

**TENDER DOCUMENT OF LIC OF INDIA FOR EMPANELMENT AND
SELECTION OF CANTEEN SERVICES**



**TENDER DOCUMENT
FOR
CANTEEN
OS/Estt
CATERING SERVICES**

.LIC OF INDIA,
OS/ESTABLISHMENT DEPARTMENT, ZONAL OFFICE,
10th FLOOR, LIC BUILDING
153 ANNASALAI, CHENNAI 600 002

LAST DATE & TIME OF RECEIPT OF TENDERS : 29.11.2024 3 pm

DATE & TIME OF OPENING OF TECHNICAL BID : 02.12.2024 3 pm

Cost of Tender document: 250/-+GST



Ref : LIC/SZ/OS/ESTB/2024-25

TENDER NOTICE

Sealed Tenders are invited under Two Bid system (Technical Bid and Financial Bid) from reputed catering and canteen service providers with a minimum of 3 years experience in the catering business both for empanelment and for providing canteen services at LIC Building, 153 Anna Salai, Chennai 600 002. Tender forms are available with OS/Establishment Dept, 10th floor, LIC Building, Chennai. They can also be downloaded from LIC website www.licindia.in by clicking “Tender for Canteen Services for LIC of India, Southern Zonal Office, Chennai under the link “Tenders”.

Also Tender forms will be issued from 04.11.2024 to 22.11.2024 on payment of Rs.250+GST per set as Non-refundable tender fees from OS Dept at the above address on any working day between 10.30 a.m. and 3.30 p.m. from Monday to Fridays. Please refer our website www.licindia.in for complete details

The filled in applications are to be submitted on or before **3.00.p.m. on 29.11.2024**. Technical bid will be opened on **02.12.2024 at 3.00 p.m.**

LIC of India reserves the right to accept or reject any or all offers in full/part without assigning any reason whatsoever.

ZONAL MANAGER

Place : CHENNAI

Date : 08.11.2024



TENDER SCHEDULE

Tender Notification Number and Date	No 1/2024-25 dt. 08.11.2024
Cost of Tender Document	Rs 250/- (non refundable) + GST 18% payable in the form of Demand Draft / Pay Order drawn in favour of “ LIC OF INDIA” payable at Chennai” to be paid at the time of submitting the tender in a separate envelope superscribed “COST OF DOCUMENT” for Canteen services tender
Earnest Money Deposit	Rs.10,0000/- in the form of Demand Draft /Pay order drawn in favour of LIC OF INDIA and is payable at Chennai to be paid at the time of submitting the tender in a separate envelope superscribed “EMD for CANTEEN SERVICES TENDER”
Time, Date and place of sale of tender document (collection in person at the given address or downloading from the official website of LIC of India	Time – 11.00 am to 03.00 pm from 08.11.2024 to 29.11.2024 Place : LIC OF INDIA, OS/ESTABLISHMENT DEPARTMENT, ZONAL OFFICE, 10 th FLOOR, LIC BUILDING 153 ANNASALAI, CHENNAI 600 002 *** Please see note below
Last date, Time and place for receipt of tender documents	Time – 3 pm Date – 29.11.2024 Place - : LIC OF INDIA, OS/ESTABLISHMENTDEPARTMENT, ZONAL OFFICE, 10 th FLOOR, LIC BUILDING 153 ANNASALAI, CHENNAI 600 002
Time, Date and place of opening tender document	Time : 3.00 pm on 02.12.2024 Place - : LIC OF INDIA, OS/ESTABLISHMENTDEPARTMENT, ZONAL OFFICE, 10 th FLOOR, LIC BUILDING 153 ANNASALAI, CHENNAI 600 002
Pre-Bid meeting with Tenderers	Time : 3 pm Date : 18.11.2024 Place - : LIC OF INDIA, OS/ESTABLISHMENTDEPARTMENT, ZONAL OFFICE, 10 th FLOOR, LIC BUILDING 153 ANNASALAI, CHENNAI 600 002
Contract period	One year from the date of taking over as agreed upon by both the parties and which can be renewed on the same terms and conditions for second/third year if the performance of the service provider is satisfactory to LIC

*** Tender document may also be downloaded from Corporation’s website from the link:- www.licindia.in



SZ/OS Establishment

ELIGIBILITY CONDITIONS

The bidders should have experience of atleast 3 years in providing canteen services in Chennai in a reputed Government office/Public Sector Undertaking/Corporate office.

The bidders should have their work station/office in Chennai and should have atleast one ongoing Canteen Services contract in Chennai in a Government office/Public Sector Undertaking or reputed Corporate office.

The average annual turnover during the last 3 financial years should be atleast Rs. 10 lakhs per annum.

