales Training Centre, Salem
2	Cost of tender document ( Non refundable)	<b>Rs.250.00</b> ( Rupees Two hundred only) + GST 18%
3	Earnest Money Deposit	<b>Rs. 10,000/-</b> ( Rupees TEN thousand only)
4	Date of sale of tender document	<b>From 10.11.2022 to 29.11.2022</b> between 10.00 AM and 3.45 PM on week days ( excluding Holidays , Saturdays & Sundays) from the above office on payment of non refundable tender cost by Demand Draft / Pay Order in favour of " <b>LIFE INSURANCE CORPORATION OF INDIA</b> " payable at Salem.
5	Last Date & Time for submission of tender document.	<b>30.11.2022 upto 12.00 noon</b>
6	Date & Time of opening of Technical Bids	The "Technical Bids" will be opened on <b>01.12.2022 at 03:00 PM</b> in the presence of bidders or their authorized representatives who may wish to be present.
7	Date & Time of opening of Financial Bids.	Shall be intimated later on.

Date :09.11.2022

Place : SALEM

Senior Divisional Manager



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### **INSTRUCTIONS TO BIDDERS**

The tender forms will be available from 10.11.2022 to 29.11.2022 between **10.00 AM and 3.45 PM** on WEEK days(**excluding Holidays, Saturdays & Sundays**) in our Divisional Office, Salem.

- 1.The last date of submission of filled in tenders (both technical and financial bids) is **30.11.2022** upto **12.00 noon**. The offers received after the last date and time mentioned above will not be considered.
- 2.The filled in tenders should be submitted to the address given below:

**The Senior Divisional Manager  
LIC OF INDIA, DIVISIONAL OFFICE  
JEEVAN PRAKASH, JOHNSONPET  
SALEM 636 007**

- 3.The technical bid will be opened on **01.12.2022** at **03.00 pm** in the presence of bidders or their authorized representatives who may wish to be present. After scrutiny of the technical bids and assessment of the offers, the financial bids will be intimated to those bidders whose offers are found suitable.
4. The tender form consists of the following documents. i.e.,
  - i) Instructions to bidders and Terms & Conditions.
  - ii) Technical part.
  - iii) Financial part.
5. The offers are to be submitted in Two Bid system i.e. Technical Bid and Financial Bid. The Technical bids consists of all the required information called for in the questionnaire(other than the price). The Technical Bid shall be submitted in sealed cover (**Marked Envelope-I**) superscribing as "**Technical Bid**" for "**TENDER FOR CATERING SERVICES – LIC STC, SALEM 2022**". The envelope shall contain the addressee's details of the bidder also.

**Date:**

**Place:**

**Signature of vendor with seal**



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6.The price bid shall contain only financial details i.e. rate and other financial implications. The Financial Bids will be placed in the **Envelope – II** and superscribed with addressee and bidders details. All the three envelopes will be placed in a fourth envelope.(**Envelope – IV**) and sealed and submitted to the LIC OF INDIA, DIVISIONAL OFFICE, SALEM at the address given above. The envelope must be superscribed with "TENDER FOR CATERING SERVICES – LIC STC,SALEM 2022" and the last date for submission 30.11.2022 upto 12.00 noon and the Technical bid will be opened on 01.12.2022 at 3.00 pm in the presence of bidders or their authorized representatives who may wish to be present.

7.EMD of Rs.10,000/-(Rupees Ten thousand only) in the form of Demand Draft/ Pay order in favour of " Life Insurance Corporation of India" payable at Salem and the cost of tender fee of Rs.250/-(Rupees Two hundred fifty only), the Miscellaneous Receipt of the tender fee deposited or DD or Pay order shall be submitted in sealed cover marked (**ENVELOPE – III**) superscribing as "**EARNEST MONEY DEPOSIT**" for **TENDER FOR CATERING SERVICES – LIC, STC,SALEM 2022**" along with "Technical and Financial Bid". Please note that no interest is payable on the EMD's

8.In case the tender form is downloaded from the Corporation's web site, the **non repayable tender fee of Rs.250/-(Rupees Two hundred fifty only)** may be remitted in the form of Demand Draft/Pay order drawn in favour of "**Life Insurance Corporation of India**" payable at Salem.

9. Refund of EMD:- EMD shall be refunded as under:

(i) EMD of all unsuccessful Vendors/bidders shall be refunded after scrutiny and submission of Technical Assessment Report by Divisional Committee to the **SENIOR DIVISIONAL MANAGER**.

(ii) EMD of other bidders(except lowest bidders) shall be refunded within one month's time after opening of Financial Bids.

(iii) EMD of lowest bidder shall be refunded separately or adjusted along with the Security Deposit.

(iv)In case the lowest vendor/bidder refused to render services after issue of allotment letter, a notice shall be served to them by given **30(Thirty) days** time failing which their EMD amount lying/retained with us shall be forfeited without any further correspondence.