The bidders should ensure and confirm that they have the entire mandatory compliance certificates/registrations/license under various applicable laws including labour laws applicable for the State of Tamilnadu. Minimum wages payable to the personnel to be engaged shall be strictly as per Labour Act only. The bidder should comply with various provisions of Contract Labour (Regulation & Abolition) Act 1970 and Central Rules 1971 and should enclose copies of the following :

1. Certificate of Registration with Labour Department, Government of **Tamilnadu**
2. Certificate of Registration with office of the Regional Provident Fund Commissioner.
3. Certificate of Registration with employees State Insurance Corporation.
4. Certificate of registration for **GST**.
5. Audited financial statements (Profit and Loss Account and Balance Sheet for the last **three** financial years. 2023-24, 2022-23 and 2021-22)
6. Income tax assessment order /returns for the last **three** financial years.
7. Photo copy of PAN CARD duly attested
8. A copy of certificate of Incorporation/Partnership deed/Memorandum and articles of association/ any other equivalent document showing details and place of incorporation.
9. Copy of valid licence under Shops & Establishments Act
10. Copy of license obtained under FSSAI , Tamil Nadu Government

E&OS Department, Southern Zonal Office, P.B.No.2450, LIC Building, 153 Anna Salai, Chennai-600002.



Annexure A

**APPLICATION FORM TO BE COMPLETED BY THE CONTRACTORS FOR GETTING
EMPANELLED FOR PROVIDING CANTEEN SERVICES**

(Application on the Contractor's letterhead)

The Secretary (OS),
LIC of India, Zonal Office,
10th Floor, L.I.C Buildings,
153, Anna Salai,
Chennai 600 005.

Madam,

Re: Empanelment of Contractors for providing Canteen Services.

Pursuant to the Notice for Empanelment of Contractors Ref _____ dated _____ for providing catering services in the Canteen and running the Staff Canteen from the Canteen Premises, I / We whose names and signature is / are given appended herein below representing the Entrepreneurial Establishment whose Stamp / Seal is also affixed herein below hereby submit my / our Application for being empanelled as a member on the Panel of Contractors.

General Information

1. Name of the Firm /Organisation (in Block Letters)	
2. Status : Proprietary / Partnership / Private Limited Company / Public Limited Company	
3.Date of Establishment / Incorporation (copy to be enclosed)	
4.Address and Landline Telephone No	

/.Mobile number:/ E-mail id :	
5. Name(s) of the proprietor/ Partners / Directors	
6. Name of the Chief Executive with his present address, Mobile / Telephone No. and email id	
7. Name(s) of Representative(s) with Designation who would be calling on us and attending to our jobs with mobile no and email id	
8. Name of Bankers with addresses & Telephone Nos. & IFSC Code	
9. PAN No. allotted by Income Tax Dept. (Please enclose attested photocopy)	
10.Registration No.for registration under Companies Act,1956 (Please enclose photocopy of the certificate)	
11. Labour Licence Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate)	
12.GST Registration No. (Please enclose attested photocopy of certificate)	
13. E.P.F. Registration No. (Please enclose attested photocopy of certificate)	
14.ESI No. (Please enclose attested photocopy of certificate)	
15. Turnover for last 3 years	F.Y.:2023-24 F.Y.: 2022-23 F.Y. 2021-22

16. State the latest Income Tax Assessed year and the amount of Tax Assessed in respect of the firms(copies of last 3 years IT Returns, Balance Sheets & Profit and Loss A/c to be enclosed)	
17. Details of empanelment with any office of LIC of India and/or PSUs/any Other Corporate Offices. (Please enclose list giving full details as per the annexure and name and telephone no. of person/s who may be contacted for confirmation)	
18. Details of your Past Experience and Contracts presently undertaken in the field of canteen. (enclose the certificates from the relevant institutions)	
19. Furnish the details of canteen contracts annulled/broken services before the end of contractual period, if any.	
20.Total Number of Permanent Employees	Kitchen Staff Service Boys Others
21. Name of Clients along with number of persons to whom canteen services are being provided by you at present	Separate sheet to be enclosed as per Annexure IV for each client

Technical Information

Do you have at least 3 years experience of providing canteen services to minimum 100 persons per day(Letter of recommendation from past clients to be submitted)	
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Do you agree to keep Application open for six months from due date?	
Whether Co./ Partnership Firm / Proprietary Concern is Registered with the following Authorities ? (Copy of Registration /License to be enclosed)	
Shop and Establishment Act,1948 (copy of valid licence obtained from appropriate authority to be enclosed)	
Public Health Deptt for Grade of Eating Food	
Contract Labour (Regulation & Abolition) Act,1970 – Registration certificate copy to be enclosed	
Employees State Insurance Corporation Act,1948 – Registration certificate] copy to be enclosed	
Employees Provident Fund Act,1952 – Registration certificate copy to be enclosed	
Workman’s Compensation Act,1923	
Applicable central/state tax laws	
Adherence to prescribed rules and guidelines of Corporation of Chennai	
GST (GSTN No.to be given) Registration certificate copy to be enclosed	
Whether all the Statutory Registration / requirement as directed by Govt. Authorities to run such kind of business have been obtained/fulfilled? <u>Copy of the certificate] to be enclosed</u>	
Have you submitted IT Returns of last three years?	

Financial year 2023-24, 2022-23 and 2021-22 (Copy to be enclosed)	
Have you complied with provisions of Child Labour Act?	
Do you comply with provisions of Minimum Wages Act?	
Have you entered in Joint Venture with any other Proprietary Concern /Partnership Firm or Co. for submitting this Application?	
Have your Company /Firm been under litigation or any other action has been initiated by any authority for violation of any provisions of Law or have you been black listed by any Organization?	
Do you agree with all Terms and Conditions and enclosed the same with Application form duly executed?	
Have you paid Rs.250/-+ GST towards non refundable Application Fee & EMD of Rs.10000/- (Rupees Ten Thousand only)	DD NO. Date Drawn on
Have you submitted Declaration as per Annexure C,D &F?	

Annexure – B (Envelope 1)-Self attested photo copies of the following documents:

1. Certificate of Registration with Labour Department, Government of **Tamilnadu**
2. Certificate of Registration with office of the Regional Provident Fund Commissioner.
3. Certificate of Registration with employees State Insurance Corporation.
4. Certificate of registration for **GST**.
5. Audited financial statements (Profit and Loss and Balance Sheet for the last **three** financial years.
6. Income tax assessment order /returns for the last **three** financial years.
7. Photo copy of PAN CARD duly attested
8. A copy of certificate of Incorporation/Partnership deed/Memorandum and articles of association/ any other equivalent document showing details and place of incorporation.
9. Copy of valid licence under Shops & Establishments Act
10. Copy of license obtained under FSSAI , Tamil Nadu Government
11. Other Annexures

The bidder should not have been blacklisted with any office of the Corporation (LIC) or any other establishments.

NOTE : Bidders should attach self-attested copies in proof of satisfying eligibility conditions and tenderers not fulfilling all the above eligibility conditions will not be considered.

Signature

Authorised Signatory

(Name/ Designation and Seal of the Contractor)

Date:



Annexure C (To be placed in Envelope 1)

DECLARATION

I/We have read the Application Notice thoroughly and I /We understand that if any false information is detected at a later date, any future contract made between ourselves and Corporation , on the basis of information given by me / us can be treated as invalid by the Corporation and I /We will be solely responsible for consequences.

I / We unconditionally accept Terms and Conditions mentioned in the Application Document and attach the same duly executed by me/us.

I /We agree that the decision of the Corporation in empanelment and selection of the Agency will be final and binding on me / us.

All the Information furnished by me hereunder is correct to the best of my / our knowledge and belief.

I /We agree that I /We have no objection if enquiries are made about the work performance with clients mentioned in Annexure

Signature

Authorised Signatory

(Name/ Designation and Seal of the Contractor)

Date:

Annexure D (To be placed in Envelope 1)

Undertaking

I /We, authorized representative of _____ ,
being Indian Company / Proprietary Concern/ Partnership Firm, registered under _____ ,
bearing registration number _____ do hereby solemnly affirm and state as
under :-

I / We agree to keep my / our Application open for acceptance for a period of Six Calendar Months after the last date of receipt of the Application and I / We further agree not to revoke my / our Application at any time during the said period of Six Calendar months.

I / We being one of the Applicants, confirm that I / We are not black listed / debarred from Trade by Central /State Government Department /PSUs. I / We further affirm that no advisory /directives /warnings have been issued by Government Authority or any Organisation during last five Financial Years and no litigation is pending, against the Agency, in any of the Court of Law.

I / We unconditionally accept the General Terms and Conditions and confirm that Annexure I to V are duly executed by us. I / We state that Life Insurance Corporation of India will consider my / our application on the basis of the statement made by me /us in this Undertaking.

I / We hereby state that my / our Application be evaluated for considering its responsiveness only if I / We have submitted my / our Application in consonance and in compliance of the terms relating to the submission of the Application as enumerated in the Application Notice Document.

I / We _____ do, hereby state and declare that I / We whose name and signature/s is / are given / appended herein below representing the Entrepreneurial Establishment whose Stamp / Seal is also affixed herein below have not filled in this Application under any other name or under the name of any other Entrepreneurial Establishment otherwise nor I / We are in any way related or concerned with the Entrepreneurial Establishment or any other Entrepreneurs who have filled in the Application.