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**10. Sr Divisional Manager is the Competent Authority to refund/forfeit the EMD amount**

11.All the pages of the tender form are to be signed by the bidder. In case of joint ownership, all owners have to sign all the pages of the bids.(Technical and Financial Bids). Incomplete bids and bids lacking in details and without signatures are liable to be rejected.

12.Tenderers should note that their tenders should remain open for consideration for a minimum period of 03(Three months) months from the date of opening of "Technical Bids"

The tender inviting Authority reserves the right to accept any tender or to reject any or all tenders at his sole discretion without assigning reasons thereof. The tender inviting authority does not bind to accept the lowest tender

**Place :**

**Date :**

**Signature of vendor with seal**



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### **Tender for Catering services**

This tender consists of two parts, viz., Technical Bid including instructions to Bidders, Terms and conditions and Financial Bid containing expected price only. Separate Technical and Financial bids are to be submitted for each proposal. The Technical Bid, Financial Bid and the Earnest Money Deposit(EMD) should be sealed in envelopes. The use of envelopes will be as under:

- (a) **Envelope I** : The duly completed **TECHNICAL BID** must be put in this envelope and sealed.
- (b) **Envelope II**: The duly completed **FINANCIAL BID** must be put in this envelope and sealed.
- (c) **Envelope III**: The DD or Bankers cheque for "**EARNEST MONEY DEPOSIT**" and "**Cost of Tender Document**" or the MR of the required value must be put in this envelope and sealed.
- (d) **Envelope IV**: All the three envelopes shall be placed in envelope marked IV and sealed ( i.e Envelopes marked as IV will contain three envelopes marked as I, II & III) and submitted to LIC OF INDIA, in sealed condition superscribing as "**TENDER for Catering services, LIC, STC,SALEM**".  
**Last date for submission is 30.11.2022 upto 12.00 noon.**

#### **Term and conditions:**

- 1.The terms and conditions along with the instructions will form part of the tender to be submitted by the tenderer to LIC OF INDIA, herein termed as Corporation.
- 2.Tender which is received on account of any reason whatsoever including postal delay etc, after the expiry of time and date i.e. **30.11.2022 upto 12.00 noon** fixed for submission of tender shall be termed as "**LATE**" tender and not to be considered. Such tender shall be returned to the concerned party without opening the same.
3. All vendors are requested to submit the tender documents (Technical Bid and Financial Bid) duly filled in with the relevant documents/information at the following address:

**THE SENIOR DIVISIONAL MANAGER, LIC OF INDIA, DIVISIONAL OFFICE, JOHNSONPET, SALEM 636007.**

**Place :**

**Date :**

**Signature of vendor with seal**



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ENVELOPE- 1.

ANNEXURE "A"

## ***Tender for Catering Services***

### ***TECHNICAL BID***

**SALES TRAINING CENTRE, LIC OF INDIA, SALEM DIVISION.**

1. Name of the Firm /Organisation ( in Block Letters)	
2.Date of Establishment / Incorporation	
3. Registration No. for registration under Companies Act,1956 (Please enclose photo copy of the certificate)	
4. Correspondence address and Telephone No.	
5. Address of Head Office (if separate) and Telephone No.	
6. Status : Proprietary / Partnership / Private Limited Company / Public Limited Company	
7. Name(s) of the proprietor/ Partners / Directors	
8. Name of the Chief Executive with his present address, Mobile / Telephone No.	
9. Name(s) of Representative(s) with Designation who would be calling on	



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us and attending to our jobs	
10. Name of Bankers with addresses & Telephone Nos. & IFSC Code	
11. PAN No. allotted by Income Tax Dept. (Please enclose attested photocopy)	
12. Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)	
13. Service Tax Registration No. (Please enclose attested photocopy of certificate)	
14. E.P.F. Registration No. (Please enclose attested photocopy of certificate)	
15.ESI No. (Please enclose attested photocopy of certificate)	
16. Turnover for last 3 years	F.Y. 2021-22 F.Y. 2020-21 F.Y. 2019-20



<p>17. State the latest Income Tax Assessed year and the amount of Tax Assessed (copies of last 3 years IT Returns, Balance Sheets &amp; Revenue A/c to be enclosed)</p>	
<p>18 Details if registered with any other Government Authority (ies)</p>	
<p>19. Date of obtaining ISO 9001:2008 certificate and its validity period (Please enclose an attested copy of certificate), if any.</p>	
<p>20. Details of empanelment with any office of LIC of India and/or PSUs/any other Corporate Offices. (Please enclose list giving full details and name and telephone no. of person/s who may be contacted for confirmation)</p>	
<p>21. Details of your Past Experience and Presently undertaken in the field of catering and Hostel maintenance.  <b>(enclose the latest PERFORMANCE certificates from the relevant institutions )</b></p>	
<p>22. Furnish the details of catering/hostel maintenance annulled/broken services before the end of contractual period, if any.</p>	



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23. Mention any other specialties of your establishment	
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**NOTE:**

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

I / We \_\_\_\_\_ request Life Insurance Corporation of India, STC, Salem Division to consider our agency bid. I / We agree to abide by all the "ELIGIBILITY CRITERIA AND OTHER TERMS AND CONDITIONS" prescribed in your formats and assure to render the services to the fullest satisfaction of the Corporation.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 2022

**Signature of the Contractor**

**Name & Address**

**Seal**

**NOTE: The Corporation reserves the right to accept or cancel any of the Agencies tender at their absolute discretion without assigning any reason.**

**Applications received with incomplete information or alterations will not be considered.**

Note: Documentary evidence wherever applicable should be enclosed.