I / We _____ have filled in the Application and submitted my / our Application with the full knowledge of the liabilities and therefore I / We shall not raise any objection or dispute in any manner relating to any action taken, Blacklisting, for giving any information, which is found to be incorrect and against the instructions given in the Application Document in the matter of running of the Staff Canteen from the Canteen Premises as per the terms and conditions.

I / We further state that the information sought by Life Insurance Corporation of India in these documents are true and correct and any information if found to be incorrect, shall make the contract liable to be repudiated. Further, I / We accept that in such cases, Earnest Money Deposit will be forfeited.

I / We hereby state, declare and undertake that on being declared as Successful, I / We shall conduct the Staff Canteen from the Canteen Premises in consonance and in compliance of the terms and conditions and commence services as per the Terms and Conditions, as accepted above, within 15(Fifteen) days calculated from the date of receipt of your notification of award.

Solemnly affirmed at _____ this _____ day of _____ 2023.

OS/Estt

Before me

Notary

Signature

Authorised Signatory

NAME / DESIGNATION AND

SEAL OF THE AGENCY

Date:

Annexure – E (To be placed in Envelope 1)

(List of the items and services Provided in the Canteen Premises By the Corporation vis-a vis to be arranged by the Contractor)

Provided by the Corporation			
S.No	List of Articles	Quantity	To be arranged by the Bidder
1	Wooden Dining Tables (Big) with steel Chairs	39 Tables 173 Tables	
2	Double burner cooking stove	1	
3	Single burner cooking stove	1	
4	Dosa tava	1	
5	Voltas Water Dispenser	1	
6	Refrigerator(double door)	1	
7	Sowbaghya 3 SS wet grinder	-	
8	Idly box - Vessel (81 Idlies)	1	
9	Tiffin plate SS	54	
10	SS Food Cover	4	
11	Idly Hot box10L	3	
12	Banimaire 10 L , 4 vessels Lids with filament	2	
13	Milton Flask 2 L	9	
14	SS Bucket 9" with LID	-	

15	Meals Spoon	-	
16	Bainmaire Hot case	7	
17	SS Bucket	5	
18	Sowbhagya SS 10 L.Wet grinder	1	

Signature of the Applicant

Name and Designation of the Applicant/Seal of the Applicant

Date:

OS/Estt

DETAILS OF EXISTING CLIENTS

Annexure –F (To be placed in Envelope 1)

Details of existing clients:

(Separate page must be submitted for each Client)

Name of the Company	
Address of the Company	
Name, designation of contact person with telephone no. and e-mail ID	Name: Designation: Landline No.: Cell No. : Email ID:
Number of persons to whom catering services are provided per day	
Number of employees deputed by the Contractor for the said client	Kitchen Staff Service Boys Others

Signature of the Applicant

Name and Designation of the Applicant with seal

Date:

Tender For empanelment of vendors and selection for Canteen Services

Envelope-2

Annexure G

Tender for Canteen Services FINANCIAL BID LIC OF INDIA ,Zonal Office,Chennai.

The Prices should be quoted in respect of all the items :

Particulars	QTY.	Nos.	Weight (in grams)	Price
Tiffin Items				
Idly- chutney/sambar		2 No.s	120 gms	
Bonda- Mysore/veg/aloo		1 No.	60 Gm	
Vadai- Medu, masala,keerai		1 No.	60 Gm	
Bajji - onion/potato/banana		1 No.	60 Gm	
Pongal chutney sambar		1 plate	120 Gms	
Samosa chutney sauce		1 No.	100 Gms	
Veg. cutlet		1 No.	100 Gms	
Sada dosa chutney sambar		1 plate	75gms	
Oothappam chutney sambar		1 No.	100 Gms	
Oniion - - do-		1 No.	100 Gms	
Masala Dosai chutney sambar		1 No.	100 Gms	
Chapathi with kuruma		2 No.s	100 gms	
Parotta with kuruma		2 No.s	100 gms	
Poori with Potato/channa masala		2 No.s	100 gms	
Upma / Kitchedi		1 plate	100 Gms	
Lunch				
Ordinary Meals: Rice,Poriyal ,Kottu/kerai,Sambar, Kara Kolambu/Morekulambu Rasam,Appalam.Buttermilk. Pickles				
Special Meals: Ordinary meals above and 1 sweet and Chapathi with kuruma				