(Copies of the credentials & Certificates issued by any other institution may be enclosed)



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**ENVELOP – II**

**ANNEXURE "B"**

## ***Tender for Catering Services***

**PRICE BID**

**SALES TRAINING CENTRE, LIC OF INDIA, SALEM DIVISION.**

**The consideration for catering services shall be as follows :  
(Refer SCHEDULE II for details)**

<b>SL.NO</b>	<b>PARTICULARS</b>	<b>RATE (Rs)</b>
1	Morning Bed coffee/Tea/Milk (With/without sugar)	
2	Breakfast	
3	Forenoon Tea/Coffee/Milk (With/without sugar)	
4	Lunch	
5	Afternoon Tea/Coffee/Milk	
6	Snacks (includes Tea/Coffee/Milk) (With/without sugar)	
7	Dinner	
	<b>TOTAL</b>	

**Signature of the Contractor**

**Name & Address**

**Seal**



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**Documents to be enclosed along with Technical Bid in Annexure "A" :**

- I) 1. Demand draft for Rs.10,000/- towards EMD (Envelop – III)**
- 2. DD for Rs.250- towards tender application fee. (Envelop – III)**

**Contd...**

**II) Self attested photo copies of the following documents:**

1. Certificate of Registration with Labour Department, Government of Tamil Nadu
2. Certificate of Registration with office of the Regional Provident Fund Commissioner.
3. Certificate of Registration with employees State Insurance Corporation.
4. Certificate of registration for Service Tax.
5. Audited financial statements (Profit and Loss and Balance Sheet) for the last three financial years.
6. Income tax assessment order /returns for the last three financial years.
7. Certificate of Income Tax PAN Number.

**Eligibility Criteria & Requirements**

1. The applicant must be a Registered / Licensed Organization / Partnership firm / Sole proprietorship.
2. The applicant must have a proven track record of minimum 3 years with reputed clients in rendering catering service.
3. The applicant must have sound financial capacity / credit worthiness acceptable to LIC of India.
4. The applicant must have annual turnover of Rs.15 lakhs and above during the last three financial years.
5. a. The applicant must produce relevant documentary evidence along with the tender application form.  
b. Non disclosure of relevant information or furnishing of incorrect information / documents will suffer disqualification.



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**6. The applicant must not have been at any time declared as insolvent or convicted for any offence.**

**7. The applicant shall comply with all the requirements of labor laws, obtain all licences/ approvals / permissions to carry on the business of catering services AND also SUBMISSION of renewal certificate (which should have remaining validity period of atleast for 3 months as on date of tender application, ) issued by FSSAI Authorities.**

**8. The applicant must not have been prosecuted or suffered any penalty for violation of any labor laws by any Authority.**

**9. The applicant should not have rescinded/abandoned any Catering contract awarded by any of his clients before the expiry of prescribed period of contract.**

**10. The applicant should neither be a sub-contractor to any other entity/person nor has at any time sub-let the contract awarded to the applicant to any other person.**

**11. The applicant has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.**

**12. The contractors, who have already rendered services/ who have been rendering services till date in our LIC's ZTC/STC will be allowed to participate , if their work records are impeccable. For this, latest PERFORMANCE CERTIFICATE is required from them.**

**13. The applicant should not be a party to any cartel at any time for processing any contract including the present Tender.**

**14. The tenderers are advised to inspect the facilities, premises etc. where the services are required to be offered and assess for requirements themselves before submission of the tender.**

**15. LIC of India is not responsible in any manner for the postal delay / loss / non receipt of the tender.**

**16. The validity of the tender shall be for 3 months.**

**17. The rates to be quoted shall be inclusive of all i.e., providing catering services inclusive of all taxes, charges, levies etc., if any. Income Tax will be deducted as per the prevailing rates.**



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18. The tender should be submitted so as to reach Office on or before the date and time specified in the covering letter.

19. Corrections, if any, in the quotation should be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.

20. The quotation should be either typewritten or neatly and legibly hand written in dot-pen.

**21. Technical Bid & Financial Bid should be placed in separate individual sealed covers and these two individual covers should be placed in a sealed cover. Quoting of price openly or submission of financial bid along with technical bid without putting in a separate sealed cover will result in disqualification of the tender.**

22. Any tender not complying with eligibility criteria and requirements either wholly or partially shall be liable for rejection.

23. The successful tenderer will be required to deposit an amount of Rs.2,00,000/- (Rupees TWO lakhs only) by way of a crossed A/c payee demand draft favouring LIC of India, drawn upon any nationalized bank payable at Salem, 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.

24. 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 .

25. 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.

26. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Salem and shall be subject to adjudication of a competent court in Salem.



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27. The applicant must furnish an appropriate declaration in respect of the terms and conditions mentioned herein along with the application form.

28. The contractor must be ready to produce books of accounts, registers, other documents and data in his custody or power, before investigating officer and to furnish him with any information and statement related to affairs of the insurer or intermediary of insurance intermediary.

**Place:**

**Signature of the Contractor**

**Date:**

**Name & Address**

**Seal**



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**Definitions:**

**The Catering services are to be provided for Sales Training Centre(STC) of Life Insurance Corporation of India, Salem, represented by Senior Divisional Manager, LIC OF INDIA,Salem 636007 or any other official authorized by him. The Competent Authority means SENIOR DIVISIONAL MANAGER, LIC OF INDIA, SALEM 636007 or any other official authorized by him.**

**The contract shall cover the Catering services of the Corporations Sales Training Centre.**

The contract shall be for a period of **TWO years with effect from the date of issue of work order**. It can be extended for one more year on the existing terms and conditions and at the existing rates subject to mutual consent of both the parties.

The parties to the contract, may, by giving a written notice of **90 days** to the other party, terminate the contract. The termination shall take effect at the close of 90 days from the date of receipt of written notice, by the other party.

**The contractor is not entitled to assign or transfer howsoever the benefit or burden of the contract to any other person or firm. Nothing herein contained shall be construed to create any tenancy in contractor's favour of any of the STC's premises, properties or belongings and the STC may of its own motion, upon the termination of the contract, re-enter and retake and resume and retain absolute possession of the STC's belongings, both movable and immovable.**

**The contractor will have to remit a security deposit of Rs 2,00,000/- (Rs. Two lakh only), which will be refundable without any interest after adjustment of outstanding dues/charges/ compensation, if any, upon termination of the contract.**

**I. CATERING SERVICES:**

**Equipment:**

1. During the period of the agreement the contractor shall be fully responsible for the entire catering arrangement for the trainees at the said training centre and for such other persons as may be required by the Corporation. The contractors will be permitted to use the kitchen and the adjoining store in the dining hall hereafter collectively referred to as hostel block in order to carry out catering arrangements being entrusted to him.





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2. The contractor is entitled to use the infrastructural facilities, furniture, fixtures and fittings, belonging to the Corporation, in the canteen premises and described in Schedule I and the contractor shall ensure that the above are always properly maintained at his own cost.
3. The contractor shall provide at his own cost all other equipments (including , Hot Case, Toaster, Oven, etc. of recognized make and suitable size) 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, juicer/mixer, table cloth, frills, dining paper rolls, tissue paper, cloth napkins and other articles necessary and required and suitable for running the canteen. The crockery used should be of high quality and to the satisfaction of the office. He shall at all times keep and maintain all these articles in a clean, neat, hygienic and tidy order and condition. The Corporation shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles. He shall also arrange at his own cost regular supply of gas cylinders. Maintenance of gas burners, gas lines etc., and regular servicing of gas burners, gas lines etc., shall be the responsibility of the contractor.
4. The water and electricity consumption charges will be borne by the Corporation, provided that the contractor shall
  - (a) Ensure that the items of usage Eg. Taps, Switches etc., are always properly maintained at his own cost.
  - (b) Ensure utmost economy in the consumption of water, Electricity and abide by such restrictions as may be imposed or such instructions as may be issued by the appropriate Government/Civic authorities and the Principal, STC or any other person authorised by the Corporation.
  - (c) The STC reserves the right/option to levy penalty on the contractor in case it is found that the water and electricity are not used reasonably.
5. In times of scarcity of water, the contractor shall ensure at his own cost, availability of modern safe alternative modes of these resources and ensure that the operations/ programmes of the STC are not adversely affected in any manner.



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6. 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. Double refined first quality sunflower oil should be used for cooking. The contractor shall pay for all food stuffs and articles used for the catering and have always on hand, good and sufficient supply of all articles, food stuffs and provisions necessary for the catering and the same shall be kept in a proper hygienic manner in suitable containers, raw food stuffs such as vegetables, milk, fruits shall be of fresh supply. The purchases should be made from reputed chain stores. All food items should be ISI Certified & Branded. Monthly provisions should be certified/ approved by the authorised persons. Only Aavin milk should be used.

7. Usually the training sessions are conducted throughout the year, but the number of trainees may vary from time to time and the Corporation does not guarantee any minimum number. There may be breaks between terms of each session. A situation could arise where no session is conducted during a particular month. Notwithstanding this, the contractor's catering and maintenance service shall be available throughout the year without any break. If there are no sessions during a week nothing is payable.