Additional Plate Rice (Extra)				
Variety Rice				
Lemon/Tomato/Tamarind		1 plate	150 Gms	
Sambar rice		1 plate	150 Gms	
Curd Rice		1 Plate	150 Gms	
vegetable pulav/biriyani- curd raita		1 plate	150 Gms	
Sweets				
Gulab jamun			1 piece	
Kesari		1 No.	60 Gm	
Hot beverages :				
Tea		1 cup	90 ml	
Coffee		1 cup	90 ml	
Milk		1 cup	90 ml	
Horlicks/Boost/ etc.		1 cup	90 ml	
Other beverages				
Buttermilk		1 glass	200 ml	
Lemon Juice		1 glass	200 ml	
Orange Juice		1 glass	200 ml	
Grapes Juice		1 glass	200 ml	
Apple Juice		1 glass	200 ml	
Snacks				
Mixture		1 Packet	50 Gms	
Pakoda		1 Packet	50 Gms	
Sundal		1 Packet	50 Gms	

Signature of the Applicant Name & Address

Seal

Date:



E&OS Department, Southern Zonal Office,P.B.No.2450,LIC Building,153, Anna Salai, Chennai 6000 002.

TENDER FOR EMPANELMENT OF VENDORS AND SELECTION OF CANTEEN SERVICES

GENERAL TERMS AND CONDITIONS

1. Application submitted by the Applicant shall be **rejected outright** if the Applicant
 - a. Submits Incomplete Application
 - b. Submits the Application in **Joint Venture**
 - c. Does not keep the Application open for acceptance for a period of **Six Calendar Months** from the due date.
 - d. Stipulates his / her own conditions or any alternative / conditional proposals.
 - e. Does not have 3 years experience of providing catering service to an organization where at least **100** persons use the service.
 - f. Does not sign and affix the Stamp/ Seal of the Entrepreneurial Establishment of the Applicant in the manner and at the places as enumerated / earmarked in the Application Document.
 - g. Does not enclose the draft towards **Application Money** while submitting Application Form.
 - h. Does not have all statutory registrations /Licenses.
 - i. Does not adhere to all Laws and Acts as applicable to such kind of business.
 - j. Does not agree with all terms and conditions.
2. The Applications will be scrutinized on the basis of
 - a. Fulfillment of our Terms and Conditions and Inspection visit of places of only those Contractors who are found **prima facie** eligible for empanelment on the basis of documents/ information submitted.
3. After scrutiny and Analysis of applications received from the Contractors they shall be evaluated on the basis of the following criteria :
 - a. Experience
 - b. Opinion / rating of randomly selected patrons availing the facility at the Entrepreneurial Establishment of the Applicants.
 - c. Kitchen management at the existing Entrepreneurial Establishment of the Applicants.

- d. Quality of raw / unfinished items at the existing Entrepreneurial Establishment of the Applicants.
 - e. Quality of the randomly selected prepared food items at the existing Entrepreneurial Establishment of the Applicants.
 - f. Cleanliness and hygiene of the Kitchen Staff and the Service Personnel provided at the existing Entrepreneurial Establishment of the Applicants as also the dining and adjacent area.
 - g. The contractor to ensure that food items for supply shall be prepared fresh in the canteen itself and to be supplied only to the employees/agents and other authorized guests within the Zonal office premises.
 - h. The contractor to ensure that kitchen, dining hall, wash areas, wash basins, water coolers and surrounding areas in the dining hall be maintained neat and clean.
 - i. The contractor should arrange for cleaning tables immediately after the dining and disposed off the kitchen garbage/left over food without causing environmental hazards.
 - j. Adherence to all Laws and Acts as applicable to such kind of business.
 - h. Compliance of all Statutory requirements.
 - i) Applicant should have average turnover of Rs. 10 lakhs in last three financial years.
 - j) Applicant should have their workstation/office at Chennai City
 - k) Applicant should possess valid licence under Shops and Establishments Act from appropriate authority
4. The Financial Bids of only those vendors who are empanelled will be taken up for further consideration. Evaluation of financial bid will be done on the basis of weighted average price of items listed in the financial bid format, taking into account the actual experience of average daily consumption.
 5. The Rates offered by empanelled vendors in the financial bid must take into consideration that space, furniture & fixture, utensils, kitchen equipments, electricity, water, etc. are provided by the Corporation free of cost. The rates offered should be subsidized rates due to the above factors.
 6. The bidding vendors are to submit along with application demand draft/pay order for Rs,10000/(Ten thousand only) favouring LIC Of India drawn on Nationalized Bank /Scheduled Bank being the Earnest Money Deposit .This is refundable within 30 days from the date of finalization of financial bid. No interest is payable on this deposit. The said Earnest Money

deposit paid by the vendor shall be liable to be forfeited if after submitting the Financial Bid, the vendor withdraws and / or modifies his / her bid, or if Successful Bidder fails or neglects to furnish the Security Deposit.