8. We insist on highest quality in preparation of foodstuff and also the associated services. We would be imposing a penalty by deducting minimum of 5% of the total food bill for a particular session if the feedback from the participants is adverse (greater than or equal to 10% putting together both poor and average) in two successive or separate session or combination of sessions. This is to be implemented on the basis of recommendations of a committee which will be constituted by the competent authority at STC. The contractor should attend the meeting whenever he is called upon to do so. This is mainly to keep a check on the quality and the quantity of food to be served. If the quality/quantity of food served or service rendered by the contractor is not satisfactory at any point of time, the principal, STC or any one authorised by him/her is entitled to withhold the contractor's bills, effect cuts in the bills, demand compensation from the contractor or take any other action deemed necessary including immediate termination of the contract without notice to the contractor.

**9. The Faculty Members designated as Course Coordinators for the Training sessions are entitled to take the Break fast, Lunch, Dinner and the cost of catering so done for the course coordinators shall be charged to the Corporation along with the cost incurred for the trainees. Whenever required the contractor shall provide for breakfast, lunch, coffee/tea/milk, evening snacks & dinner to the faculty members, officers and staff of the STC at a concessional rate as may be mutually agreed upon between the Principal, STC and the contractor. In such occasions, it shall be the responsibility of the contractor to keep account for the catering so done and collect the cost thereof from the individual Officers and staff, issuing them with receipts for the amount received from them.**



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Food should be cooked only in the kitchen of the canteen. Contractor should not bring or serve any food prepared or cooked from outside. No outsider should be permitted inside hostel and canteen block. Food should not be served to any outsider, either on payment or free of cost.

10. On the NIGHT previous to the day of commencement of the session the contractor shall keep the mess open and arrange for catering services for such of the boarders as are expected to be present in the hostel on such days and bill for the actual attendance should only be claimed. Night stay out register of the participants should be maintained and should be submitted along with the catering bill. Check-in and check-out statements signed by the participants shall be the basis for settling the bills.

11. If a boarder falls ill or indisposed such special diet, as and 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 boarders' room. He shall also summon in case of an emergency a Doctor or take the participant to the Doctor's clinic if required. The cost in such an emergency will be borne by Trainee. A register of medical attendance, suggestion register/complaint register will be maintained by the contractor and submitted to the office periodically. First aid box should be available at the reception counter under the control of the receptionist. Cost of Refills and medicine for the first aid box will be borne by the Contractor. It will be the responsibility of the contractor to communicate immediately any complaint of sickness, mishap, accidents etc., to the Principal/vice principal/authorised persons.

12. The contractor shall maintain in good condition all furniture, equipments, fittings, premises etc., provided to him and hand-over-charge of the same on termination of the contract all the furniture's, fixtures, equipments and articles brought or made available by the STC in/or to the hostel/canteen block and it shall remain the exclusive property of the Corporation. The contractor shall be responsible for the pilferage and/or any damage to the administrative block/or hostel block or portion of the building under the contractors occupation or the fittings, fixtures, furniture's or other equipments entrusted in his charge, when such damage is in the STC's opinion caused due to the negligence or carelessness or any fault on contractors part or that of his manager or servant or representative and he shall be liable to pay to the Corporation such amount in respect of such damage as may be assessed by the Corporation engineer or other officer authorised in this behalf.

13. The contractor shall replace at his own cost all electrical items such as bulbs etc., as and when required in the Dining Hall, Kitchen and such other area as may be prescribed. The contractor shall also bear the cost of repairs/replacements of the items if they are damaged.



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14. The contractor shall obtain at his own expense all Licenses, Permission etc., as may be required by Law and shall bear all Taxes imposed by any Governmental / Municipal Authority / Agency. However the LIC of India may, reimburse on production of receipt of payment of Service Tax to the Contractor any Service Tax paid by him to the Government on account of their undertaking the present contract and the works entrusted thereunder.

15. The Principal, STC or any one authorised by him is entitled to issue instructions to the contractor on any matters covered by this contract or not specifically covered but found necessary in the discharge of the training operations of the STC. In all such matters, the decision of the Principal of the Sales Training Centre shall be binding on the contractor.

16. The contractor shall provide adequate number of competent and well-trained staff for cooking (including expert Chefs for Tamil Nadu, Kerala and North Indian Cuisine), cleaning, dining, room services (Bed Coffee/Tea/Water) and also maintenance of hostel. The total number of staff employed shall be maintained at an adequate number sufficient to manage the activities of the training centre at all times. The contractor should have full control of such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by the contractor and will also be responsible for the payment of their wages/dues and other facilities if any. 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. The person employed by the contractor for the catering services are not connected with Corporation in any way.

The minimum number of workers for kitchen and stores shall consists of the following and they should be available round the clock:

- 1) Head Cooks - 1
- 2) Assistant cooks - 2
- 3) Pot washers - 2 (including cleaning of canteen block)
- 4) Store Keeper 1

Note:

1. The Head cooks and Assistant cooks should be proficient in different cuisine (South Indian/North Indian etc.)

2. Appointed Head Cooks will have to undergo a trade test to be arranged by the contractor.

3. The Head Cook should be available till completion of dinner.



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### **Workers for Dinning Hall:**

The workers for dining hall shall consist of the following: -

- 1) Stewards - 4 Persons (including stewards for office service)
- 2) Supervisor – 1 Person

Note: In case of need, the number of waiters, supervisors and cooks are to be increased as per requirement.