7. The empanelled vendor who becomes Successful in Financial Bid will have to **pay Security Deposit of Rs.1,00,000/-** in the form of DD drawn on any Nationalized /Scheduled Bank. The successful bidder has to remit an additional amount of Rs.90000/- towards security deposit. EMD Amount of Rs.10000/- of successful bidder shall be adjusted towards security deposit.
8. During the first year of Contract, there will be no revision in the rates. If during the said contract period and /or during extended period of contract, the Contractor expresses his inability to fulfill the contract or run the Canteen, it will be treated as breach of Contract and the contract will be terminated. In such case, Corporation reserves the right to
 - a. Forfeit the Security Deposit submitted by the Contractor.
 - b. Blacklist the Contractor for three years.However, after completion of one year if the contractor wants price rise, he may submit his request in writing to the Canteen Committee and appropriate decision will be taken based on the recommendation given by the Canteen Committee.
9. The Contractor shall observe, abide and comply with the Rationing provisions / regulations / rules that are in force or that which shall be brought in to force from time to time and shall obtain the necessary permits and comply with the directions of the Food and Rationing Authorities including submissions of returns, etc.
10. The Contractor shall have necessary E.S.I.C. and P.F. Code No. for employees of the Contractor appointed for the purpose to run the Canteen from the Canteen premises.
11. The Contractor shall remit ESIC and PF contribution regularly of all the employees deputed by him and furnish the proof of the same every month to the Corporation.
12. The Contractor, after the award of the Contract, shall not sublet the contract either fully or partially.
13. In addition to the above, the Contractor in the matter of running the Canteen from the Canteen Premises shall at all times duly observe, abide and comply with the provisions of the various statutes that are in force such as Provident Fund Act, Workman's Compensation Act, Employees State Insurance Act, Payment of Minimum Wages Act, Factories Act, Sales Tax Act, Contract Labour (Regulation and Abolition) Act, Chennai Municipal Corporation Act or that

which may be brought into force from time to time as well as the regulations / rules / bye-laws framed there under and comply with all the directions or orders issued / passed by the Corporation of Chennai., the Government of Tamil Nadu, the Union government or any other Competent Authorities authorized to issue / pass directions or orders in the matter of the Canteen being run from the Canteen Premises by the Contractor.

14. The Successful Contractor must furnish list of all employees including service boys, kitchen staff, etc. while entering into the Contract. The successful contractors must arrange Uniform for all the employees working in the canteen.
15. The Contractor shall keep the Canteen Premises open and provide the catering services for the Staff of the Corporation from the Canteen Premises on all working days for the following period, subject to change as decided by the Corporation :-

Monday to Friday : 08.30 am to 05.30 pm (Saturday and Sunday are holidays)

From Monday to Friday service is to be given on the table of the staff during the period from 10.30 am to 5.00 p. m. Tea / Coffee must be served throughout the office hours at the desk of the employees

The Contractor shall use only good quality raw material preferably branded material for preparing food items. The Contractor shall serve only **vegetarian dishes** prepared in refined oil or vegetable / pure ghee only. Rice and other ingredients used should be of good quality.

The Contractor shall offer for sale, the articles of food and soft drinks in the prescribed volume / weight which is enumerated in Financial Bid, at the rebate price / rate offered by the Contractor and accepted by the Corporation.

16. The Contractor shall not make any **alteration in the rates, weights, quality, quantity, etc. of the articles of food and drinks, that are enumerated in the Financial Bid of the Tender Document, kept for sale at the Canteen Premises except by prior permission of the Corporation.** If the Contractor desires to serve any additional items, the Contractor may submit an additional list for the written approval of the Corporation without changing the order of items mentioned in the Tender document and shall serve such additional articles of food and drinks at the rates as finalized by the Corporation.

17. The Contractor hereby agrees that **variation in the rebate price / rate of the articles of food and soft drinks as offered by the Contractor shall not be allowed during first year of Contract and thereafter the same will be allowed only after written permission from the Corporation.**
18. The Contractor shall display the price / rate of the articles of food and soft drinks. The Contractor shall arrange for duly attested copies of the Menu Card having the rebate price / rate offered by the Contractor over the articles of food and soft drinks provided by the Contractor. In addition the Contractor shall also arrange the list of price / rate as approved from time to time by the Corporation in bold letters at such conspicuous place as may be directed by it.
19. The Contractor shall serve only good and wholesome articles of food and soft drinks in the prescribed volume, weight and quality, which will be mentioned later at the time of issue of Financial Bid, and such of the articles of food and drinks as may be approved from time to time by the Corporation. The Contractor shall keep sufficient supply of the articles of food and soft drinks at hand for sale and service. Any deterioration in quality shall be treated as breach of the terms and conditions and the scope of Tender shall be liable to be terminated.
20. The list of furniture, fixtures, equipments, crockery, cutlery, etc. to be provided by the Corporation and to be arranged by the Contractor as per Annexure E.
21. The Contractor shall attend the Canteen Committee Meetings to address to any issues that may arise in the matter of running of the Staff Canteen from the Canteen premises once in three months or as and when required by the Corporation. The Contractor shall be bound by the decisions taken in the Meetings convened as aforesaid.
22. The Contractor shall be solely responsible for any misconduct on the part of the employees appointed by the Contractor for the purpose of assisting the Contractor in the matter of running the Staff Canteen from the Canteen Premises or indirectly by the employees so appointed.
23. The Contractor shall be responsible for any nuisance caused directly / indirectly or damages loss or injury whatsoever that may be caused at any time to the property of the Corporation or to any person or persons including any third party while running the Staff Canteen from the Canteen premises and all such damages, 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 satisfaction in all respects of the Corporation.

24. The Corporation shall not be a party for recovery of payment of any bills or dues from any of the customers of the Contractor, i.e. the Staff of the Corporation.

25. **Termination of Contract**

i) The contract can be terminated by either party by giving two months' notice.

ii) "The contract is also liable to be terminated by the Corporation if

a) The Agency abandons the work or

b) The Agency assigns or sublets the work in whole or in part thereof or

c) The Agency makes default in proceedings of the work under the contract, at any time during the contract period, with due diligence and continues to do so even after a notice is issued by the Corporation or

d) The Agency becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets or

e) The Agency persistently disregard the instructions issued by the Corporation or

f) The Agency fails to adhere to the agreed schedule of the work or

g) The information submitted by the Agency in the Tender is found to be in correct or

h) The Agency fails to perform its obligations or violates the provisions as per the terms of the contract."

26. If the Contractor desires to terminate the contract, he shall give prior notice of at least **60 days** as mentioned above; failing which, Security Deposit is liable for forfeiture.

27. Upon breach by the Contractor of any of the terms and conditions governing the contract and / or upon the Contractor failing to comply with the directions / orders issued / passed by the Corporation of Chennai,, the Government of Tamil Nadu, the Union Government or any other Competent Authorities and / or upon the Contractor failing to comply with the requisitions issued by the Corporation and / or if in the opinion of the Corporation, the Contractor is not running the Staff Canteen within the Canteen premises 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 contract shall be liable to be terminated.

28. The Contractor shall appoint required employees at the cost of the Contractor for the purpose of assisting the Contractor in the matter of running the Staff canteen from the Canteen premises and the Contractor shall at the Contractor's own cost provide to the employees so appointed with proper uniform, badges / ID cards ,etc as directed by the Corporation. The Contractor must deposit the amount of ESI Contribution of the said employees appointed by him regularly in time without failure.
29. In the matter of appointment of the required employees for the purpose of assisting the Contractor to run the Staff Canteen from the Canteen premises, the Contractor shall comply with the provisions of **Child Labour Act** and must submit an Affidavit in compliance with the Act.
30. For security reasons, the Contractor shall provide the list of all the employees appointed by the Contractor for the purpose of assisting the Contractor in the matter of running the Staff Canteen from the Canteen premises. Such list shall contain the following details of the employees appointed by the Contractor namely Name, Age, Date of Birth, Sex, Photo, Educational Qualification, Designation, Address. Telephone No. and health records. The Contractor shall inform appointment and removal of employees immediately.
31. The Contractor shall be solely responsible in respect of the employees appointed by the Contractor for the purpose of assisting the Contractor to conduct the Staff Canteen from the canteen premises and the Corporation shall not be a party to any disputes that may occur between the Contractor and the employees appointed by the Contractor.
32. The Contract shall be for a initial period of 1 year from the day the Contractor is permitted to use the Canteen Premises for running staff Canteen. On expiry of the aforesaid period, Contractor shall be permitted to run the Staff Canteen from the Canteen premises for a further period of one year, on the same terms and conditions, to be approved by Regional Manager (E&OS) and for one more year subject to approval of competent authority.
33. In all cases of dispute, the matter will be referred to the Zonal Manager and his decision shall be final and legally binding upon the Contractor.
34. The periodic pest control in the Canteen will be arranged by the Corporation. However, in case canteen kitchen requires special pest control treatment, it has to be arranged by the Contractor himself.
35. The Contractor shall obtain necessary License / permission to engage Labours/ Staff as required under the Contract Labour (Regulation & Abolition) Act, 1970.

36. Contractor shall obtain the License from the Health Department of the Corporation of Chennai. and pay the License Fees accordingly. TRC charges shall also be paid by the Contractor.
37. The Applicant must be registered under Employees State Insurance Corporation Act, 1948 and hold such Registration Certificate issued by Employees State Insurance Corporation.
38. Selected Contractor, to whom the final contract will be awarded, shall enter into SERVICE AGREEMENT subject to the Laws. The Stamp Duty, Execution Cost etc. shall be borne by the Agency entering into Service Agreement with the Corporation.