17. The kitchen and the dining hall should be maintained in a spic and span manner round the clock by using good quality disinfectants, approved by STC. The contractor without causing any environmental hazards should dispose off kitchen garbage and leftover food at their own cost. He should liaise with the local municipal/civic authorities for disposal of non-degradable garbage once in two days.

18. The contractor's men should have identity cards giving their Bio-data, photograph, etc. The contractor shall provide distinctive uniforms to his managers, supervisors, canteen persons, kitchen workers and other workers. Persons working in the canteen shall be provided with apron, gloves headgear etc., besides uniform. All those employed by the contractor shall wear their respective uniforms with badges throughout, while they remain in STC campus.

19. The contractor shall provide continuous service (except catering at regulated and defined hours) on a 24 hour basis. A panel of Resident Managers shall be communicated to the STC by the contractor and the persons named in the panel shall be accountable for all the services covered by the contract.

20. It will be the contractor's responsibility to ensure that the obligations under the terms of this catering arrangement are duly performed and observed.

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 boarders or through the faculty members or the vice principal or the principal of the training centre. The contractor shall maintain a complaint register to be submitted for checking by the administrative office periodically. The Contractor shall also submit to the office a daily report register with his comments. The contractor is also required to maintain various other registers, as may be required by STC, for the smooth functioning of the canteen and hostel.

22. Details of catering items shall be as indicated in Schedule II. The boarders shall have the option of asking for Coffee or Tea or Milk, raw rice or boiled rice and the contractor shall provide them according to their choice.



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23. The contractor shall provide clean, pure drinking water (Warm, Ordinary or Cool –as per the choice of the boarder) in each room of the hostel, as frequently required by the inmates.

24. The morning bed Coffee/Tea shall be served in thermos flasks to each participant at his/her room. Breakfast, lunch, snacks and dinner shall be served at the dining hall, unless otherwise required by Principal. Forenoon and afternoon tea/coffee shall be served at the pantry/class rooms on the days of the training sessions. The coffee/tea/snacks for the Principal, Faculty Members and Staff of the STC shall be served at their respective tables. Coffee/tea flasks should be well maintained. They should be immediately replaced if broken or damaged or become unusable.

25. Timings prescribed by the Principal, STC or a person authorised by him/ her for each service shall be strictly adhered to by the contractor and the STC is free to change the timings from time to time or prescribe different timings for different groups of participants. The menu shall be drawn up weekly in full detail for each day and got approved by the Principal or anyone authorised by him. The menu once approved should be strictly adhered to. Deviation if any will be allowed only in case of exigencies. The approved menu should be displayed prominently on a board.

26. It is the exclusive responsibility of the contractor to ensure due and timely compliance with all relevant laws including labour laws, regulations etc. relating to the employment of persons.

27. The contractor shall submit his bills for catering service fortnightly, in the manner and format prescribed by the STC, within 5 days of the end of the relevant Fortnight. The contractor shall assign the job to a competent and trained person and ensure high quality, accuracy, neatness and full details in the Bills, to facilitate speedy checking and prompt settlement by the STC. Bills found defective are liable to be returned to the contractor without settlement.

28. The Contractor shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the contractor and the STC will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Contractor.

Whenever local excursions/trips for the trainees are arranged, the contractor shall arrange for serving Tea, Snacks, Lunch etc., for them during the excursion/trips and no extra charge will be payable for the same.



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**The Contractor shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, the Principal may initiate further stringent action, as he may deem fit.**

29. The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc. of the STC/Corporation for any purpose other than those expressly provided in the contract.

30. Local Municipality has informed that they would not be lifting biodegradable wastes. Contractor should make necessary arrangement for disposal of the same. Contractor should also adhere to the instructions issued by Municipal Authorities or by Principal or any other person authorized by him in this regard.

31. With a view to achieving effective implementation of the agreement, the Principal, STC or a person authorized by him, is entitled to issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this agreement and shall be binding on the contractor.

32. In all matters relating to or incidental to this agreement, if there arises any doubt or dispute or disagreement, the decision of the Principal, STC shall be final and binding on the contractor.

33. The contractor must be ready to produce books of accounts, registers, other documents and data in his custody or power, before investigating officer and to furnish him with any information and statement related to affairs of the insurer or intermediary of insurance intermediary.

34. The contractor is required to show the food items prepared for test and taste to ensure quality by the authorized officer/s of STC.

Schedules appended hereto shall form an integral part and parcel of the contract and shall not be read or interpreted in isolation.



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## **GENERAL CONDITIONS**

- 1) The contractor will register with the Registrar of concerned state body and furnish the details of registration number. He shall abide by the state labour and Government of India (Ministry of Labour) rules and regulations and all other statutory acts and regulations and rules relevant to this contract including **Workmen's Compensation Act, Minimum Wage Act, Provident Fund Act, and ESI etc.**,
- 2) A floating minimum balance of Rs 20,000/- should be made available in the Bank Account, the details of which should be informed to the office and the above account should be operated by the Manager of the unit or any authorized person of the contractor.
- 3) If there is any variation in the quality of material used as against the brand items expressly specified, suitable penalty as may be decided and determined by the Principal or any authorized person or Committee will be levied while settling the monthly bills. Repeated violations will render the contract liable for termination.
- 4) One room in the hostel will be earmarked for the stay of Manager/s of the contractor. Besides stay, the room should also be used for storing valuables, linen etc. Others have to stay outside, for which contractor should make his own arrangements.
- 5) There will be a meeting, at least once in a month, to discuss about the quality of catering services, which should be attended by the contractor/ his representative.
- 6) Authorized officials of STC will be inspecting periodically the canteen, hostel, various registers, materials/grocery items and other facilities maintained by the contractor and will be giving a report. Any deficiency in service will be brought to the notice of the contractor, which he should set right immediately. Failure to do so will attract stringent action.
- 7) For the purpose of implementing this contract, the contractor shall engage specific number of trained employees. The contractor shall ensure that they observe cleanliness and wear neat and clean uniforms. It should be noted by the contractor that in case any of the workers employed by the contractor are found to be on duty without the uniform, principal at his discretion may impose a penalty of Rs 10/- per worker. The contractor shall also provide suitable Identity Cards with photos embossed thereon, to all the personnel. Persons without Identity cards are liable to be refused entry into the STC campus and those found without Identity Cards inside the campus are liable to be evicted forthwith. The Contractor shall indemnify the STC against all claims which may be made under Workmen's Compensation Act or rules there under or any law or rules for compensation payable in consequence of any accident or injury sustained by any person in his employment for the purpose of this catering and maintenance arrangement.





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- 8) In the event of any absenteeism of the workers engaged by the contractor, Principal, at his discretion, impose a penalty of Rs 100/- per worker per day so absented and the same will be recovered out of the monthly catering bill raised by the contractor for payment. The STC reserves the right to check the muster rolls as well as the wage sheets maintained by the contractor at any point of time.
- 9) The contractor is entitled to select after medical examination persons of sound health as employees or staff, subject to approval of STC.
- 10) The STC may refuse entry into the campus or order eviction of any person falling into any of the following categories: -
- (a) Does not possess good character or is suspected so and/ or
  - (b) Is found reportedly indulging in activities prejudicial to the interests of the STC. and /Or
  - (c) Is afflicted/suspected to be afflicted with any contagious or communicable diseases.
- 11) It is the exclusive responsibility of the Contractor to ensure due and timely compliance with all relevant Laws, Rules and Regulations and other relevant instruction issued by Government Authorities from time to time relating to the employment of persons.
- 12) The contractor or his staff shall not indulge in any act which may hamper the peace or serenity of the campus of the Sales Training Centre or likely to be detrimental to the interests of the Corporation.
- 13) The contractor or his staff shall not draw or allow any guest or visitor into the campus. The contractor or his staff shall not grow any vegetation in the campus.
- 14) The contractor shall not give any room for any complaint or grievance from boarders or inmates or staff of the STC. Any complaint or grievance under extra-ordinary circumstances shall be redressed forthwith when noticed or pointed out.
- 15) The contractor or his staff shall not use the premises, properties, fixtures, fittings, etc., of the STC for any purpose other than those expressly provided in the contract. It shall be open to any official of the STC authorized in this behalf to inspect the hostel or any portion thereof.
- 16) Any failure or omission on the part of the STC 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 STC to enforce its right at any time subsequently, with retrospective effect wherever found necessary.



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- 17) The contractor shall indemnify the STC for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the STC on account of negligence, wrongful or questionable conduct of the contractor or his staff, whether indulged intentionally or otherwise.
- 18) Stock of the items supplied by the STC has to be submitted by the contractor every quarter to the office for inspection.
- 19) Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premises and handover to the STC all articles, equipments, furniture, fixtures etc., in a good and working condition. Failure to do so will result in forfeiture of the deposit amount and further penal action as may be deemed fit. Contractor should also remove all his stores and effects, on termination of the contract. In case of failure to remove the stores and effects by the contractor, STC is entitled to enter into and take possession of hostel block, canteen or any area which was given to the contractor and deal with the situation, as may be deemed fit.
- 20) With a view to achieve effective implementation of this Agreement, the Principal, STC is entitled to issue instructions, either orally or in writing to the contractor and such instructions shall be deemed to be a part and parcel of this Agreement and shall be binding on the contractor. In all matters relating to or incidental to this Agreement, if there arises any doubt or dispute or disagreement the decision of the Principal, STC shall be final and binding on the contractor.
- 21) Schedule of food to be supplied is appended hereto shall form an integral part and parcel of the contract and shall not be read or interpreted in isolation. Other schedules will be included while entering into agreement.

**SCHEDULE-I Infrastructure Provided to Contractor**  
**Dining Hall :**

SI No	Items of Materials	Quantity
1	Wooden Dining Tables	
2	Wooden Benches	
3	Ceiling Fans	
4	Tube Lights with Fittings	
5	Wall Clock	
6	Teapoy	
7	Fire Extinguishers	

**Kitchen :**

SI No	Items of Materials	Quantity
1	Tube Lights with fittings	
2	Exhaust Fan	
3	Cylinder	
4	Butterfly Gas Stove	
5	Canteen Burner	
6	Double Burner	
7	Single Burner	
8	Dosa Burner	



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**Store Room :**

<b>Sl No</b>	<b>Items of Materials</b>	<b>Quantity</b>
1	Ceiling fan	
2	Tube Lights with fittings	
3	Refrigerator (225 Litres)	
4	Stand for Refrigerator	
5	Steel Rack	
6	Wooden Table 8' x 2'	

**Date.**

**Signature of the contractor.**

**SCHEDULE-II**

Sl.No	DESCRIPTION	TIME
1	Morning Bed Coffee/Tea/Milk/ (200 ml) With & Without Sugar	06:00AM to 07.00 AM
2	<p><b>BREAKFAST (*)- UNLIMITED</b></p> <p>a. Idli &amp; vada with sambar and Coconut/Corriandar/Tomato- chutney <b>AND</b></p> <p>b. Any one of the following :</p> <p>i. Pongal &amp; vada with chutney and sambar ii. Uppuma (Wheat/Rava) with chutney and sambar iii. Kichidi (Semia/rava) with chutney and sambar iv. Dosa (plain or masala) with chutney and sambar v. Pooories with masala/kuruma/Channa Masala vi. Or any other specified items.</p> <p>c. Coffee/Tea/Milk (200 ml) With/without sugar</p>	08:00 AM to 09:00 AM
3	Forenoon Coffee/Tea/Milk (200 ML.) With & without sugar, With Biscuits	11.15 AM to 11:30 AM
4	<p><b>LUNCH (*)- UNLIMITED</b></p> <p>a) Ponni white rice (boiled)</p> <p>b) Ghee (good quality)</p> <p>c) Dhall</p> <p>d) One Poriyal (dry curry)</p> <p>e) Kootu/Avial</p> <p>f) Sambhar</p> <p>g) Vathakuzhamu/Karakuzambu/Morkuzhambu</p> <p>h) Rasam</p> <p>i) Butter Milk (good quality)</p> <p>j) Curd (Good quality)</p> <p>k) Pappad</p> <p>l) Vadagam or chips</p> <p>m) Pickles</p> <p>n) Payasam</p>	01:00 PM to 02:00 PM

**Every Tuesday** instead of routine lunch, Variety Rice should be provided (Kalkandu rice, Coconut rice, Vegetable Briyani, Curd rice, Vegetable Kuruma, Raitha (Curd with onion),



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Papped, Chips, Vadagam, and Pickle).Every Thursday - instead of Payasam – Fruit Salad should be provided.

**Place:**

**Signature of the contractor.**

**Date.**

**SCHEDULE-II (Contd..)**

<b>Sl.No</b>	<b>DESCRIPTION</b>	<b>TIME</b>
5	Afternoon Coffee/Tea/Milk (200 MI.) With/without sugar	03.30 PM to 03:45 PM
6	<b>SNACKS</b> (Any one of the following not less than 50 gms. Approx)  A. <b>SWEETS:</b> •Wheat Halwa Mysorepak Chandrakala, Sweet Puri, Laddu, Jangiry, Chocolate Cake  B. <b>SAVOURIES:</b> •Vegetable Bonda Bajji-Chillies, Aloo, Raw Banana •Vadai Pakoda Samosa •Or ay specified item as instructed by the Principal  C. Tea/Coffee/Milk (200 ml) With/without sugar	05:15 PM to 05:45 PM
7	<b>DINNER (*)- UNLIMITED</b> Idly with Sambar and Chutney, <b>AND</b> a. Any one of the following: •Chappathi with Kuruma •Poories with Masala •Uthappam / Dosa with Sambar and Chutney •Rice Noodles (Idiyappam) with Kuruma •Or any specified item as instructed by the Principal b. Plantain Fruits c. Milk (200 MI)	08:30 PM to 09:00 PM

- ➔ Quantity of all the above items is unlimited, unless specified.
- ➔ Double refined first quality Sunflower oil should be used for cooking
- ➔ All food materials should be Branded and ISI Agmark certified and approved by STC.
- ➔ Only Aavin milk should be used.

**NOTE : TIMINGS SHOWN ABOVE ARE APPROXIMATE AND WILL BE GOVERNED BY THE INSTRUCTIONS OF THE PRINCIPAL, STC,SALEM FROM TIME TO TIME.**

**(\*) – Should be supplied in the dining hall in banana leaf**

Place:

Signature of the contractor.

Date :