I /We unconditionally accept all the above Terms and Conditions.

Signature of the Applicant

Name and Designation of the Applicant

OS/Estt

Seal of the Applicant



E&OS Department, Southern Zonal Office, P.B.No.2450, LIC Building, 153, Anna Salai, Chennai-600002.

INSTRUCTIONS TO BIDDERS

The **technical bid** will be opened on I 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 of only those bidders who become eligible for empanelment, will be opened at a later date. The date of opening of financial bids will be intimated to those bidders whose offers are found suitable.

1. The tender form consists of the following documents. i.e.,

- a. Instructions to bidders and Terms & Conditions.
- b. Technical part.
- c. Financial part.

OS/Estt

2. The offers are to be submitted in Two Bid system i.e., Technical Bid and Financial Bid. The Technical Bid consists of all the required information called for in the questionnaire (**From Annexure A to F**). The Technical Bid shall be submitted in sealed cover (**Marked Envelope - I**) super scribing as "Technical Bid for TENDER FOR EMPANELMENT of Canteen services, LIC, ZO, Chennai ".The envelope shall contain the addressee's details and details of the bidder also.

3. The price bid shall contain only financial details i.e., rate and other financial implications. These financial Bids (**Annexure G**) will be placed in the **Envelope - II** and superscribed with addressee and bidders details. **Financial/Price bids of only the empanelled vendors will be opened at a later date ,subsequent to completion of empanelment process.**

4.The cost of non refundable tender fee of Rs. 250/- (Rupees Two hundred fifty only) +GST @ 18% = Rs.295 or the Miscellaneous Receipt of the tender fee deposited at office by cash or D.D or Pay Order and D.D/Pay Order for E.M.D of Rs.10000/- (Rupees Ten thousand only) in favour of " Life Insurance Corporation of India" payable at Chennai, shall be submitted in sealed cover (Marked **Envelope - III**)

superscribing as "Application Money and EMD " for " TENDER FOR EMPANELMENT AND SELECTION FOR CANTEEN SERVICES - LIC, ZO, Chennai ". This will be placed in Envelope-III. Please note that no interest is payable on the EMDs.

5. All the three envelopes will be placed in a fourth envelope (Envelope-IV) and sealed and submitted to LIC of India, Zonal Office, Chennai at the address given above. The envelope must be superscribed with " TENDER FOR CANTEEN SERVICES - LIC SZO CHENNAI ". And the last date for submission is _____ and the Technical bid will be opened on _____ in the presence of bidders or their authorized representatives who may wish to be present.

7. In case the tender form is downloaded from the corporation's web site, the non refundable tender fee of RS . 250/- (Rupees two hundred fifty only) +GST @ 18% may be remitted in the form of Demand draft / Pay order drawn in favour of " Life Insurance Corporation of India" payable at Chennai.

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

(i) EMD of all bidders whose technical bids were not found suitable and thus not empanelled, shall be refunded after finalization of bid of Technical Assessment Report by the Committee, constituted for the purpose,

(ii) EMD of other bidders (except the successful bidder) shall be refunded after finalization of the contract.

(iii) The successful bidder has to remit an additional amount of Rs.90000/(NINETY THOUSAND ONLY) towards Security Deposit. EMD amount of Rs.10000/- of successful bidder shall be adjusted towards Security Deposit.

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

(v) Regional Manager (E&OS).is the competent authority to refund / forfeit the EMD amount.

9. All the pages of the tender form are to be signed and sealed 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.

10.. Tenderers should note that their tenders should remain open for consideration for a Minimum period of 06 (six months) months from the date of opening of "Technical Bids".

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

11. A pre-bid meeting (if necessary) will be conducted on 21.10.2024 at 10th Floor, LIC Building, Anna Salai, Chennai. Clarification/ Modification issued as a result of pre-bid meeting will be published in the web site and will be deemed to be the part of tender condition.

Eligibility Criteria & Requirements

- The applicant must be a Registered / Licensed Organization / Partnership firm / Sole Proprietorship.
- The applicant must have a proven track record of providing catering services at least in **one** reputed firm (Government/PSU/Corporate Company/Educational institution, etc for a period of minimum 3 years.
- The applicant must not have been at any time declared as insolvent or convicted for any offence.
- The applicant must not have been prosecuted or suffered any penalty for violation of any labor laws by any Authority.
- The applicant should not have rescinded/abandoned any Catering contract awarded by any of his clients before the expiry of prescribed period of contract.
- 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.
- The applicant has not suffered any disqualification to render the catering services at any time in respect of matters not enumerated herein.
- Without Tender fee/ EMD the bids will be disqualified.

Signature of the Applicant

Name and Designation of the Applicant

Seal of the Applicant

Date: