

LIFE INSURANCE CORPORATION OF INDIA



TENDER

For Providing
Catering and Housekeeping Services
On Contractual Basis at
LIC OF INDIA
SALES TRAINING CENTRE

LIC staff colony, Near Gurunanak Higher Secondary School, Sector – VI,
Bhilai, Dist Drug (C.G.) PIN 490006

Ref:

(Total Pages: 52 including 10 Annexure)

LIFE INSURANCE CORPORATION OF INDIA

SALES TRAINING CENTRE

LIC staff colony, Near Gurunanak Higher Secondary School, Sector – VI, Bhilai, Dist Drug (C.G.) PIN 490006

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TENDER DOCUMENT

FOR PROVIDING

CATERING AND HOUSEKEEPING SERVICES ON CONTRACTUAL BASIS AT LIFE INSURANCE CORPORATION OF INDIA, SALES TRAINING

CENTRE, LIC staff colony, Near Gurunanak Higher Secondary School, Sector – VI, Bhilai, Dist Drug (C.G.) PIN 490006

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NOTICE INVITING TENDER

Sales Training Centre, Bhilai is a Corporate Training Centre of the Life Insurance Corporation of India which was established towards promoting professionalism and developing Human Resources through training to its Officers, Staff and Field Personnel. The Training Centre is located at LIC Staff Colony, Near Gurunanak Higher Secondary School, Sector – VI, Bhilai, Dt Drug, CG PIN 490006. The Training Centre has the required facilities for residential and non-residential Training.

Life Insurance Corporation of India, Sales Training Centre (STC), Bhilai invites sealed Tenders from the reputed Firms/Organisations/Companies, engaged in the business of housekeeping and catering services , for providing Catering & Housekeeping Services at Sales Training Centre, LIC Staff Colony, Near Gurunanak Higher Secondary School, Sector – VI, Bhilai, Dt Drug, C.G. PIN 490006.

The tenders are invited in the prescribed format under two bid system – Technical Bid and Financial Bid from the Catering and Housekeeping Firms/Organisations/Companies, for providing Catering & Housekeeping Services at the Sales Training Centre, Bhilai for a period of two years, which may be extendable for one more year under the same terms and conditions, subject to approval of Competent Authority at STC Bhilai.

TENDER DOCUMENT:

The Tender Document can be obtained between 10:30 AM to 3:30 PM from 17.07.2023 to 03.08.2023 on working days from the O.S. Department, LIC of India, Divisional Office, Jeevan Bima Marg, Pandri, Raipur PIN 492004. (contact person Shri Rahul Khisty, Manager (OS), Mobile No. 8208928380 or may be downloaded from Corporation's website www.licindia.in (<https://licindia.in/Bottom-Links/Tenders>)

TENDER FEE & EARNEST MONEY DEPOSIT (EMD):

Tender Fee: A non-refundable Tender fee of Rs 1500/- (Rupees One Thousand Five Hundred only) + GST @18% ie Total Rs.1770.00 (Rupees One Thousand Seven Hundred Seventy Only) has to be deposited in following manner:

Tender fee can be deposited at the cash counter of LIC Divisional Office, Raipur by Cash OR Demand Draft drawn on any scheduled bank in favour of "Life Insurance Corporation of India", payable at Raipur. OR

By enclosing a Demand Draft drawn on any scheduled bank in favour of "Life Insurance Corporation of India", payable at Raipur in a sealed Envelope-1 marked as 'Tender Fee & EMD'.

Earnest Money Deposit (EMD) :Each tender must be accompanied with an Earnest Money Deposit (EMD) in the form of Demand Draft for Rs 2,50,000/- (Rs Two Lakh Fifty Thousand only) drawn on any scheduled bank in favour of "Life Insurance Corporation of India" payable at Raipur. No other form of payment will be accepted for submission of EMD. The said Demand Draft towards EMD must be enclosed in Envelope-1 marked as 'Tender Fee & EMD'. At the back of the Demand Draft, the name of the Tenderer should be clearly written with the caption "Providing Catering & Housekeeping Services at LIC, STC, Bhilai".

Tenders submitted without EMD and Tender Fee will not be entertained/evaluated. However, tender fee /EMD shall be exempted for Firms/Organization/Companies which come under the purview of central/state government instructions for exemption. For exemption, MSME registration with Director of Industries/District Industries centre as Manufacturing/Service Enterprise or register with National Small Industries Corporation (NSIC) under single point vendor registration scheme have to be submitted in Envelope-1 for claiming exemption.

INSTRUCTIONS FOR SUBMISSION OF FINANCIAL BID:

- a) The Financial Bid will be as per Annexure-V and the Financial Bid is to be submitted in the said format only. Financial bid will be submitted in a separate sealed Envelope-3 marked as " Financial Bid".
- b) Overwriting, cutting in Financial Bid will lead to the rejection of the bid.
- c) It is compulsory to mention the amounts in both 'words' as well as 'figures', wherever specified. However, If there is a discrepancy between words and figures, the amount in words shall prevail.
- d) Prices for all the components shall be quoted in Indian Rupee (INR). Amount should not be mentioned in paisa.
- e) Arithmetical errors: The Arithmetical errors will be rectified on the following basis : If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected accordingly. Similarly if there is discrepancy between subtotals and grand total, the subtotals shall prevail and grand total shall be corrected accordingly.
- f) If the Tenderer does not accept the correction of errors, its bid will be liable to be rejected.
- g) Quoting of price openly or submission of Financial Bid along with technical bid without putting in a separate sealed cover shall result in disqualification of the tender.

SUBMISSION OF TENDER:

The tender document is to be submitted in sealed envelopes; details are as under:

The tender containing three separate sealed envelopes (Envelope 1 marked as "Tender Fee & EMD"; Envelope 2 marked as "Technical Bid" & Envelope 3 marked as "Financial Bid") should be submitted in a fourth sealed envelope, marked as "Tender for Providing Catering & Housekeeping Services at LIC, STC, Bhilai" on top of the Envelope; with the Name, Address, Email-Id and Mobile number of the Tenderer at the bottom left hand side corner of the Envelope.

ENVELOPE 1: (marked as "TENDER FEE & EMD") should Contain:

- (i) Miscellaneous receipt of tender fee deposited at LIC, Divisional Office
Cash Counter OR,
Demand Draft(s) drawn on any Scheduled Bank in favour of "Life Insurance Corporation of India", payable at Raipur towards tender fee
OR,
Appropriate documents for exemption of tender fee, if applicable
- (ii) Earnest Money Deposit (EMD) in the form of Demand draft for Rs 2,50,000/- (Rs Two Lakh Fifty Thousand only) drawn on any scheduled bank in favour of "Life Insurance Corporation of India" payable at Raipur. At the back of the Demand draft, the name of the Tenderer should be clearly written with the caption "Providing Catering & Housekeeping Services at LIC, STC, Bhilai".
OR,
Appropriate documents for exemption of EMD, if applicable

ENVELOPE 2: (marked "TECHNICAL BID") should contain:

- (i) Annexure I - Compliance report
- (ii) Annexure II & Annexure IIA - Technical Bid with all the essential documents
- (iii) Annexure III - Affidavit of Non Blacklisting
- (iv) Annexure IV - C.A. Certificate
- (v) Annexure VII - Undertaking by Tenderer
- (vi) Annexure IX - Pre-Contract Integrity Pact
- (vii) Complete Tender document including corrigendum, if any (duly signed by the Tenderer / Authorized Representative)

ENVELOPE 3: (marked "FINANCIAL BID") should contain:

- (i) Annexure V - Financial Bid

ENVELOPE 4: (marked "TENDER FOR PROVIDING CATERING & HOUSEKEEPING SERVICES AT STC, LIC, BHILAI"):

The Envelope 4 will contain:

- (i) Sealed Envelope 1
- (ii) Sealed envelope 2
- (iii) Sealed Envelope 3

The Envelope 4 should be sealed and marked as "Tender for Providing Catering & Housekeeping Services at LIC, STC, Bhilai" with the Name, Address, E mail-id and Mobile number of the Tenderer at the bottom left hand side corner of the Envelope cover, addressed to the Sr. Divisional Manager (I/C) Divisional Office, LIC of India, Raipur, and should be received by OS. Department, LIC, Divisional Office, Raipur on or before 05:30 PM on 03.08.2023.

All envelopes should be properly sealed. Unsealed or improperly sealed tenders are liable to be rejected.

LIC, Divisional Office, Raipur will not be responsible if the tenders are delivered elsewhere or are not delivered on time due to postal or any other delays. It is reiterated that tenders received after the stipulated date & time will not be entertained.

Each and every page of tender document/annexures/additional documents submitted in response to tender by Tenderer has to be signed by Tenderer/authorized representative.

IMPORTANT INFORMATION FOR TENDERERS:-

Sl. No.	Particulars	Time/Date /Other Details
1	Tender Reference	Ref: LIC/RDO/OS/Tender NO - 05/2023-24 Dated: 17.07.2023
2	Date of commencement of Tender Process (Issue of the Tender document)	17.07.2023, (Monday).
3	Tender document Fee (non-refundable) (Incl. GST)	Rs 1500/- (Rupees One Thousand Five Hundred only) + GST @18% ie Total Rs.1770.00 (Rupees One Thousand Seven Hundred Seventy Only)
4	Date & Time of Pre-bid Meeting	24.07.2023 (Monday) at 11.00 AM
	Venue of Pre-bid meeting	Conference Hall, LIC of India, Divisional Office, Jeevan Bima Marg, Pandri, Raipur.
5	Last Date & time of submission of Bid	03.08.2023 (Thursday) at 05:30 PM
6	Date and Time of opening of Technical Bids	04.08.2023 (Friday) at 11:00 AM
	Venue	Conference Hall, LIC of India, Divisional Office, Jeevan Bima Marg, Pandri, Raipur.
7	Bid Validity Period	180 days from the date of opening of tender (i.e. technical bid)
8	Earnest Money Deposit (EMD)	Rs 2,50,000/-(Rs Two Lakh Fifty Thousand only)
		<p>The EMD will not carry any interest. EMD will be forfeited, if the Tenderer withdraws/ amends/impairs/ derogates from the tender in any respect after the due date of the submission of tender ie 03.08.2023 , within the Bid Validity period (ie 180days from the date of opening of technical bid). The refund, without any interest, of EMD to the unsuccessful Tenderer(s) will be made within 30 days after the signing of the contract with the successful Tenderer. EMD of the successful Tenderer would be adjusted, without any interest whatsoever, towards Security Deposit, as called for in the contract. However, if the successful Tenderer fails to submit the required Security Deposit within the specified period, its EMD will be forfeited</p>
9	Date & Time of opening of Financial Bids	Will be intimated to the Technically qualified Tenderers at a later date
10	Contact Details	Shri Rahul Khisty, Manager (OS) LIC of India, Divisional Office, Mobile No. 8208928380

If a holiday is declared on the dates mentioned above, the activities shall be taken up on the immediate next working day at the same time and venue specified above, unless communicated otherwise.

The above schedule is tentative and subject to change and any change will be notified on the Corporation's website www.licindia.in (<https://licindia.in/Bottom-Links/Tenders>)

All information with regard to any modification/amendment/extension of dates etc. in respect of this tender will be uploaded on the website www.licindia.in (<https://licindia.in/Bottom-Links/Tenders>)

LIC reserves the right to extend the last date for the receipt of Bids.

PRE-BID MEETING:

All Tenderers who are interested can attend pre bid meeting on 24.07.2023 at 11.00 AM, at venue mentioned above to seek clarifications, if any, about the Tender before submission of Tender, in order to rule out any gaps in interpretation of the Tender document, doubts etc. Any subsequent plea in this regard will not be entertained. The representatives will have to present their business cards to LIC and also mark their attendance for having attended the pre bid meeting. **On the date of pre bid meeting a site visit can also be arranged for the Tenderers, on request.**

OPENING OF TENDER:

The Technical Bids will be opened on 04.08.2023 at 11:00 AM in the Conference Hall, LIC of India, Divisional Office , Jeevan Bima Marg, Pandri, Raipur – 492004 , in the presence of the Tenderers or their authorized representative(s) who choose to attend. The Financial Bids of only those Tenderers, whose technical Bid gets qualified after evaluation, will be opened at a later date and time, which will be informed by LIC through email etc. Unsealed or improperly sealed tenders are liable to be rejected.

DEFINITIONS:

Following terms shall have the below mentioned meanings in the tender unless otherwise specified:

1. **“LIC”** or **“LICI”** or **“LIC of India”** or **“Corporation”** shall mean the Life Insurance Corporation of India, established by the LIC Act, 1956.
2. **“STC”** or **“Sales Training Centre”** shall mean LIC, Sales Training Centre, LIC Staff Colony, Gurunanak Higher Secondary School, Sector VI, Bhilai, DT Durg, C.G. 490006.
3. The STC Premises is the property of the Corporation that vests in the name of Corporation. **Hence, the Corporation, LIC and/or STC have same meaning, in the present Tender Document and may be used interchangeably.**
4. **“Competent Authority”** shall mean the Sr. Divisional Manager (I/C), Divisional Office, LIC of India, Jeevan Bima Marg, Pandri, Raipur 492004 or any authority empowered and authorized to exercise such powers by the Sr. Divisional Manager (I/C), Divisional Office, LIC of India, Jeevan Bima Marg, Pandri, Raipur 492004.
5. **“Authorized Official”** means any official authorized by the Competent Authority.
6. **“Contractor”** means Tenderer who has been awarded the contract.
7. **“Worker”** means person that will be deployed by the contractor at STC.
8. **“Penalty”** means Penalty + applicable statutory taxes/duties/cess etc

CLARIFICATIONS:

In all matters relating to this tender, if any doubt arises, the decision of the Competent Authority, shall be final and binding on the Tenderers.

REJECTION/DISQUALIFICATION OF BID:

The response to this Tender should be unconditional, full and complete in all respects. Failure to comply with the requirements of this Tender and corrigenda, if any, may render the Bid non-compliant and the Bid may be rejected. Hence, Tenderers must:

- a. Include all required Documents, Certificates, etc. as specified.
- b. Follow the format provided
- c. Comply with all requirements as set out.

LICI may at its sole discretion and at any time during the evaluation of Bid or at service delivery stage, disqualify any Tenderer, if the Tenderer has:

- i. Made misleading or false representations in their submissions, statements or attachments submitted in proof of the eligibility requirements;
- ii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations etc;
- iii. Submitted a Bid that is non responsive to our communication;
- iv. Failed to provide clarifications related there to, when sought;
- v. Submitted more than one Bid;
- vi. Declared ineligible by the Government of India/State/UT Government/ PSUs/BFSIs/any other authority for corrupt and fraudulent practices or blacklisted.

Any Bid received by LICI after the stipulated deadline shall not be entertained. LICI shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No correspondence on the subject will be entertained.

Any Tenderer found at any time to have misrepresented the facts is liable to have his/her bid rejected and blacklisted from future participation in tender. Also Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a tender will result in disqualification/blacklisting.

The decision of LICI in regard to the deviation, if any, being material or not, shall be final and binding.

LIC reserves the right to cancel the Tender process at any time without assigning any reason thereof. LIC also reserves the right to reject, at any stage, any or all of the tenders without assigning any reason/s thereof. Such rights are reserved without any penalty and / or without any financial obligation towards the Tenderers.

RIGHT TO MAKE AMENDMENTS IN THE TENDER: The Competent Authority may at its discretion, amend/modify or cancel the tender and/or extend the deadline for submission of tenders if situation warrants, at any time prior to the last date of submission of tenders. LIC may for any reason, whether at its own initiative or as a consequence of discussion in Pre-Bid Meeting, modify the tender documents by amendment and corrigendum thereof will be uploaded on Corporation's website www.licindia.in and shall be deemed to be a part of the original tender. All relevant information with regard to the update/s in respect of this tender, till the entire process is completed, will be uploaded on the Corporation's website www.licindia.in (<https://licindia.in/Bottom-Links/Tenders>)

The decision of LICI would be final and binding on all the Tenderers to this Tender document.

ELIGIBILITY CRITERIA

Tenderer should fulfill all the eligibility conditions and should bid for both catering as well as housekeeping services as a single Tenderer, failing which tender will not be considered. Non disclosure of relevant information or furnishing incorrect information / documents may result in disqualification of the Technical Bid. All the documents submitted by the Tenderer in compliance to the technical bid have to be serially numbered and the page number has to be mentioned in the relevant column of the Technical Bid (Annexure-II & IIA). It is to be noted that requisite eligibility criteria (for eg. validity /status of licenses etc), would be reckoned as on last date of submission of Tender ie 03.08.2023. The technical qualification criteria to be fulfilled by the Tenderer are given below:–

1. The Tenderer for the tender must be a registered entity [Public Limited Co./ Private Limited Co./ Partnership Firm/Sole Proprietor].
2. The Tenderer should participate as a single entity; no consortium or group companies will be allowed.
3. The Tenderer must be compliant with requirements of various statutes including provisions of Food Safety and Standards Act 2006 and Rules and regulations framed there under, etc before submission of tender. (Refer Annexure-I)
4. The Tenderers that have been blacklisted by any Department(s)/Statutory Bodies/ LIC of India/ Banks/ any other organization, anywhere in India or prosecuted by any Court of Law, shall not be entertained.
5. The Tenderer should have a minimum average annual turnover of Rs 40 lakhs from Catering and Housekeeping services during Financial Years 2018-19, 2019-20, 2020-21 and 2021-22 ending 31st March. A certificate to this effect should be produced from the Chartered Accountant as per Annexure-IV certifying the turnover from Catering and Housekeeping services executed in the above financial years. It may be noted that CA certificate (Annexure IV) is to be submitted in original on the letterhead of the CA Firm/CA Individual. No Overwriting or cutting should be there. In case, Photocopy is submitted, the competent authority reserves the right to call for the original certificate during the process of technical evaluation for verification.(Refer Annexure-IV)
6. The Tenderer should possess valid permission/license/Gumasta/ Shops and Establishment certificate etc to provide 'Catering/Housekeeping/ Any Other Similar Commercial Activities', from the concerned Department of Central/State/Municipal Authorities/any other Authority.
7. The Tenderer should possess Provident Fund Registration Number under EPF Act 1952 with Regional Provident Fund Commissioner.
8. The Tenderer should possess ESI Registration Number under ESI Act 1948 with Employees' State Insurance Corporation.
9. The Tenderer should possess License under Food Safety & Standards Act, 2006.
10. After April 01, 2015; the Tenderer should have experience of minimum 36 months, out of which minimum 12 months experience should be in continuity with an institution, for providing Catering & Housekeeping Services to Training Colleges/Institute of any Bank/Insurance Company/ Educational institutes like Schools, Colleges and Universities or any PSU/ Central/State Government/Autonomous Institute/Corporate Establishment of repute. (Refer Annexure-IIA).Tenderer should attach self attested copies of relevant Work Orders to substantiate the aforesaid period of Work Experience. The competent authority reserves the right to seek further information/clarifications/verifications regarding experience details of the Tenderer. Any wrong information or misrepresentation may result in disqualification /blacklisting of Tenderer/forfeiture of EMD.
11. The Tenderer should submit Income Tax Returns of the Firm/Company/Organisation for four financial years 2018-19(Assessment Year 2019-20) , 2019-20(Assessment Year 2020-21), 2020-21(Assessment Year 2021-22) and 2021-22(Assessment Year 2022-23) .
12. The Tenderer should submit a self attested copy of PAN card of the Proprietorship/ Firm/Company. If Tenderer is a Sole-Proprietor, then self attested copy of both PAN and Aadhar Card should be attached.

13. The Tenderer should submit a Self attested copy of GST Registration of the Proprietorship/ Firm/Company.
14. Pre-Contract Integrity Pact: This Tender is issued on the condition that only those Tenderers who submit a signed Pre Contract Integrity Pact with LIC would be eligible to participate in the bidding as per Annexure- IX .Each page of Integrity Pact (Annexure IX) would be duly signed and all pages of the Integrity Pact are to be submitted by the Tenderer (along with the technical bid). Any bid not accompanied by Integrity Pact duly signed by the Tenderer shall be considered to be a non-responsive bid and shall be rejected. Please note that Annexure –IX is deemed to have been signed by the competent authority of LIC . (Refer Annexure-IX). Successful bidder will have to submit the integrity pact (Annexure IX) on Rs 500.00 stamp paper duly notarized and signed.
15. The Tenderer should not be a sub-contractor to any other entity or person nor should they, if selected for this tender, sublet this contract awarded to any other person or entity nor can the contractor assign or transfer, whatsoever, the benefit or burden of this contract to any other person or firm. The Tenderer should not have formed nor have been a part of any cartel at any time for processing any contract including the present tender. (Refer Annexure-I)
16. If selected as a successful Tenderer, The Tenderer should agree to comply with all the necessary, statutory requirements of labor laws etc for eg certificate/license from the Office of The Assistant Labour Commissioner (Central) Bhilai/Raipur to employ workers at STC Bhilai and obtain all licenses / approvals / permissions etc. to carry on the business of Catering and Housekeeping services at Bhilai in state of C.G. and submit all the requisite documents to LIC Raipur within 15 days of the acceptance of the letter of intent. Extension of time period, if required, will be at the sole discretion of competent authority at LIC. The Contractor must undertake to keep the same renewed/ in-force during the entire period of contract. Also, if required, the competent authority, STC Bhilai may direct the successful Tenderer to open his representative office/unit at Bhilai and this condition shall be binding on the successful Tenderer. In case of non-compliance by the successful Tenderer, the competent authority, LIC STC Bhilai, shall reserve the right to cancel the contract; forfeit the EMD/Security Deposit and /or blacklist the Tenderer's Firm/Company/Organisation. (Refer Annexure-VII)

Each and every page of tender document/annexures/additional documents submitted in response to tender by Tenderer has to be signed by Tenderer/Authorized Representative.

GENERAL INSTRUCTIONS TO THE TENDERER

The Tenderer must go through the complete Tender Document – Technical Bid and Financial Bid including Terms and Conditions and Annexures thereto and his/her responsibilities and obligations there under. Response to this Tender by the Tenderer will be deemed as consent to all the terms and conditions mentioned in this Tender Document along with its Annexure(s), Clarifications, Corrigendum, if any. All the terms and conditions and the contents of the Tender Document along with the Annexure(s), Clarifications, Corrigendum, if any, will be contractually binding and will form part of the resulting contract with the successful Tenderer.

1. ABOUT SALES TRAINING CENTRE BHILAI : The Sales Training Centre is having two blocks, viz. Hostel block and Admin Block. Details of the premises is as under:

Reception counter, 3 class rooms, 3 syndicate rooms, Principal's rooms and Secretariat, Vice principal's room, 1 storage room, Toilets, Library, Faculty Members rooms, Administrative Office, Corridors, recreation hall, open space on either side of canteen, 34 furnished rooms with attached bathrooms and balcony, 1 furnished guest room with attached bathroom and balcony, 1 canteen having dining hall and kitchen, corridors, staircases and surrounding area, 2 lifts and surrounding area, open balconies, parking, lawn & surrounding ground level area, wardens room etc.

The roof area comprises of solar panels , water heaters and overhead water tanks.

The Training days at STC are from Monday to Friday (Saturday and Sunday are off).

However, before submitting the tender, the Tenderer should visit the site where intended services are to be provided on the date of the pre-bid meeting and check the site. No objection on this account will be entertained by STC under any circumstances subsequently.

2. Tender must be submitted in original, with all the details filled in the relevant columns, as per the Annexure/Format provided with the tender document.
3. Each and every page of tender document/annexures/additional documents submitted in response to tender has to be signed by Tenderer/Authorized representative. Any over writings/cuttings in the technical bid should be duly signed by the Tenderer/Authorized representative. Requisite documents like letter of authority/copy of the Board resolution/Power of attorney etc, as applicable, is to be submitted for authorizing the person/representative as a signatory on Tenderer's behalf. The name of the Firm/Company/Organisation should be invariably mentioned at specified places in all undertakings/Annexures submitted by the Tenderer.
4. The tender document/annexures shall be typed/ printed on (A4 size) paper. If typed, the prescribed format only has to be used for the purpose.
5. In Financial Bid, the Bid prices shall be indicated in Indian Rupees (INR) only .Overwriting or cutting in Financial Bid will lead to the rejection of the bid. It is compulsory to mention the amount in words as well as in figures, as specified. However If there is a discrepancy between words and figures, the amount in words shall prevail. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected accordingly. Similarly if there is discrepancy between subtotals and grand total, the subtotals shall prevail and grand total shall be corrected accordingly. It is specified that 'Trainee days ' as mentioned in the Financial Bid (Annexure V) is calculated by multiplying number of days for which training sessions are held and number of participants attending the session per day.
6. The bifurcated rates quoted in the Financial Bid shall be binding on the Contractor as per the Terms and Conditions. Prices quoted must be firm and final and shall not be subject to any revisions/reviews, on any account whatsoever. However, revision/enhancement of minimum wages (if any) shall be considered as per Central/State Govt. notifications etc.

Also, the competent authority, STC, depending on the requirements of STC in future, shall reserve the right to increase or decrease the number of workers to be deployed by the Contractor, and in such case, payment of the 'Service Charges' (as quoted in Financial Bid) shall be made on pro-rata basis to the Contractor.(Amount in Paise, if any, shall be rounded off to nearest Rupee)

7. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a tender will result in disqualification/blacklisting.
8. The Bids shall be valid for a period of 180 days from the date of opening of tender, (i.e., from the date of opening of technical bid). LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Tenderer's consent for an extension of the period of validity. The request and the response there to, shall be made in writing. The Firm/Company/Organization will be blacklisted if the Tenderer withdraws or modifies the tender during period of validity before finalization of the successful Tenderer.
9. Conditional tenders will be rejected.
10. LIC may seek any clarification/further information/documents/original copies etc, if required, during the process of technical bid evaluation. The query will be sent on the email ID of the Tenderer who will be asked to respond within a specified period. Failure to do so within the specified period and/or non-fulfillment of eligibility criteria will lead to disqualification.
11. In order to satisfy itself about the nature and quality of the services rendered by the Tenderer, STC may, after opening of technical bids, depute its Officer(s) or authorized representative(s) to visit the institute/establishments mentioned by the Tenderer in Annexure-IIA. Besides, STC may also call for verification of any document/testimonial (for eg , original document of any photocopy enclosed)submitted by the Tenderer in support & compliance of the criteria as laid down in the tender document. It will be mandatory for the Tenderer to extend full cooperation to STC, so that necessary verification is completed within the specified days as intimated. In case, the Tenderer fails to cooperate or where after verification it is revealed that Tenderer does not meet the criteria as laid down in the Tender document, or has misrepresented the facts, the bid would be considered as non- responsive. Financial Bids of such Tenderers will not be processed further and Firm/Company/Organisation may be blacklisted and/or EMD shall be forfeited.

12. Tender Evaluation and selection Criteria:

- a)The Financial Bid of only those Tenderers, whose Technical bids are qualified, will be opened, further processed and evaluated. Vendors will be informed by mail about the date and timing of opening of financial bid.
- b)The Tenderer meeting the technical criteria with lowest Financial Bid [Total Amount per annum (F) mentioned in Financial Bid (Annexure V)] shall be the successful Tenderer. In case of a tie in the Financial Bid, the Tenderer with higher/highest 'Average Turn Over' from Catering and Housekeeping services in the Financial years 2018-19, 2019-20, 2020-21 and 2021-22 will be considered for the award of contract.
13. STC will inform the Successful Tenderer, by a Letter of Intent (LOI) sent through Courier/Registered Post/E-mail/by-hand. Subsequently, STC will inform the requisite details through Letter of Award (LoA) of Contract, along with a 'draft contract. This 'draft contract' shall prescribe the terms and conditions of Catering & Housekeeping Services, as well as, approved monthly rates for providing Catering & Housekeeping Services. The selected Tenderer has to return the duplicate copy of the Letter of Award (LoA) of Contract, duly acknowledged to LIC, within seven (7) working days of the receipt of the Letter of Award (LoA).
14. Initially the contract will be awarded for two years, which may be extended for one more year, on the original terms and conditions on the basis of satisfactory services subject to approval of Competent Authority at STC Bhilai.
15. The selected Tenderer shall be required to start the services in accordance with the time schedule as specified in the Letter of Award (LoA) of Contract issued by LIC, after finalization of the Contract. In case the services are not started on the stipulated date as indicated in the Letter of Award (LoA) of Contract-LIC reserves the right to cancel

the Award, forfeit the EMD / Security Deposit ,and/or blacklist the Firm/Company/Organisation.

16. The resultant contract will be interpreted under Indian Laws.
17. Security Deposit: The successful Tenderer will be required to deposit an amount equal to 10 % (Ten Percent only) of the Total Contract Value for two years, by way of a crossed A/c payee demand draft favouring LIC of India, drawn upon any nationalized bank ,payable at Raipur, towards Security Deposit. 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.
In case, the Contract is extended for one more year (please refer to point no. 14 on Page 11) ; the successful Tenderer will be required to deposit an amount equal to 10 % (Ten Percent only) of the Total Contract Value for one year only. Accordingly, appropriate refund/adjustment of initial security deposit (ie deposited at the time of original contract) shall be done.
18. The selected Tenderer, shall also submit a signed copy of the contract along with the Security Deposit within 15 days of Letter of Award (LoA) of Contract. The contract should be on Non Judicial stamp paper of appropriate value. Cost of the Stamp paper has to be borne by the selected Tenderer.
19. Any delay in signing the contract, submission of Security Deposit; commencement and/or execution of the work will attract a penalty of Rs 1000/- per day for total period of delay. Failure to sign and submit the contract, submit Security Deposit , commencement and/or execute the work , within 15 days of receipt of Letter of Award (LoA) of Contract as above, may result in cancellation of selection as Successful Tenderer , forfeiture of EMD and Firm/Company/Organisation being blacklisted.
20. Decision of the Competent Authority for considering/condoning any delay in above, shall be based on the genuineness of the same and such decision will be final and binding in the matter.
21. LIC reserves the right to cancel the Award of contract in the event of breach of the terms and conditions given in Tender Document.
22. The Tenderers and their respective representatives, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this Tender Document, the LIC shall reject a Bid without being liable in any manner whatsoever to the Applicant, if it determines that the Tenderer has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the Prohibited Practices) in the Evaluation Process.
23. A Tenderer shall not have a conflict of interest that may affect the Selection Process. Any Tenderer found to have a Conflict of Interest shall be disqualified.

SCOPE OF WORK

Scope of Work: The Contract shall cover two aspects of the services for LIC of India, Sales Training Centre, Bhilai , viz

- I. Catering Services
- II. House Keeping Services

Following aspects shall be part of the resulting Contract:

- I. Catering Services
- II. House Keeping Services
- III. General Conditions applicable to both Catering and Housekeeping Services.
- IV. Statutory Requirements
- V. Penalty Clause
- VI. Security Deposit

I. CATERING SERVICES:

1. The Contractor shall provide Catering Services to Trainees/Officers/Staff/Faculty/Guest Faculty/Guests and other Visitors of STC as detailed below:

MEALS						
Sl. No.	Nature of Meal	Specified Persons	Frequency	Contents	General Timings*	Venue*
1	Breakfast	Trainees /Guest Faculty	Daily	As Per Weekly Menu Approved By STC	08:00 AM TO 09:00 AM	Dining Hall
2	Lunch	Trainees / Course Coordinator/Guest Faculty	Daily	As Per Weekly Menu Approved By STC	1.15 PM TO 2.45 PM	Dining Hall
3	Dinner	Trainees /Guest Faculty	Daily	As Per Weekly Menu Approved By STC	08:00 PM TO 09:30 PM	Dining Hall
REFRESHMENTS						
1	Bed Tea / Coffee	Trainees / Guest Faculty	Daily		06:30 AM	In Hostel Rooms
2	Pre-Lunch Tea / Coffee	Trainees / Guest Faculty / Faculty Member Taking The Session	Every Day of Training session	With Biscuits	11:30 AM TO 12.00 PM	Dining Hall
3	Post-Lunch Tea / Coffee	Trainees / Guest Faculty / Faculty Member Taking The Session	Every Day of Training session	With Biscuits	03:30 PM TO 4.00PM	Dining Hall
4	Evening Tea / Coffee With Snacks	Trainees / Guest Faculty / Faculty Member Taking The Session	Daily	As Per Weekly Menu Approved By STC	5.30 PM TO 6.30 PM	Dining Hall

* These are indicative timings/venues. They may be changed depending upon the schedule of the sessions.

The Training days at STC are from Monday to Friday (Saturday and Sunday are off).

In addition, the Contractor shall provide above services as and when required beyond general service hours mentioned above to meet the specific requirements of STC.

2. The Menu of all Meals and Refreshment to be served everyday will be prepared on a weekly basis by the Canteen Committee and handed over to the Contractor. The menu, thus approved, shall be displayed in the Dining Hall for each meal. STC has the right to change/amend any items of the menu at any time, depending upon need.

The Menu of Meals and Refreshment shall be as per details below:

Sl. No	Meal type	Menu / Item Details	Frequency
1	Bed Tea/Coffee	Morning Tea - Masala tea/ Coffee (150 ml)	Every day of stay
2	Breakfast	1) Toast / Bread with Butter & Jam 2) Cornflakes with Milk/ Oats with Milk 3) Boiled Eggs / Omlette / Egg Bhurjee / Fried Eggs / Half fried Eggs (Two each) 4) Fresh Seasonal Fruits (approx 200gms) 5) Tea / Coffee / Milk 6) North Indian Item Consisting Of Stuffed Paratha With Curd / Plain Paratha With Sabji / Puri Sabji / Puri Chole / Kulche Chole / Chole Bhature/ Cheela/ Pav-Bhaji Or Such Other Item OR One South Indian Item Consisting Of Idli / Vada / Dosa/Masala Dosa / Uttapam / Upma Or Such Other Items With Coconut Chatni And Sambhar etc.	Every day of stay Item no. 6 is to be alternated between North Indian and South Indian item every alternate day
3	Pre-Lunch Tea/Post – Lunch Tea/Coffee	1) Tea / Coffee with 2 varieties of Biscuits (one sweet one salty)	Every Day of Training session
4	Lunch (Monday, Wednesday, Friday & Sunday)	1) Salad (Onion, Tomato, Cucumber, Radish, Carrot, Beetroot, Lime, green chilli, Sprouts etc) 2) Plain Rice / Jeera Rice (Basmati Rice only) 3) Tawa Roti 4) Dal (Any one) – Palak & Moong / Dal Fry / Dal Makhni/ Masoor Dal / Dal Chana / Dal Arhar / Dal Tadka / Mix Dal / Rajma / Chholey etc. 5) Two Vegetarian Dishes (1 Dry & 1 Paneer) as per the list given below – (i) Paneer items (any one) – Matar Paneer / Palak Paneer / Chilli Paneer/ Kadhai Paneer/Paneer makhani etc. (ii) Vegetarian items (any one) –Baingan Bharta / Kathal / Alu Gobi/Gobhi Matar / Matar or corn Palak / Alu Methi / Tinda / Lauki / Gilki or turai / Malai Kofta / Beans / Bhindi / Methi Matar Malai or any other seasonal vegetable. 6) Non-Vegetarian (any one) – Kadhai Chicken/ Chicken Curry / Mutton Curry etc. 7) Papad, Pickle. Plain Curd 8) Sweet Dish (any one) – Gulabjamun / Rasgulla / Ice Cream / Gajar Halwa / Moong Halwa / Shahi Tukda/ Balushahi/ kheer/ Rabdi jalebi	Four times a week. The Menu shall be given by the Canteen Committee of STC
5	Lunch (Tuesday, Thursday & Saturday)	1) Salad (Onion, Tomato, Cucumber, Radish, Carrot, Beetroot, Lime, green chilli, Sprouts etc) 2) Plain Rice / Jeera Rice (Basmati Rice only) 3) Tawa Roti 4) Dal (Any one) – Palak & Moong / Dal Fry / Dal Makhni/ Masoor Dal / Dal Chana / Dal Arhar / Dal Tadka / Mix Dal / Rajma / Chholey etc. 5) Two Vegetarian Dishes (1 dry & 1 curry) as per the list given below – (i) Vegetarian Curry items (any one) –Soya Chunk Matar / Moong badi / Kadhi Pakora/ Alu Parval / Besan Gatte / Masala Arbi	Three times a week. The Menu shall be given by the Canteen Committee of STC

Sl. No	Meal type	Menu / Item Details	Frequency
		Fry/ Palak Paneer, etc. (ii) Vegetarian items (any one) – Mixed Vegetable / Matar Palak / Sarson Saag / Alu Methi/ Mixed Capsicum / Bhindi / Veg Manchurian or any other seasonal vegetable. 6) Papad, Pickle. Plain Curd 7) Sweet Dish (any one) – Gulabjamun / Rasgulla / Ice Cream / Gajar Halwa / Moong Halwa / Shahi Tukda/ Balushahi/ kheer/ Rabdi jalebi	
6	Evening Tea/Coffee	1) Tea / Coffee And One Snack Item – Onion/Palak /Mixed Pakoda, Samosa, Kachori, Dhokla, Dal Wada, Veg. Cutlet, Poha, Veg Patties, Noodles, Bread Roll, Bread Pakoda	Every day of stay
7	Dinner	Same list of items(Not same dish as lunch)as mentioned in Sl No. 4 & 5 under lunch as per the days of the week	As mentioned in Sl No. 4 & 5
8	Special Lunch / Dinner	1) Vegetarian Soups (any one) – Sweet Corn, Tomato, Hot & Sour, Manchow, Minestrone. 2) Salad (Onion, Tomato, Cucumber, Radish, Carrot, Beetroot, Lime, Sprouts, Pomegranate etc) 3) Veg Pulao / Veg Biryani / Veg Fried Rice / (Basmati Rice only) / Noodles etc 4) Roti (any one) - Missi Roti / Tandoori / Naan / Puri etc 5) Dal (Any one) – Dal Makhani / Chholey / Butter Dal Tadka / Kadhi Pakora etc. 6) Three Vegetarian Dishes (1 dry, 1 curry & 1 paneer) as per the list given below – (i) Paneer items (any one) – Shahi Paneer / Paneer Butter Masala / Paneer do pyaza / Paneer Korma/Paneer Mughlai, Kadhai Paneer etc. (ii) Vegetarian Curry items (any one) – Veg Manchurian / Besan Gatte / Masala Arbi Fry/Stuffed Shimla Mirch or any other seasonal vegetable (iii) Vegetarian Dry Items (any one) – Tawa Sabji (Karela, Gobhi, Bhindi, Brinjal, Alu, Parval etc)/ Navratan Korma/ Veg Kolhapuri. 7) Non-Vegetarian (any one) – Butter Chicken Masala / Rogan Josh / Rohu or Catla Fish Fry etc. 8) Fried Papad, Pickle. Chutney 9) Sweet Dish (any one) – Rasmalai (2 pcs) / Rajbhog (2 pcs) / Ice Cream (Butter Scotch / Chocolate) etc. 10) Raita (any one) – Pineapple / Kheera / Boondi/ Fruit Raita, etc	Special lunch/dinner will be served on certain occasions in place of regular lunch/dinner and the Menu for the same shall be given by the Canteen Committee of STC
9	High Tea	Paneer Pakoda/Dahi-wada/ Sev-poori/ Chole-tikki/ Pani-puri/ Grilled Cheese Sandwich/ Hare Bhare kebab and Special Masala Tea/ Coffee/ etc.	High Tea will be served on certain occasions and the Menu for the same shall be given by the Canteen Committee of STC

NOTE:

The list above is only indicative and not exhaustive.

All food items/beverages will be on an “Unlimited” and buffet basis as per the requirement of the participants/ guests. No proportioning is allowed.

3. The Contractor shall ensure that the quality of food material used is in conformity to the brands mentioned below:

1. Cooking oil (Groundnut/Sunflower) – Godrej, Fortune, Saffola, Sundrop, Dammani, Patanjali
2. Basmati rice – Lal Quila, Kohinoor, Dawat, India Gate, Patanjali
3. Flour - Annapurna, Shaktibhog, Ashirvad, Pilsbury, Silver coin, Patanjali
4. Pulses & besan – Rajdhani, Shaktibhog, Silver Coin, Patanjali
5. Tea /tea bag - Taj Mahal, Brook Bond, Lipton, Tata, Goodricke
6. Coffee – Nescafe, Bru
7. Corn flakes – Mohan Meakin, Kellogg's

8. Pickles – Mother’s Recipe, Nilons
9. Toned milk/milk products- Vachan, Amul, Mother dairy, Dinshaw
10. Curd- Vachan, Amul, Mother dairy.
11. Paneer – Vachan, Amul, Mother dairy,
12. Bread – Britannia, Modern, Top n Town, Bake –O – Fun.
13. Butter - Amul, Vachan
14. Biscuits – Britannia, Monaco, Sunfeast, Parle
15. Jam (Mixed Fruit) – Kissan, Nilons
16. Sauce (Tomato/Chilli) - Kissan, Maggi, Nilons
17. Fruits - Good quality fruits, preferably seasonal to be served for minimum weight of approx 200 grams per head. Apple, Banana, Guava, Orange, Mango etc. to be served in whole.
18. Chicken, Mutton & Fish- To be purchased from a licensed shop
19. Papad- Lijjat, Mother’s Recipe, 420
20. Ice Cream- Kwaliti, Top n’ Town, Vadilal, Amul, Mother dairy, Dinshaw.
21. Vegetables- Should be fresh and not over riped
22. Spices- MDH, Catch, Badshah, Everest
23. Oats- Kellogs, Quaker

The above brands are indicative and in general, food items should conform to Agmark, FSSAI standards. The contractor can use other similar brands only after taking specific approval from Authorized officials of STC. Storage area will be provided by STC and any stocking of the above items will be strictly subjected to inspection by STC Officials. Penalty will be imposed as per penalty clause (Catering) for stale/unapproved/expired item found in the stock.

4. The Contractor has to maintain Inventory of Utensils at his own cost as required for serving the menu items to 70 to 100 people as per details below:
 - (i) 75 partitioned stainless steel plates for breakfast
 - (ii) 100 circular stainless steel plates of diameter 12” for Veg. meals.
 - (iii) 50 rectangular stainless steel plates of size 12” x 12” (For Non-veg).
 - (iv) 50 rectangular stainless steel bowls of 200ml capacity (For Non-veg.)
 - (v) 50 rectangular shaped stainless steel tablespoons (For Non-veg).
 - (vi) 300 round stainless steel bowls of 150 ml capacity.
 - (vii) 100 oval stainless steel tablespoons.
 - (viii) 250 glass tumblers and 100 steel tumblers.
 - (ix) 200 ceramic cups of minimum 100 ml capacity.
 - (x) 25 Steel jugs with lid of minimum 1litre capacity for dining hall to be kept on dining tables.
 - (xi) 100 Milton/Cello jugs of 1litre capacity (72 for hostel rooms, one for VIP Room and rest for Faculty and admin block).
 - (xii) 2 Bain Marie having at least 6 compartments having 10in x 13in x 6.5in capacity for serving warm food.
 - (xiii) 50 tray and 50 tea flasks of Milton/Cello make having capacity of minimum 250 ml.
 - (xiv) 3 Tea steel dispensers of minimum 15 litre capacity.
 - (xv) 1 Steel milk dispenser of minimum 15 litre capacity.
 - (xvi) 100 Melamine/Ceramic soup/corn flakes bowls of minimum 200 ml capacity.
 - (xvii) 5 branded water container with tap (Milton, Cello etc.) of 15 litre capacity for canteen & classrooms.
 - (xviii) Other serving utensils (casserole, serving spoon, tray, etc) as required.

Note: The above items and numbers are indicative and may be revised as per the requirement and need of the STC. The Contractor shall ensure that the quality of Utensils and other items are of standard quality /brand.

5. The Manager has to be invariably present in the Canteen during meal times failing which Penalty Clause (Housekeeping) shall be invoked.
6. The authorized Officials of STC will have authority to inspect any article of food and other items being provided by the Contractor and will have full powers to order discontinuance of use of certain food items/raw materials and provision which are not as per specification mentioned in the Tender or are found to be of unsatisfactory standard or unhygienic .

7. The contractor is entitled to use the Kitchen, the adjacent Store room, dining hall and furniture, fixtures and fittings, in the canteen premises belonging to STC and the contractor shall ensure that the same are always properly maintained, failing which Penalty clause (Housekeeping) may be invoked.
8. The STC insists on the highest quality in preparation of food and other services. The contractor should make himself available whenever he is called for a meeting. If the quality/quantity of food served or service rendered by the contractor is not satisfactory at any point of time, the Competent Authority, STC or any authorized official may impose penalty as per penalty clause (Catering). In particular, penalties will be raised in case of the following deficiencies:
 - Stale food/Expired items.
 - Unhygienic food
 - Inadequate quantity of food
 - Failure to serve within prescribed hours
 - Unauthorized deviation from Prescribed Menu
 - Failures to preserve bills / invoices of all the food items purchased for last 3 months
 - Unspecified brand of food items
 - Unhygienic conditions of Kitchen
 - Any other service deficiency pointed out by the Canteen Committee and/or authorized officials
9. Contractor is strictly prohibited from using STC premises for supplying /providing catering services to outside persons, not authorized by STC .
10. If a trainee is unwell or on fast- Fruits and/or Falhari Khichdi etc as long as needed by the trainee during their stay at STC, shall be provided by the contractor without any extra charges in lieu of the normal food supplied.
11. Tea/coffee/milk should be supplied with or without sugar as per the requirement. Paper Napkins, Saunf, Misri and tooth picks of good quality are to be provided by the contractor during breakfast, lunch and dinner.
12. Dining Table should have water jug, drinking water glasses, napkins, salt and pepper etc. properly arranged to seat four persons or more as per requirement.
13. The morning bed Coffee/Tea shall be served in thermos flasks to each trainee at his/her room. Breakfast, lunch, snacks and dinner shall be served at the dining hall. Pre and Post lunch tea/coffee, snacks shall be served in the canteen or other designated place as instructed. The coffee/tea for the Faculty Members and Staff of the STC shall be served at their respective tables. Coffee/tea flasks shall be arranged by the contractor and should be well maintained in the interest of good hygiene.
14. Generally the trainees are allowed to stay one day before the actual session and up to 24 hours after the close of the session for residential training sessions. On the day previous to the day of commencement of the session and on the day following the last day of the session, the contractor shall keep the canteen open and arrange for catering services for such trainees expected to be present in the hostel on such days. On the day previous to the day of commencement of the session, bill for the meals @40% of the nomination for the session or @100% of the actual attendance on that day, whichever is more, will be admissible. On the day after the close of the session, payment for meals taken by trainees will be made on actual. No payment for any meal for the participants will be paid beyond 24hrs of the close of the session or after the time of the actual checkout. Room Keys have to be collected by the contractor before checkout.
15. Outsiders/ person accompanying the trainee are not permitted in the Canteen or hostel rooms and no food is to be provided to them in the canteen or after the trainee checks out. Any exception to this is to be approved by the Authorized Official of STC.
16. In order to cater to the requirements of the Trainees, for their return journey, the contractor may provide, at their request , food packets (4 parathas & dry vegetable +pickle+ salad), at the amount 50% of the approved dinner rates . This amount will be claimed by the contractor directly from the trainee and STC will not be responsible for the reimbursement of this amount to the contractor.
17. The contractor shall provide clean, pure drinking water in each room of the hostel, twice daily. For this purpose two Milton Jugs and two clean glasses with tray are to be provided in each room, which are to be cleaned once daily.

18. The Contractor will also be required to provide Tea/Coffee/Breakfast/Snacks/Lunch/Dinner, if desired by STC staff/Faculty members at the approved bifurcated rate and the contractor will keep their accounts and collect the dues from them accordingly. For providing tea/coffee the approved rate for bed tea/coffee will apply.
19. The Contractor may be allowed to keep food items & cold drinks in a limited quantity for sale, only to the Trainees and Staff of STC, strictly on MRP in the canteen of STC. However express permission will have to be obtained by the Contractor from the Canteen Committee for list of items to be sold. Alcoholic drinks / tobacco products etc. will not be allowed to be sold.
20. Vegetarian and non-vegetarian cooking shall be done separately and dishes should also be served separately. Cooking and serving utensils should be identifiable by distinct shape (Round or rectangular). For cooking vegetarian and non-vegetarian food, separate Burners/Counters shall have to be used.
21. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. The contractor shall pay for all food stuff and articles used for the catering and have always on hand, good and sufficient supply of all articles, food stuff and provisions necessary for the catering. The same shall be kept in a proper hygienic manner in suitable containers with lids including Rice, Dal & Aatta etc. Raw food stuffs such as vegetables, milk, fish, meat, fruits etc shall be of fresh supply.
22. In the event of any incident of food poisoning, the contractor will be held solely responsible for all consequences thereof.
23. Timings prescribed for each service shall be strictly adhered to by the contractor and STC is free to change the timings from time to time or prescribe different timings for different groups of participants. The kitchen staff should be present till the breakfast/lunch/dinner hours are over. The menu shall be drawn up weekly in full detail for each day and provided by the Canteen Committee of STC.
24. The contractor shall arrange at his own expense Gas stove and Regulators, Gas Cylinder, crockery, cutlery, tablecloth, tissue papers, cloth napkins, cooking utensils, serving dishes, glassware, juicer/mixer/grinders, toasters, microwave, refrigerator/deep freezer and other articles required and suitable for running the canteen. The crockery used should be of high quality. Cracked or broken or stained ones should be replaced forthwith. All crockery to be used by the contractor will have to be approved by the authorized STC officials. Contractor shall at all times keep and maintain all these articles in a clean and hygienic condition, which will be inspected by authorized official(s) of STC. STC shall not be responsible in any way for the loss and/ or damage caused whatsoever to any of the aforesaid articles.
25. The Contractor shall arrange all utensils and equipments for Buffet Style (Breakfast/Lunch/Dinner). The contractor shall provide suitable equipment, like Bain Marie, etc for keeping the food warm at the two or more service counters and shall bear all costs towards that
26. Replacements of utensils/equipments etc should be done as and when required. STC can also ask for replacement of old/worn-out/unsuitable items.
27. All utensils used for dinner have to be invariably washed and cleaned after dinner, for proper hygiene. Failure to do so will be treated as a serious offence and penalty clause (Housekeeping) will be invoked.
28. A thorough cleaning should take place on all Sundays for all kitchen & canteen equipments, fixtures, tiles and utensils to remove grime, grease, stains, oil etc.
29. The water and electricity consumption charges will be borne by STC. However, the Contractor shall ensure utmost economy in the consumption of the same. **Electricity is not to be used for cooking purpose.**
30. The Contractor, without causing any environmental hazards should dispose kitchen garbage/wastes and leftover food on a day to day basis. He must liaise, with the local municipal/civic authorities for disposal of non-degradable garbage on a day to day basis at his own cost. Garbage bags have to be used at all times along with the Garbage Bins and all Garbage Bins with closed lids have to be placed outside the Kitchen area.
31. All left-over food should be properly disposed off and must not be served again in any manner or form.

32. All soap containers should have sufficient liquid soap of prescribed make. Dining Hall Wash Area should have neat and clean towels placed for use before every meal.
33. Cost of cleaning material for cleaning of Dining Hall, Kitchen, Wash rooms, (including providing liquid soap) shall be borne by the Contractor.
34. The Canteen committee of STC will inspect the various aspects of the running and upkeep of canteen at periodical intervals and all approved suggestions of the committee will have to be implemented by the contractor. He would also have to make himself present in any canteen committee meeting if the same is asked for.
35. The Contractor will be required to preserve the bills / invoice of all the edible items purchased by him for the last 3 months for verification.
36. Usually the training sessions are conducted throughout the year, but the number of trainees may vary from time to time and the STC does not guarantee any minimum number. There may be breaks between sessions. A situation may arise where no session is conducted during a particular period. Notwithstanding this, the contractor's catering and Housekeeping service shall be available throughout the year without any break.

If there are no training sessions during a whole week (Monday to Sunday), STC undertakes to guarantee a retention payment of Rs. 5,000/- (Rupees Five Thousand Only) per week for catering services. However, in extraordinary, unforeseen circumstances like pandemic /epidemic etc, if physical sessions at STC are not being conducted and catering services are required to be discontinued for a period more than 60 days at a stretch, then in view of such prevailing extraordinary, unforeseen circumstances, the competent authority at STC shall reserve the right to ask Contractor to remove all/any requisite number of workers till normal catering services are resumed at STC. In this case, the wages of the workers, so discontinued, will not be payable, however, STC undertakes to guarantee a retention payment of Rs. 3,000/- only (Rupees Three Thousand Only) per week during such period. Nevertheless, in such case, the payments in respect of Housekeeping Services and Wages of actual number of workers deployed by the Contractor shall be made as per the Contract. Decision of Competent authority in the matter shall be final and binding on Contractor.

37. The Contractor must ensure compliance of the provisions of Food Safety and Standards Act 2006, Food Safety and Standard Rules 2011 & Rules and Regulations of Central Govt./Local Municipal Authorities and other statutory requirements as relevant to running the Canteen and providing catering services in STC. In case any fine/penalty is imposed by the Central/State/Local Authorities, then it shall be the responsibility of the Contractor to bear such amount.

II. HOUSE KEEPING SERVICES:

1. The Contractor shall provide Housekeeping Services to STC as detailed below:

Sweeping, Mopping, Cleaning and Miscellaneous Work:

Sl. No	Subject	Frequency*	Timings*
1	Washing/change of towels in Dining Hall Wash Area (Before meals)	Thrice Daily	Morning 7.00am, Afternoon 12.00pm, Evening 7.00pm
2	Cleaning of Dining Hall and Kitchen including Disposal of Garbage	Thrice Daily	Morning 7.00am, Morning 10.00am, Afternoon 3.30pm
3	Cleaning of Lobbies, Corridors, Staircase, Verandas, railings	Twice Daily	Between 7.00am and 9.00am and between 2:30pm and 4.30pm
4	Cleaning of Main Reception area	Twice Daily	Between 7.00am and 9.00am and between 2:30pm and 4.30pm
5	Cleaning of all Common toilets, Washbasins in Administrative Block.	Twice Daily	Between 7.00am and 9.00am and between 2:30pm and 4.30pm
6	Washing/change of towels in Common Toilets of Admin block	Twice Daily	Morning 7.00am, Afternoon 2.30pm

7	Opening & Locking of lecture halls, administration hall, chambers of all officers, Syndicate rooms, canteen hall, Hostel Rooms, Hostel entry gates	Once Daily/As required	Between 7.00am and 6.30pm
8	Cleaning of Principal's Secretariat, Vice Principal's Room, Faculty Rooms, Administrative Block, Warden's flat, IT room, Conference hall, rooms, library, 3 lecture halls, 3 syndicate rooms, connected corridors and arrangement of drinking water in these locations.	Once Daily	Between 7.00am and 9.00am
9	Cleaning of all open areas, roads, pavements, Pathways, Common area, Sports/recreation room, Parking area	Once Daily	Between 7.00am and 9.00am
10	Arrangements of Lecture Halls/ VC Room: cleaning white boards, putting up of nameplates, shifting of furniture, attending to the day to day functioning of audio visual systems, LCD projectors, ACs & provision of Mosquito repellent in Lecture Halls.	Once Daily/As required	Between 7.00am and 6.30 pm
11	Changing of polythene bags in spittoon and dustbins.	Once Daily	Between 7.00am and 9.00am
12	Operation of Air Conditioners, electrical installations etc.	Once Daily	Between 7.30am and 9.30am
13	Cleaning of Hostel Block including Rooms, Toilets, Corridors etc & provision of Mosquito repellent in Hostel Rooms	Once Daily	Between 10.30am to 5.00pm (And Change of Occupancy)
14	Operation water Pumps & fountain pumps, Campus lights etc.	Once Daily	Morning and/or Evening as per instructions
15	Distribution of Newspaper in Hostel rooms occupied by participants	Once Daily	As instructed
16	Washing & change of linen and Bath Towels in Hostel rooms	Every third day	Wednesday, Friday (and Change of Occupancy)
17	Washing/change of Bath & Hand towels in Principal's Room, Vice Principal's Room, Faculty rooms & Admin Hall	Weekly	Every Monday
18	Cleaning of Guest room	Weekly	Every Saturday and as instructed
19	Cleaning of Roof, Solar panels, water coolers, drainage pipes etc	Weekly	Every Sunday
20	General checking of water Taps/ pipes/ valves/ sanitary fittings etc.	Weekly	Every Sunday
21	Cleaning of all brass Statues/ wall pictures/Notice and display boards.	Weekly	Every Sunday
22	Scrubbing of Floors, Lobbies, Corridors, Staircases, Balconies, pathways, bathroom tiles and accessories, kitchen and dining hall.	Fortnightly	Second and Fourth Saturday
23	Cleaning of overhead water tanks.	Monthly	Second Saturday
24	Cleaning of Ground & underground water tanks	Monthly	Fourth Saturday
25	Cleaning of Buckets/ Mugs/ Dustbins/ footmats/ footwear.	Monthly	Second Sunday
26	Pest Control of Hostel, Canteen, Administrative blocks etc.	Monthly	Third Sunday at 8.30am
27	Checking of inventory items	Monthly	Third Sunday
28	Reconciliation of inventory items	Monthly	Working day Following Third Sunday
29	Cleaning of window panes, wall Paneling, fans, switch-boards, Distribution Boards, Compound lights, Exterior walls, Tube lights, wall-hanging, cob webs etc	Monthly	Fourth Sunday

30	Washing of Curtains of Hostel Rooms , administrative building & Guest room.	Half yearly	September and March
31	Arrangements for Syndicate Rooms, ITlab, Operation of audio-visual equipments, Shifting and arrangement of furniture etc	As and when required	As per requirement
32	Opening of clogged drains/Sewer lines and clearing it.	As and when required	As per requirement

* These are indicative Frequencies/Timings. They may be subject to change depending upon requirements of STC. (Requisite instructions regarding above shall also be given by the House Keeping Committee of STC)

- Cleaning includes Sweeping, dusting and mopping of floors, furniture, doors, windows, tube lights, fans and all equipments including Telephones, computers etc. It also includes disposal of garbage. Daily, weekly, Fortnightly, Monthly Chart of the jobs done (Photographs/Videos of the jobs should be recorded) has to be maintained by the Manager/Supervisor of the Contractor, and submitted to the Authorized Official of STC on monthly basis.
- Timing for carrying out work pertaining to the above noted services shall be as advised from time to time by the Competent Authority, STC. In general cleaning work related to the Administration block should be completed before 09.00 a.m. and Housekeeping work of the Hostel rooms is to be started thereafter and to be finished before 5.00 p.m. on all days.
- Proper and courteous service shall be arranged by the Contractor at the Reception counter. Service at the counter shall include keeping proper records of trainees in the hostel register, ensuring the correct date and time of check in and checkout, allotment of rooms after thermal scanning and ensuring double vaccination certificate of the participants **as per the instructions/guidelines**. The contractor shall arrange for the preparation of the session files and other related materials before the commencement of the sessions by collecting the materials from the office. The contractor will be responsible for the proper distribution of training materials/file to the participants before the commencement of the sessions after collecting the same from training-in-charge. Guest house allotment would be made only on written authorization of the competent authority.
- The Contractor shall look after the arrangements of the Lecture Halls, recreation room & Library (within specified hours), Syndicate Rooms, IT lab etc. and also the safety & security of the equipments provided therein and see that the facilities are kept open and closed at the prescribed hours. The Manager/Supervisor of the Contractor shall ensure that the lights, ACs and fans, which are not required, are put off in the Hostel and Administrative Blocks. It is the responsibility of the Manager/Supervisor to check and ensure that the air conditioners, bed lamps, geysers, etc, are switched off after the participants leave the hostel rooms.
- The contractor shall deploy Office Boys for Principal's Secretariat, Vice Principal & Faculty Member rooms, Lecture Halls, Administrative Office and IT hall, who shall be responsible for cleaning white boards, putting up of nameplates, shifting of furniture, attending to the day to day functioning of audio visual systems, LCD projectors, ACs etc. in the lecture halls, and switching on and off of these units before and after the classes are over.
- Water Coolers are available in STC on each floor. The contractor shall arrange for a water container (with tap) outside each classroom, for providing fresh drinking water to Trainees. The water containers should be of branded quality, should be cleaned daily and filled with fresh drinking water from Water Coolers.
- FIRST AID BOX should be available at the reception counter, with contents given below (Indicative but not exhaustive). Cost of medicines etc, replacement of medicines etc on expiry for the first aid box will be borne by the contractor. The Contractor / Manager shall also help in summoning a Doctor/Ambulance in case of an emergency or take the participant to the Doctor's clinic, if required. It will be the responsibility of the contractor to communicate immediately any complaint of serious illness, mishap, accidents etc to the Warden / Authorized Official(s).

Sl. No	Item(s)	Quantity
1	Sterilised Cotton Roll	200 gm
2	Sterilised Bandages(6 inch)	2 roll
3	Dettol/ Savlon (liquid)	100 ml
4	Betadine Ointment	1 tube
5	Burnol	1 tube
6	Band-aids (waterproof)	10 pcs

7	Thermometer (digital)	1
8	Paracetamol (Crocin)	10 tablets
9	Disprin	10 tablets
10	Brufen 400 mg	10 tablets
11	Volini / Moov / Relispray	1 tube
12	Saridon	10 tablets
13	Lomotil	10 tablets
14	Avomine	10 tablets
15	Cetirizine	10 tablets
16	Sinarest	10 tablets
17	Scissors	1
18	Sorbitrate 5 gm	10 tablets
19	Electrol	2 pcs
20	Digene Fizz/ Eno	5 pcs
21	Adhesive Tape (½ inch)	2 pcs

9. The medicines in the First Aid Box will be replenished when 75% of the quantity is exhausted or one month prior to expiry date, whichever is earlier. First Aid Box has to be kept in the custody of the Manager and has to be available round the clock. The First Aid Box will be inspected from time to time by STC Officials.
10. The contractor shall arrange to change bed linens, pillow covers, bath towels, etc after checkout of the trainees. However for long duration sessions this has to be done every third day. The contractor has to arrange for washing and ironing of used bedsheets, topsheets, towels and pillowcover etc in such a manner that it should be ready for use after three days. The contractor shall also arrange for washing of curtains, footmats and sofa cover etc. The cost of laundry of all the above mentioned items is to be borne by the contractor.
11. Before an occupant of the room checks out, the concerned worker/s will have to check the room inventory as per a checklist which will be provided to the contractor, to ensure that no items are missing/damaged. In case there is any loss/damage of the items, he has to report the same to the nominated STC official immediately for taking appropriate action in the matter before the departure of the participant from the Hostel. Failure to do so will invite penalty as per Penalty Clause (Housekeeping).
12. STC shall provide inventory of all linen such as mattresses, pillows, bed sheets, top sheets, dust-bins, pillow covers, towels, blankets, slippers, clocks, buckets, mugs, bath-stools, door-mats, locks and keys etc. to the contractor. Stock of these items supplied by STC has to be submitted by the contractor every month to the office for inspection. The contractor will have to bear the cost of missing articles as decided by the Competent Authority, cost will be recovered from the monthly bill. The Competent Authority will decide the exact amount after taking into account the merits of the case.
13. Sufficient Furniture for Hostel Rooms, Dining Tables, Chairs, Fans, Electrical fittings, ACs, Water Cooler, Aqua Guard, Fire extinguisher, Exhaust Fans, UV Insect Killers, etc as per requirement shall be supplied by the STC. STC will provide inventory of the same, which the Contractor will have to acknowledge after inspecting the same.
14. The contractor will provide at his own cost the following items on the arrival of each and every new participant/ guest faculty irrespective of his/her stay in the hostel rooms/ Guest rooms:-
 - a. One small packet tooth paste – 20 gm (Vicco/Colgate/Pepsodent/Patanjali)
 - b. Two sachets of shampoo (Clinic Plus/ Sunsilk/Head n Shoulder)
 - c. One big Soap – 75 gm (Lux, Liril, Santoor, Cinthol, Dove)
 - d. One small soap- 20 gm (Medimix/ Dettol/ Lifebuoy)
 - e. Four Eclairs Toffee

In case training session exceeds more than 5 days, the supply of above items will be repeated at interval of 5 days for each participant/guest faculty.
15. STC shall arrange for dry cleaning of Fabric cover of Chairs and sofas, blankets and vertical blinds. Though the cost of cleaning of these items will be borne by STC, the Contractor has to facilitate and help in any such activity as and when taken up by STC, if so required.

16. Buckets, Mugs and bath stools in the toilets of Hostel Block and Buckets & Mugs in Toilet of Admin Block will be provided by STC.
17. The contractor shall provide liquid soap (as specified) and toilet paper roll in the Dining Hall Washroom and common toilets, and toilets of Principal's room, Vice Principal's room at his own cost.
18. The contractor shall ensure that odonil packets, naphthalene balls, candle and matchbox are available in every room / toilet. The cost of these items will be borne by the contractor.
19. The contractor shall provide mosquito machines and refill mats/liquid in each room at his cost.
20. The contractor shall provide garbage bags for disposal of waste in all rooms, corridors etc.
21. Contractor shall arrange to distribute newspapers in the hostel rooms, common area and library as per instructions from STC (cost of newspaper will be borne by STC).
22. The contractor shall bear the entire cost of providing toilet soaps , cleaning materials, disinfectants etc and should be included in the rates quoted for housekeeping. The cleaning material is to be used as given below:
Liquid Soap – Dettol, Lifebuoy, Savlon
Floor Cleaner – Pheneol (Bengal Chemicals)
Mosquito Repellant – Good Knight, All out
Toilet & Tile Cleaner – Harpic, Sanifresh
Glass Cleaner – Colin
Utensil Cleaner – Vim, Pril, etc.
Toilet paper and freshner, odonil, naphthalene balls, candle and matchbox etc

The above brands are indicative. The contractor can use other similar brands only after taking the specific approval from STC. Storage area will be provided by STC and any stocking of the above items will be strictly subjected to inspection by STC Officials. Penalty as per Penalty Clause (Housekeeping) will be imposed for any unapproved item found in the stock.

23. Pest Control (Lizards, Rats, Snakes, Flies, Mosquitoes, Cockroaches, Bed bugs, etc) of both, Admin & Hostel Blocks including Canteen, will be the sole responsibility of the Contractor. All pest control payments are to be made by the Contractor. STC may ask for a change of Agency if the pest control is not effective. The Contractor shall be solely responsible to keep Canteen, Hostel and Admin Block "Pest Free", failing which penalty as per Penalty Clause (Housekeeping) will be imposed.
24. The contractor shall not allot any rooms of the hostel to any person other than a trainee or guest of STC without the prior permission of the Competent Authority.
25. The contractor should ensure safety of the belongings of the trainees in the hostel rooms. However, in case of any untoward incidents like theft or loss of any belongings etc. that takes place from the occupants' rooms due to negligence on the part of the workers deployed by the contractor, the contractor would be liable for compensating the loss. If any worker of the Contractor indulges in theft, negligence or any illegal/irregular activities, the Contractor shall take appropriate action against his erring worker and intimate accordingly to STC Bhilai, or STC Bhilai itself can take action in accordance with the law.
26. Daily Operation of water pumps for filling the water in underground tanks as well as lifting of water will be the sole responsibility of the contractor.
27. The Contractor shall immediately report all breakdowns/repairing work, at Hostel and Admin block, in the prescribed register. However urgent nature jobs have to be reported to Manager (Admin) immediately.

III. GENERAL CONDITIONS APPLICABLE TO BOTH CATERING AND HOUSEKEEPING SERVICES:

A. DEPLOYMENT:

1. The contractor shall provide workers as per the details given below:

Description	Desired Qualification	Specifications as per labour law	Numbers Required
Manager/ Residential Manager	Graduate with basic computer skills	Skilled	1
Supervisor cum Office/Library Attendant	12th pass with basic computer skills	Skilled	1
Cooks	8 th pass	Skilled	2
Watchman / Security Guard cum Receptionist	8 th pass	Unskilled	3
Canteen Boys / Room Boys / Office Boys cum receptionist	8 th pass	Unskilled	8
Sweepers	Literate (Should be able to sign)	Unskilled	3
		Total	18

- Based on past experience, STC has arrived at the number of manpower resources to undertake the work of Catering / Housekeeping Services for which the tender is being invited. However, the competent authority shall reserve the right to increase or decrease the number of workers to be deployed by the Contractor depending on the requirements of STC in future and contractor shall be required to comply accordingly.
- The assessment of required manpower is given as above. This tender must not be construed as supply or engagement of contract labour and / or materials .It is reiterated that this tender is for inviting offers to provide Catering and Housekeeping Services.

2. On receipt of work order, the Contractor will provide a list of names with the bio-data duly certified along with photograph and KYC of all the workers to be deployed under this contract at STC.
3. It shall be the responsibility of the contractor to ensure necessary verifications and maintain proper records in respect of workers deployed by him. Following record in respect of workers deployed should be maintained by Contractor:
- a. KYC documents
 - b. Medical Certificate of fitness issued by a registered medical practitioner.(MBBS)
 - c. Police verification report by local police authorities.
 - d. Educational qualification certificates

In case of replacement of any of the workers, similar information has to be verified and maintained before their deployment by the Contractor.

The Contractor has to ensure that workers deployed by him follow the Covid-19 Protocol and requisite guidelines as applicable.

The above may be checked by STC Officials whenever required.

4. The Contractor has to ensure that only medically fit workers are deployed at STC and in case of any illness etc of a worker, the Contractor should take immediate steps to inform STC and provide a suitable substitute immediately as per the prescribed procedure.
5. If due to any exigency, any worker is absent, the Contractor should take immediate steps to inform STC and provide a suitable substitute immediately as per the prescribed procedure.

6. STC may require additional worker/s of any category for handling additional work on certain occasions and the contractor will have to provide the same as per our requirement. Wages for such additional work will be on pro-rata basis depending on the category (skilled/unskilled) worker deployed.
7. The Contractor shall not deploy any person below the age of 18 years. The Contractor shall indemnify the STC & its representative(s) from and against all claims including third party claims and penalties, for any default on the part of the Contractor to observe and/or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 or any re-enactment or amendment of the same.
8. The Contractor will pay wages to the Workers according to their category – Unskilled and Skilled.
9. The Contractor/Authorized person is required to be available at STC when specifically asked to.
10. The contractor should have full control of deployed Workers and shall give necessary guidance and direction to carry out the jobs assigned to them.
11. The Contractor shall issue at his own cost, Photo-ID Card as well as two sets of uniforms, with logo, one pair of Black Shoes and One Sweater every year to his deployed Workers, which will be approved by STC. Workers without Uniform and Identity Card will not be allowed to report for work. Instructions in detail will be given to the selected contractor.
12. The Color of Uniforms of the Manager/supervisor, workers of catering, Housekeeping, Office boys, Security and sweepers should be different and workers should be trained with proper manners and etiquette. The Catering staff should wear disposable hair cap, apron and disposable hand gloves while handling food and serving.
13. The contractor shall maintain a complaint register to be submitted for checking by the administrative office daily. The contractor shall carry out rectification/s as may be necessary for ensuring satisfactory services and shall take due notice of complaints made by the trainees or through the authorized official(s) of STC.
14. The Contractor is duty bound to report any untoward incident in the STC premises to Warden or Admin department.
15. The contractor shall maintain, in good condition, all furniture, equipments, fittings, premises etc provided to him by STC and hand-over charge of the same at the end of the contract period or earlier termination of the contract and it shall remain the exclusive property of STC. The contractor shall be responsible for any theft, damage or loss to any property of STC, when the same in STC's opinion is caused due to the negligence or carelessness or any fault on contractors part or that of his manager or worker and the Contractor shall be liable to pay to STC such amount as may be assessed by the authorized officials. STC will be at liberty to deduct the amount from the monthly bill.
16. The Contractor shall not exhibit own signboard or advertisement within or outside the STC Premises.
17. The Contractor & the workers deployed by him at the STC Premises shall maintain confidentiality of any information in their possession during their working at STC & thereafter.
18. Manager shall oversee all the obligations of the contract at all times and will be responsible for implementing all communications given by authorities of STC from time to time. Manager has to be on call after office hours for all emergencies that may arise in STC including illness of the trainees/staff etc and other contingencies. In short he will be the 'point of contact' between Contractor and STC.
19. The Manager may be required to reside at STC. The contractor will then have to provide the Resident Manager accordingly. However family accommodation will not be allowed to Resident Manager. All his visitors will be allowed only till the reception area.
20. Reception Counter has to be managed by a well behaved person who may be from the workers listed at 'A : Deployment', Page No 24 . The person managing the Reception Counter i.e. Receptionist should be well conversant in Hindi language and is preferably expected to have working knowledge of English. The Receptionist will be required to do registration and checking out of trainees/guest faculty. Register of all visitors to STC will be maintained by the Receptionist.
21. **The Guard and security of the STC premises shall be the responsibility of the Contractor.**

22. Unfurnished, Shared space, subject to availability shall be provided for select workers of the Contractor for early/late hour duties such as fetching milk, serving of bed tea/coffee etc. Approval, however, has to be taken from STC for the workers staying in STC. Their presence however should not cause any nuisance to normal functioning of STC.
23. The Room Boys of the Contractor will, apart from their assigned jobs also render all necessary assistance, viz taking and bringing luggage from the hostel room, etc. of the Trainees on arrival and help them to settle in their respective rooms and also on their departure.
24. Visitors for the workers of the Contractor working in STC can be allowed only on Sundays between 09:00 am to 12:00 noon and 04:00 pm to 07:00 pm, at the reception counter only. Exceptions will have to be permitted by Warden or authorized Official of STC.
25. Visitors who come to pick up/drop/visit the Trainees will not be allowed by the Security beyond the Reception area.
26. Consumption of liquor / intoxicants/ chewing of paan/ tobacco products within the STC premises is strictly prohibited.
27. The Workers of the contractor shall have no presumptive right of absorption in the services of Life Insurance Corporation of India.
28. The STC reserves the right to ask the Contractor to remove any worker(s) immediately for their failure to give quality service and the Contractor shall be bound to replace the worker(s) concerned within a week from the date of such communication.
29. The STC may refuse entry into the campus or order eviction of any worker falling into any of the following categories: -
- a) Is suspected not to possess good moral character.
 - b) Is found reportedly indulging in activities prejudicial to the interests of STC.
 - c) Is afflicted/ suspected to be afflicted with any contagious or communicable diseases.
 - d) Is suspected/found to be involved in violating the law of land.
 - e) Indulges in theft, negligence or any illegal/irregular activities
 - f) If he is not fit to be deployed in STC as decided by the Competent Authority.
30. The Contractor, being the employer in relation to workers deployed by it to provide the services under the terms and conditions, shall alone be responsible and liable to pay wages to such workers. The Contractor has to ensure that none of his workers are paid wages which is less than the prescribed amount under the Minimum Wages Act 1948 by the Government of India or by C.G. Government or any other Authority constituted by or under any law, whichever is higher, for the category of workers employed by them from time to time. The Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Acts, Rules & Regulations in force. LIC of India shall in no way be responsible for wages, salaries, bonus, medical benefit, gratuity or any compensation, notice pay etc. of the workers deployed by the Contractor for conducting business at the Sales Training Centre.
31. The Contractor will be liable to get the Provident fund refunded from the Provident Fund Commissioner if a worker is terminated or dies or leaves the job for onward transmission to worker/legal heir.
32. The workers deployed by the Contractor shall have no presumptive right of absorption in the services of LIC of India.
33. The Contractor shall ensure that the working hours of the Manager and workers are regulated in such a manner that total number of working hours per worker in a day does not exceed the hours stipulated under the Minimum Wages Act 1948 and other Labour Laws in force including rules framed there under. He will ensure compliance of all the relevant Labour laws.
34. The Contractor shall maintain proper records about the attendance of workers in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with Contract Labour (Regulation and Abolition) Rules, 1971 and would ensure that the required worker strength is maintained. Any such record for attendance of workers should be available to STC for inspection on demand.

35. Contractor shall obtain adequate insurance policy as per the prevailing provisions of Workmen's Compensation Act, 1923, as amended from time to time, and /or any other State/Central Government /Statutory Guidelines in the matter, before commencement / execution of work, and submit copy of the Policy to the Authorised official of STC for record. Same shall be applicable for additional/substitute workers, if deployed, by the Contractor during the period of Contract. STC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, damages or death of the workers of the Contractor, or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of neglect or default by any of them.
36. The Contractor shall arrange and pay for policy under the Public Liability Insurance Act, 1991 and insure and keep insured all materials which are or have been declared to be hazardous under the notifications issued or that may be issued from time to time under the above said Act or any Rule framed there under and which are used by the Contractor during the course of both the services.
37. The Contractor shall wholly and solely be liable for all disputes and liabilities in respect of the workers deployed by him at STC under this Contract for any purchases, any sample taken by the Govt. Authorities or otherwise for any dispute under the Laws of the land, in any Court of law.
38. The Contractor is not entitled to assign or transfer howsoever the benefit or burden of the Contract to any other person or firm.
39. Without prejudice to any of the rights or remedies under this Contract, if the Contractor dies, STC shall have the option of terminating the Contract without compensation to the legal or other heirs of the Contractor.
40. Indemnity Clause: The Contractor shall at all times indemnify and keep indemnified STC, against any such claims, damages on account of injury, disability, death of any of its workers caused during the employment of such worker/s with the Contractor while providing the services to STC, which may be made under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications thereof. The Contractor shall at all times indemnify and keep indemnified the STC, against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its workers during the period of Contract. The Contractor shall keep the Corporation, its Officers and employees, its properties safe and harmless and indemnify from and against all losses, suits, damages, cost charges, breach of confidentiality, claims and demands whatsoever including claims under the Workmen's Compensation Act, 1923. The Contractor shall indemnify the Sales Training Centre for any loss or damage caused to its premises, properties and belongings either willfully or otherwise or for erosion of reputation suffered by the Sales Training Centre on account of negligence, wrongful or questionable conduct of the Contractor or his workers, whether indulged intentionally or otherwise.
41. Nothing in this tender shall be deemed to create any Partnership, Joint Venture, Agency between STC and the Contractor or their representatives and workers and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Contractor is an independent entity and not an employee, agent, associate or authorized representative of STC. The Contractor is not authorized to undertake any obligation or liability in the name of or on behalf of STC whatsoever.
42. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed/engaged by the Contractor for rendering the services, are employees of STC or engaged by STC. The Contractor shall be deploying workers who shall be in his sole employment and he shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall STC be liable for any payment or claim or compensation including but not limited to compensation on account of injury, death, and termination. In case any liability falls on STC for any reason, the Contractor shall keep STC indemnified against the same. In order to give effect to this, the Contractor shall incorporate suitable clause in the appointment letters to be issued to its workers mentioning that the workers are employees of the Contractor.
43. The Contractor shall comply with the instructions given by STC from time to time relating to the performance of the services, duties and obligations under the contract. The services rendered by the Contractor shall be subject to regular review by STC, and STC's decision as to the quality thereof shall be final and binding.
44. In the event of unsatisfactory services at any point to carry out the terms of this contract, the competent authority shall be at a liberty to:
 - a) Withhold any payment/s that may be due to the contractor till such time, such services are rendered to the satisfaction of the competent authority.

- b) Impose penalty as per Penalty Clause and amount thereof will be deducted from the monthly bill/Security Deposit.
 - c) However, in case the services continue to be unsatisfactory, STC may forfeit Security Deposit, terminate the contract and may also debar/blacklist the contractor from participating in future bids for a specified period. The contractor shall not claim any compensation in consequence of such termination.
45. On completion of the period of Contract, the Contractor shall hand over the peaceful and vacant possession of STC premises. The Contractor shall also hand over forthwith all the articles provided to him and no broken/damaged item(s) which can be attributed to the contractor shall be taken back and the same must be replaced by the Contractor or contractor shall pay the cost thereof. If not the same will be recovered from Security Deposit.
46. Upon breach by the Contractor of any of the terms and conditions governing the Scope of the Tender and/or upon the Contractor failing to comply with the directions/orders issued/ passed by the local Municipality/Corporation, the Government of C.G. or failing to comply with the requisitions issued by the Sales Training Centre and/or if in the opinion of the Sales Training Centre, the Contractor is not performing the Catering and House-keeping services 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.
47. Severability clause: If any part, term or provision of this Contract is held to be illegal, in conflict with any law or otherwise invalid, the remaining portion or portions shall be considered severable and not be affected by such determination, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular part, term or provisions held to be illegal or invalid.

B. PAYMENT TERMS:

1. All rates payable to the contractor shall be as per the approved rates mentioned in the contract. Any statutory increase in the wages of Labor, in accordance with the minimum wages notification/s issued by the appropriate authorities under the Minimum Wages Act from time to time, shall be set off by the STC by giving proportionate increase in the rates subject to approval by Competent Authority. Apart from this all other approved rates in the contract shall apply for the period of the contract. However, the competent authority, STC, depending on the requirements of STC in future, shall reserve the right to increase or decrease the no. of workers to be deployed by the Contractor, and in such case, payment of the 'Service Charges' (as quoted in Financial Bid) shall be made on proportionate basis to the Contractor.
2. The Approved rate will be applicable for the period of the contract/extended period if any. The reimbursement of GST (as per Central / State Govt. rules) shall be made.
3. The rates for any item not specified/not anticipated in the Tender/Financial Bid, in exceptional circumstances, will be decided after mutual negotiations subject to approval of the competent authority, STC.
4. Payment in respect of non-resident trainees will be made for Pre & Post Lunch Tea/ Coffee, Lunch and Evening Snacks only.
5. Any statutory increase in the wages of labour in accordance with the minimum wages notification issued by the appropriate authorities under the Minimum Wages Act from time to time after submission of the tender shall be set off by the STC by giving proportionate increase in the rates subject to approval by Competent Authority. Apart from this all other approved rates in the contract shall apply for the period of the contract.
6. The Contractor shall submit the Monthly Catering, Housekeeping and Worker Wage bill separately, in the manner and format prescribed by STC, with accuracy, neatness and full details, by 7th of the following month along with all the required statements. The Contractor should submit to STC every month the satisfactory evidence of payment of the wages and benefits to the workers along with monthly bill. Payment of bills, by the STC, will be made through NEFT only, provided that the monthly wages have already been paid to the workers through NEFT and also provided that the Catering & Housekeeping Services were satisfactory during the month. The monthly payment will however be subject to deduction on account of Penalties, taxes etc. as applicable. The monthly bill payment process will be informed to the selected Tenderer by Admin Deptt, STC.

7. The Statutory Employer's contribution of ESI and EPF will be reimbursed by STC on production of the relevant deposit Challan of previous month.
8. Bonus, if paid to the Workers as per statutory obligation will also be reimbursed, subject to production of NEFT Details.
9. The Goods and Service Tax (GST) at prevailing rates (i.e. as applicable and as modified from time to time) will be reimbursed to the contractor upon production of proper receipt of payment of such GST to the Govt Authority every month. GST returns are to be filed properly and timely so that input tax credit can be availed by LIC. The competent authority, STC shall reserve the right to recover the loss, if any, to STC, on account of default /failure of Contractor to file GST Returns as per stipulated time/rules from security deposit/ running account/ Final Bill whichever is paid first.
10. LIC shall make payments in Indian Rupee (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the approved rates to the Contractor. Income Tax, surcharge, Education cess, Higher education cess, IT on GST etc. will be deducted as per rules.
11. No advance payment or interest shall be made by LIC.

C. TERMINATION:

1. In case of unsatisfactory performance and violation of any terms/conditions of the contract, the contract shall be liable to be cancelled and Security Deposit may be forfeited.
2. The competent authority, STC reserves the right to cancel or terminate the contract by giving 3 months notice in normal course or 30 days notice, if earlier warranted, in writing without giving or assigning any reason(s) for doing so, and in the event of the Contractor wishing to terminate the contract, the Contractor shall have to give at least 6 months notice to STC, in writing and in either event, the Contractor shall hand over the peaceful and vacant possession of STC premises. The Contractor shall also hand over forthwith all the articles provided to him and no broken/damaged item(s) which can be attributed to the contractor shall be taken back and the same must be replaced by the Contractor or contractor shall pay the cost thereof. If not, the same will be recovered from Security Deposit.
3. In the event of notice of earlier termination by either parties to the contract or expiry of the contract, the Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the contract, till such time as STC, is able to make any alternative arrangement.

D. OPERATIONAL INSTRUCTIONS TO THE SELECTED TENDERER:

1. The requisite operational instructions for smooth running of Catering and Housekeeping Services, will be given to the selected Tenderer by STC (along with the Letter of Award of Contract and/or thereafter).

E. DISPUTES & DIFFERENCES:

1. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of the terms and conditions, the same shall be first referred to/sought from the Competent Authority, STC whose decision in the matters shall be final.
2. Any other matter relevant to but not covered in the contract shall also be decided by making reference to the Competent Authority, STC whose decision in the matters shall be final.
3. If the Contractor is not satisfied with the decision of the Competent Authority, the same will be conveyed in writing, within a period of 15 days from the date of decision to the Competent Authority. The Competent Authority shall appoint a sole Arbitrator for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act-1996. In case if the resolution of dispute fails, then, both parties shall appoint their Arbitrators, and if required, these Arbitrators may agree to appoint a Chief Arbitrator, to resolve the dispute.
4. However, in case of any failure of above Arbitration process, the same shall be settled through the Court of Law within the jurisdiction of Durg/Raipur.

F. FORCE MAJEURE:

1. The Contractor shall not be liable for forfeiture of its security deposits, penalty or termination for default, if and to the extent that delays in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of god or of public enemy, acts of Government of India in their sovereign capacity, acts of war, pandemic, epidemics, fires, floods, strikes, lock-outs and freight embargoes.
2. If a Force Majeure situation arises, the Contractor shall promptly notify LIC of India in writing of such conditions and the cause thereof within seven (07) calendar days. Unless otherwise directed by LIC of India in writing, the Contractor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the FORCE MAJEURE event.

The Force majeure condition may also be applicable to LIC in unforeseen, extra ordinary situations such as a pandemic, requiring certain actions (including cancellation of the tender/Contract) to be taken by the Competent Authority which are not covered by the Contract and such actions taken due to these unforeseen ,extra ordinary situations will have to be accepted by the contractor.

IV. STATUTORY REQUIREMENTS:

1. In terms of provisions of Section 33(3) of the Insurance Act, 1938, as amended by the Insurance Laws (Amendments) Act, 2015, Insurance Regulatory and Development Authority of India (IRDAI) is authorized to verify all such books of account, register, other documents and the data base in the custody of contractor in respect of service outsourced by the LIC of India. Any Investigating Officer of IRDAI may examine on oath the service provider or contractor where the services are outsourced by the LIC of India in relation to his business. It shall be the duty of the contractor to provide such documents/ statements/ information as may be required by IRDAI within such time as may be specified by the IRDAI.
2. The contractor shall comply with provisions of Regulations, Guidelines and any other law under force.

V. PENALTY CLAUSE:

1. Penalty will be charged @ 2% + GST of the monthly catering bill for each lapse up to 2 such lapses. For further lapses, penalty may be charged @ 3% + GST for each such lapse, of the monthly catering bill, e.g. if there are 3 lapses detected in a month the total penalty will be 7% (2% + 2% + 3%) + GST of the monthly catering bill. Penalty capping will be at 10% + GST, of Catering Bill. Each instance shall be treated as one lapse ,however, Competent Authority at its sole discretion may decide on lesser penalty for minor lapses. It is specified that the "Catering Bill" shall include cost of normal catering services as well as cost of special Lunch/Dinner and High Tea, if any.
2. Penalty will be charged @ 2% + GST of the monthly Housekeeping bill for each lapse up to 2 such lapses. For further lapses, penalty may be charged @ 3% + GST for each such lapse, of the monthly Housekeeping bill, e.g. if there are 3 lapses detected in a month the total penalty will be 7% (2% + 2% + 3%) + GST of the monthly Housekeeping bill. Penalty capping will be at 10% + GST of Housekeeping Bill. Each instance shall be treated as one lapse, however, Competent Authority at its sole discretion may decide on lesser penalty for minor lapses.
3. In case of absenteeism without substitute, no wages will be paid. However in case of repeat instances (two or more) of such absenteeism without substitute, Penalty will be deducted from the Housekeeping Bill as above, treating each instance beyond one, as one lapse.
4. As stated earlier, The Contractor shall at all times indemnify and keep STC indemnified, against any damage to the property or loss of item or for any other loss whatsoever resulting from any acts of commission or omission of its workers during the period of contract. The contractor shall be responsible for any theft, damage or loss to any property of STC, when the same is established to be caused due to the negligence or carelessness or any fault on contractors part or that of his manager or worker and the Contractor shall be liable to pay to STC such amount as may be assessed by the Competent Authority. STC will deduct the amount from any of the monthly bill/ security deposit.

5. The Competent Authority, STC shall reserve the right to decide and impose the penalty (depending on the nature of lapse when same has not been stated specifically in tender document) upon deviation/deficiency in services/breach/non-satisfactory performance of any of the terms and conditions of the contract by the Contractor and amount thereof will be deducted from any of the monthly bill/Security Deposit.
6. STC shall give the notice in writing to the contractor or his Manager to cure the breach/deviation in normal circumstances . However, in case of a major breach while providing Catering Services; the competent authority shall have the discretion to decide, and impose the penalty straightaway .
7. In the event of major breach/deviation of the tender condition/s or repeated irregularities, competent authority may decide to forfeit Security Deposit and/or terminate/debar/blacklist the contractor from future tenders. Decision of the competent authority shall be final and binding on the contractor.

VI. SECURITY DEPOSIT:

1. The successful Tenderer will be required to deposit an amount equal to 10 % (Ten Percent) of the Total Contract Value for two years towards Security Deposit. 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.
In case, the Contract is extended for one more year (please refer to point no 14 on Page 11) ; the successful Tenderer will be required to deposit an amount equal to 10 % (Ten Percent only) of the Total Contract Value for one year only. Accordingly, appropriate refund/adjustment of initial security deposit (ie deposited at the time of original contract) shall be done.
2. This Security deposit will remain with STC Bhilai throughout the period of the Contract and will be refunded to the contractor after completion of the Contract subject to:
 - (i) Satisfactory Performance of the Contract.
 - (ii) Deduction of any dues payable to STC Bhilai and/or LIC of India on whatsoever account.
 - (iii) Any deduction due on account of Contractor's obligation under the Contract and subject to such deductions as may be necessary for meeting STC Bhilai's claim against the Contractor.
 - (iv) Deduction of any liability/damages incurred by STC Bhilai, on behalf of the Contractor in the discharge of his/their obligations under this Contract.
 - (v) This Security deposit shall not bear any interest of any kind whatsoever.
3. The Contractor shall be required to submit a "No Dues" Indemnity Bond on Non Judicial Stamp Paper of requisite value duly notarized as per the specimen enclosed in Annexure-VI after completion/termination of the Contract to claim refund of the Security Deposit amount.

Principal
LIC of India
Sales Training Centre, Bhilai

COMPLIANCE REPORT

To,
The Principal,
Life Insurance Corporation of India,
Sales Training Centre,
LIC Staff colony,
Sector VI BHILAI
DT Durg, C.G.
PIN 490006

To be notarized on Rs 100 stamp paper
--

Sub: Tender for "Providing Catering and Housekeeping Services on Contractual basis at STC, Bhilai"

Dear Sir/Madam,

I/We certify that I/We have read the terms and conditions of the tender Ref: LIC/RDO/OS/Tender no 5/2023-24 Dated: 17.07.2023 .I/We undertake that it is my/our responsibility to ensure that being the employer in relation to persons engaged/deployed by me/us to provide the services/activities under this tender as well as to make the payment of monthly wages, which in any case shall not be less than the minimum wages prescribed under the Minimum Wages Act, 1948 as notified/revised by Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India or as fixed by Labour Department, C.G. Government, whichever is applicable and Payment of compensation for Overtime/weekly off/National holiday/Any other holiday as applicable and amended from time to time.

I/We will also comply with the requirements of various statutes, relevant to this contract, such as Contract Labour (Regulation and Abolition) Act, 1970, Contract Labour (R & A) Rules, 1971, EPF Act, 1952, ESI Act (1948) The Industrial Dispute Act 1947 The Equal Remuneration Act 1976 Employees Compensation Act 1923 (Workmen's Compensation Act 1923) , The Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Child Labour (Prohibition & Regulation) Act, 1986 and all other relevant acts, as applicable and as amended from time to time and or any other Rules framed there under from time to time by the Central or State Government and/ or any authority constituted by or under any law, for the category of persons deployed by me/us.

I/We undertake to comply with the provisions of Food Safety and Standards Act, 2006, and Rules framed there under.

I/We possess requisite permission/license for providing catering and housekeeping services from concerned department of Central/State/Municipal Authorities/any other authority.

I/We agree to submit the license from the office of The Assistant Labour Commissioner, Bhilai/Raipur/Drug under Contract Labour (Regulation & Abolition) Act, 1971 for deploying workers at STC Bhilai, if applicable.

I/We certify that we are not a sub-contractor to any other entity or person nor, if selected for this tender, shall sublet the contract awarded to any other person or entity. I/We have not formed or are a part of any cartel at any time for processing any contract including the present tender.

I/We certify that we shall not assign or transfer, whatsoever, the benefit or burden of the contract to any other person or firm.

We hereby declare that our Organization/ Company / Firm/ is

(a) solvent;

(b) there is no vigilance and/ or court case pending against our firm/ company;

(c) no inquiry or investigation is pending against our Organization/ Company / Firm from any statutory regulatory and/ or investigation agency;

Certified that I/We have read the entire Tender document (52 pages including 10 Annexures) attached to and forming a part of Tender document. I/We undertake to abide by the terms and conditions as laid down in this tender document and the Annexures as stated above in case the tender/contract is awarded to me/us.

Place:

Date:

Signature and stamp of Tenderer/Authorized representative

Name of the Tenderer/ Authorized representative:

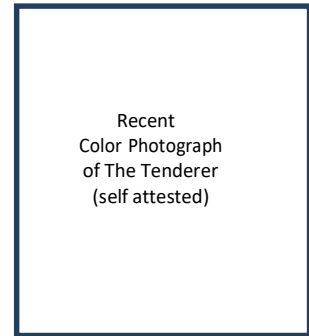
Email id of the Tenderer/ Authorized representative:

Mobile No. of the Tenderer/ Authorized representative:

Address of the Tenderer/Firm:

TECHNICAL BID

PART A: Detailed information of the Tenderer
 (Proprietor(s)/ Partners / Director(s) of Company/Firm/Organisation)



NAME OF THE TENDERER	
TYPE: PROPRIETOR/PARTNER/DIRECTOR	
NAME OF FIRM/ COMPANY/ ORGANISATION	
OFFICE ADDRESS [WITH PIN CODE]	
MOBILE NO	
E MAIL ID	
DATE OF BIRTH	
EDUCATIONAL QUALIFICATION	
RESIDENTIAL ADDRESS [WITH PIN CODE]	

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

Note:

- 1. Identity Proof such as self-attested photocopy of Voter ID Card/Passport/Driving License/Aadhar Card/PAN Card to be attached.**
- 2. Address Proof such as self-attested photocopy of Driving License/ Ration Card / Passport / Bank Pass Book/ Aadhar Card / Electricity Bill (not more than 2 months old) / Telephone Bill (not more than 2 months old) to be attached.**
- 3. In case of Partnership Firms –above details of all Partners have to be provided.**

TECHNICAL BID

PART B: ELIGIBILITY DETAILS

All the columns have to be filled and all documents have to be provided in order to qualify for technical bid.

Sl. No	PARTICULARS	DETAILS	Page No. of the document enclosed
	Name, Address with PIN code, email-Id and landline no of the Registered Office of Organization/ Company / Firm/ for carrying out Catering and Housekeeping Services. (Attach self attested document)	Name: Address: PIN: Email-Id: Landline No.	
	Name, Address, email-Id and landline no of the Head Office of Organization/ Company / Firm/ for carrying out Catering and Housekeeping Services. (Attach self attested document)	Name: Address: PIN: Email-Id: Landline No.	
	Name, Address, email-Id and landline no of the Representative Office/Unit at Bhilai/Raipur, if any, of Organization/Company / Firm/ for carrying out Catering and Housekeeping Services. (Attach self attested document)	Name: Address: PIN: Email-Id: Landline No.	
	Type - Proprietor/Partnership/ Public limited / Private Limited Company (Attach self attested document)		
	Letter of Authority for signing Tender/Bid /Power of attorney/copy of Board Resolution, If applicable (Attach letter/document)	YES/NO/NOT APPLICABLE	
6	Details of Authorized contact person/representative of the organization/Firm/Company	Name: Designation: Office address: Mobile number: Landline number: Residential address:	

TECHNICAL BID

SNO	PARTICULARS	DETAILS	Page No. of the document enclosed
7	Copy of the valid permission/license/Gumasta/Shops and Establishment certificate to provide Catering and Housekeeping from the concerned Department of Central/State/Municipal Authorities/any other Authority (Attach self attested document)	Registration No.	
8	Copy of Provident Fund Registration Number under EPF Act 1952 with RPFC. (Attach self attested copy of Registration)	Registration No.	
9	Copy of ESI Registration Number under ESI Act 1948 with ESI Authorities (Attach self attested copy of Registration)	Registration No.	
10	Copy of License under Food Safety & Standards ACT, 2006 (Attach self attested copy of License)		
11	Copies of Income Tax Returns for four Financial Years 2018-19 (Assessment Year 2019-20), 2019-20(Assessment Year 2020-21), 2020-21 (Assessment Year 2021-22) and 2021-22 (Assessment Year 2022-23) (Attach self attested Copies)	2018-19(AY 2019-20) YES/NO	
		2019-20(AY 2020-21) YES/NO	
		2020-21(AY 2021-22) YES/NO	
		2021-22(AY 2022-23) YES/NO	
12	a) Whether the Tenderer has average annual turnover of Rs 40 lakh from Catering and Housekeeping works in the Financial year 2018-19, 2019-20, 2020-21 and 2021-22.	YES/NO	
	b) Whether CA certificate as per Annexure-IV, certifying the turnover from Catering and Housekeeping Services in each of the above financial years is attached	YES/NO	
	c) Specify whether CA certificate as per Annexure-IV has been submitted in original only.		
13	Copy of the PAN Card of the Organization/ Company / Firm (Attach self attested copy of PAN Card)	PAN No.	
14	Copy of the PAN Card of the individual in case of sole proprietor. (Attach self attested copy of PAN Card)	PAN No.	
15	Copy of the Aadhar Card of the individual in case of sole proprietor. (Attach self attested copy of Aadhar Card)	Aadhar No.	
16	Copy of Registration under Goods and Service Tax Act (Attach self attested copy of Registration)	GST. No	
17	a)Whether Tender Fee submitted	YES/NO	
	b)Tender Fee details	Cash Counter Receipt No Date Amount	
		Demand Draft No Date Amount Rs Bank Name	
c)For exemption, appropriate documents have to be submitted	Document submitted for exemption:		

TECHNICAL BID

SNO	PARTICULARS	DETAILS	Page No. of the document enclosed
18	a)Whether EMD submitted	YES/NO	
	b)EMD Details	Demand Draft No Date Amount Rs Bank Name	
	c)For exemption, , MSME registration with Director of Industries/District Industries centre as Manufacturing/Service Enterprise or register with National Small Industries Corporation (NSIC) under single point vendor registration scheme have to be submitted.	Document submitted for exemption:	
19	Whether Compliance Report as per Annexure -I attached (Duly notarized on Rs 100 stamp paper)	YES/NO	
20	Whether Experience details as per Annexure-IIA Submitted	YES/NO	
21	Whether Annexure-III has been submitted regarding blacklisting/ prosecution by any organization anywhere in India or by any Court of Law.(Duly Notarized on Rs 100 stamp paper)	YES/NO	
22	Whether Financial Bid as per Annexure V is submitted in a separate sealed envelope	YES/NO	
23	Whether Undertaking By Tenderer as per Annexure VII is submitted	YES/NO	
24	Whether Annexure IX –Pre Contract Integrity Pact is submitted	YES/NO	
25	Whether each and every page of complete tender document, including corrigendum if any, duly signed and submitted	YES/NO	

Note:

1. The Tenderer is required to sign all the four (04)pages of Technical Bid-Annexure II.
2. Any over writing/cutting in the technical bid should be duly signed by the Tenderer/Authorized Representative

Place:

Signature and stamp of Tenderer/Authorized representative

Date:

Name of the Tenderer/ Authorized representative:

Email id of the Tenderer/ Authorized representative:

Mobile No. of the Tenderer/ Authorized representative:

Address of the Tenderer/Firm:

TECHNICAL BID (Experience Details)

All the columns have to be filled and copies of requisite work orders/ documents have to be provided :

Sl. No.	Full Name, Address & Phone nos of Organisation	Description of type of work : Housekeeping or Catering or Both(Catering & Housekeeping)	Date of Commencement of work	Period of Contract		No. of months	Page No of document enclosed
				From	To		

Note:

- The Organization should pertain to Training Colleges/Institute of any Bank/Insurance Company/ Educational institutes like Schools, Colleges and Universities or any PSU/ Central / State Government/Autonomous Institute/Corporate Establishment etc. of repute.
After April 01, 2015; the Tenderer should have experience of minimum 36 months, out of which minimum 12 months experience should be in continuity with an institution as mentioned above, for providing Catering & Housekeeping Services. Tenderers should attach self attested copies of relevant Work Orders to substantiate the aforesaid period of Work Experience.
- Additional sheet may be enclosed if the above space is insufficient. The Tenderer is required to sign all pages of Technical Bid Annexure - IIA.

Place:

Signature and stamp of Tenderer/Authorized representative

Date:

Name of the Tenderer/ Authorized representative:

Email id of the Tenderer/ Authorized representative:

Mobile No. of the Tenderer/ Authorized representative:

Address of the Tenderer/Firm:..... -

ANNEXURE – III

(AFFIDAVIT ON STAMP PAPER REGARDING NON BLACKLISTING / PROSECUTION)

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

Date: _____

I hereby depose that neither me nor any member/s or our Organization _____ including our Partners/ Shareholders etc were ever blacklisted / prosecuted by any Organization / departments / statutory body (ies) in any State or by any Courts of Law or penalized for violation of any rules or are under process for any such decision or penalization.

I hereby also affirm that we have never been guilty of violating any labour laws or have been prosecuted or are under observation for the same by Labour Authorities/ Court of law.

I hereby affirm that this affidavit is true to the best of my knowledge based on our records and no information is hidden there from. However, STC Bhilai is free to take any action against myself, members of my organization or my firm in case at any point of time any untruth is found in my affidavit.

Place:

Signature and stamp of Tenderer/Authorized representative

Date:

Name of the Tenderer/ Authorized representative: -----

Email id of the Tenderer/ Authorized representative: -----

Mobile No. of the Tenderer/ Authorized representative: -----

Address of the Tenderer/Firm: -.....-

Witness 1:

Name:

Address:

Mobile No:

Witness 2:

Name:

Address:

Mobile No:

CHARTERED ACCOUNTANT CERTIFICATE
(To be submitted on the letterhead of the CA Firm/CA Individual)

To whomsoever it may concern

It is certified that M/s (Name) (Address)..... have an annual turnover from Catering & Housekeeping business for the four financial years as under:

Sl. No.	Financial Year	Annual turnover from Catering & Housekeeping Business (Give amount in figures & words- Rs.)	
		Amount in Figures (Rs.)	Amount in Words (Rs.)
1	2018-19		
2	2019-20		
3	2020-21		
4	2021-22		

This is further certified that the above Turnover is in line with the Turnover as declared by the Tenderer in their Books of Account.

Stamp and Signature of Chartered Accountant (C.A.)

Date:.....

Place:.....

Name of the Chartered Accountant (C.A.):.....

Membership No. -----

Unique Document Identification No.(UDIN)

Mobile No. of the C.A.....

Email ID of the C.A.....

Firm details (If applicable):

Firm Registration No.....

Name of the firm:.....

Address of the Firm:.....

FINANCIAL BID ANNEXURE –V (Page 1 of 4)

We hereby quote the following rates for the Catering and Housekeeping Services under this Tender document (Tender Ref: LIC/RDO/OS/Tender no 5/2023-24 Dated: 17.07.2023):

PART 1: Quote For Catering Services		
A. Quote For Normal Catering Services (Excluding GST , Workers' Wages and Service Charges)		Cost Of Menu Per Day Per Participant (Amount in Figures)
Please quote Menu Item-wise rates per participant per day excluding GST, Workers' wages and service charges)		
(i)	Bed Tea / Coffee	Rs
(ii)	Breakfast	Rs
(iii)	Pre-Lunch Tea / Coffee with biscuits	Rs
(iv)	Lunch	Rs
(v)	Post Lunch Tea/Coffee with biscuits	Rs
(vi)	Evening Tea / Coffee with snacks	Rs
(vii)	Dinner	Rs
Total Package Rate per day per participant (P) = (i)+(ii)+(iii)+(iv)+(v)+(vi)+(vii)		Rs
Cost of Catering Services Per Annum for 10000 Trainee Days (A) = (P) X 10000		A= Rs
COST OF NORMAL CATERING SERVICES PER ANNUM		A= Rs
Note : Number of Trainee Days in a year is estimated to be 10000, however, actual figures will vary, depending on the number of days for which training sessions are held and number of participants attending sessions.		
B. Quote for Special Lunch/Dinner (Excluding GST , Workers' Wages and Service Charges) (Amount in Figures)		
(i)	Per plate Rate	Rs
(ii)	Average no of participants per event	50 participants
(iii)	Approximate No of Events	10 events
Cost per annum for 10 events for average 50 participants (B) = (i) X 50 X 10		B= Rs
COST OF SPECIAL LUNCH / DINNER PER ANNUM		B= Rs
Note: Estimated figures of participants per event is 50 and estimated no. of events is 10 in the year; Actual figures may vary, depending on the no. of participants attending and no. of events.		
C. Quote for High Tea (Excluding GST , Workers' Wages and Service Charges) (Amount in Figures)		
(i)	Per plate Rate	Rs
(ii)	Average no of participants per event	50 participants
(iii)	Approximate No of Events	10 events
Cost per annum for 10 events for average 50 participants (C)=(i) X 50 X 10		C= Rs
COST OF HIGH TEA PER ANNUM		C= Rs
Note: Estimated figures of participants per event is 50 and estimated no. of events is 10 in the year; Actual figures may vary, depending on the no. of participants attending and no. of events.		

FINANCIAL BID ANNEXURE –V (Page 2 of 4)

PART 2: Quote for Housekeeping Services (Excluding GST , Workers' Wages and Service Charges) (Amount in Figures)		
Please quote expenses for providing Housekeeping Services but excluding the GST, Workers' Wages and Service Charges.		
(i)	Per day Rate	Rs
(ii)	Per month Rate (ii) = (i) X 30	Rs
(iii)	Cost per annum for Housekeeping Services (D) = (ii) X 12	D= Rs
COST OF HOUSEKEEPING SERVICES PER ANNUM		D= Rs

PART 3 :Quote for Service Charges towards Catering and Housekeeping Services (Excluding Workers' Wages/Manpower cost, GST ,ESI, EPF) (Amount in Figures)		
(i)	Service Charges per month	Rs
(ii)	Service Charges per annum (E) = (i) X 12	E= Rs
SERVICE CHARGES PER ANNUM		E= Rs

TOTAL AMOUNT QUOTED PER ANNUM (F) SHALL CONSIST OF THE FOLLOWING :

A	COST OF NORMAL CATERING SERVICES PER ANNUM	Rs
B	COST OF SPECIAL LUNCH / DINNER PER ANNUM	Rs
C	COST OF HIGH TEA PER ANNUM	Rs
D	COST OF HOUSEKEEPING SERVICES PER ANNUM	Rs
E	SERVICE CHARGES PER ANNUM	Rs
TOTAL AMOUNT PER ANNUM (F) (IN FIGURES) (F) = (A)+ (B) + (C)+ (D) +(E)		Rs
TOTAL AMOUNT PER ANNUM (F) (IN WORDS) (F) = (A)+ (B) + (C)+ (D) +(E)		Rs

Declaration: The rates have been quoted by us after fully understanding our duties, responsibilities and obligations under this Tender document.

Date:.....

Place:.....

Signature and stamp of Tenderer/Authorized representative

Name of the Tenderer/Firm:

Email id of the Tenderer/ Authorized representative:

Mobile No. of the Tenderer/ Authorized representative-----

Address of the Tenderer/Firm:

FINANCIAL BID ANNEXURE –V (Page 3 of 4)

Note :

1. Workers' Wages /Manpower Cost are not required to be taken into account for above quotes by the Tenderers.
2. The Workers' Wages / Manpower Cost will depend on actual number of workers deployed by contractor and their Minimum Wages, PF & ESI paid by the contractor, as mandated by law, according to their respective category, viz unskilled/ skilled etc., and shall be payable by STC, to Contractor subject to production of documentary evidence of Payment.
3. It may be noted that Service Charges shall not be 'NIL'. If any Tenderer quotes 'NIL' charges, the bid shall be treated as unresponsive. The Minimum consideration amount shall not be less than Rs 1/- (Rs one only).
4. Overwriting, cutting in Financial Bid will lead to the rejection of the bid. It is compulsory to mention the amount (F) in words as well as in figures. However, if there is a discrepancy between words and figures, the amount in words shall prevail. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. Similarly if there is discrepancy between subtotals and grand total, the subtotals shall prevail and grand total shall be corrected accordingly.
5. All quotes have to be given in round figures (Rupees) only. All decimals (paise) given in the quotes will be ignored.
6. **Total Amount per annum (F) will be the basis for selection of successful Tenderer as mentioned in annexure V on page no 42.**
7. The Tenderer meeting the technical criteria with lowest Financial Bid [Total Amount per annum (F)] shall be the successful Tenderer. In case of a tie in the financial bid, the Tenderer with higher /highest 'Average Turn Over' from catering and Housekeeping in the Financial years 2018-19, 2019-20, 2020-21 and 2021-22 will be considered for the award of contract.
8. Quoting of price openly or submission of Financial Bid without putting in a separate sealed cover shall result in disqualification of the tender.
9. **Total Annual Contract Value:**
The calculation of Total Annual Contract Value, i.e., total estimated payouts to contractor for both Catering as well as Housekeeping services shall be the sum total of the following components (a) & (b):
 - a. Total Amount Per Annum (F) as quoted above by the Tenderer.
 - b. Workers' Wages per annum for 18 workers deployed. Same shall be payable by STC to Contractor subject to production of documentary evidence of payment of the same.

FINANCIAL BID ANNEXURE –V (Page 4 of 4)

10. Illustrative Calculation of Workers' Wages per annum for 18 workers deployed for point 9 (b) on Page 42 : (Excluding GST, EPF, ESI) (Minimum Wages are as applicable to skilled/unskilled industrial worker for Bhilai city as on date of notification of tender)

Particulars	Skilled /Unskilled	No. of Workers	Minimum wages per worker perday (Rs.)	Minimum wage payable to total no of workers per day (Rs.)	Wages payable per month(Rs.)	Wages payableper annum (Rs.)
		(a)	(b)	(c)=(a) X (b)	(d)=(c) X 30	(e)=(d) X 12
Manager/ Residential Manager	Skilled	1	816	816	24,480	2,93,760
Supervisor cum Office/Library Attendant	Skilled	1	816	816	24,480	2,93,760
Cooks	Skilled	2	816	1632	48,960	5,87,520
Watchman / Security Guard cum Receptionist	Unskilled	3	616	1848	55,440	6,65,280
Canteen Boys / Room Boys / Office Boys cum receptionist	Unskilled	8	616	4928	1,47,840	17,74,080
Sweepers	Unskilled	3	616	1848	55,440	6,65,280
Total		18	Total wages payable per annum			42,79,680.00
Total wages payable for 18 workers per annum (excluding EPF,ESI ,GST)						

Note :

1. The above Minimum Wages are as applicable to skilled/unskilled industrial worker for Bhilai city as on date of notification of tender. However, Workers' wages shall be subject to revision as per Minimum wages Act/Government Notifications etc.
2. Employer's contribution of EPF & ESI will be reimbursed as per applicable rate subject to production of preceding month's Challan.
3. GST will be paid as per applicable rate subject to production of last paid Invoice.
4. Wages and Bonus (if any) will be reimbursed as per applicable rate subject to production of proof of payment such as NEFT details.
5. Based on past experience, STC has arrived at the number of manpower resources to undertake the work of Catering / Housekeeping Services for which the tender is being invited. However, the competent authority shall reserve the right to increase or decrease the number of workers to be deployed by the Contractor depending on the requirements of STC in future and contractor shall be required to comply accordingly

Date:.....

Place:.....

Signature and stamp of Tenderer/Authorized representative

Name of the Tenderer/Firm:

Email id of the Tenderer/ Authorized representative:

Mobile No. of the Tenderer/ Authorized representative:.....

Address of the Tenderer/Firm:

NO DUES CERTIFICATE

(To be submitted, when the Contract is cancelled/Terminated/Completed, for refund of Security amount)

**DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE LIFE INSURANCE CORPORATION OF INDIA
(On Non Judicial Stamp Paper of requisite value ,duly notarized)**

This deed of indemnity executed onat Bhilai by/on behalf of M/s.....
.....Name of the Tenderer with address) (herein referred to as the Contractor) favouring , LIC OF India, Sales Training Centre Bhilai (Herein referred to as STC) having their office at LIC Staff Colony, Sector VI, BHILAI -, Dist Durg, CG PIN -490006 witness asfollows:

1. The Contractor had been awarded Contract for Providing Catering & Housekeeping Services at STC, LIC at Bhilai on
2. The Contractor had made a Security deposit of Rsonly(Rsin words) for providing Catering & Housekeeping Services.
3. The Contract for providing Catering & Housekeeping Services on contractual basis has been completed by Contractor onor the Contract has been terminated/Cancelled by the STC Bhilai / Contractor w. e. f.....
4. The Contractor have paid all dues of the workers engaged in aforesaid Catering & Housekeeping Services and have also paid all the bills of the materials purchased from various vendors/suppliers for the purpose of the mentioned Catering and Housekeeping services.
5. The Contractor having satisfied the STC Bhilai that there are no outstanding dues of any sort and also that he has not caused any damage to the property of STC and on the request of the Contractor, STC has agreed to refund the aforesaid Security deposit.
6. Now in the above premises and in consideration thereof, the Contractor agrees and undertakes as follows:
 - a) In the event of any dues to the workers found to be still unpaid, or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Catering and Housekeeping Service Contract as provided to STC Bhilai or in the event of any damage, breakage or any other injury to the property of STC Bhilai caused by the Contractor or his workers, the contractor shall, on being required by the Principal STC, pay and make good all those dues or damages forthwith.
 - b) In the event of delay or failure to pay or make good any amount in the above connection which the STC Bhilai has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above, the Contractor(Name of the Contractor) hereby undertakes to indemnify the STC Bhilai against all claims, demands, expenses, losses, proceedings and all liabilities of whatsoever nature.
 - c) I hereby confirm that I have complied with all statutory duties and obligations as mentioned in the Tender, Agreement as well as various statutes as applicable to the Contract labour.
 - d) I also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.
 - e) I shall cooperate fully in defending any claim/s by any local, state or central authority against the Corporation/STC Bhilai with respect to any levies, taxes, duties, fines and/ or penalties etc. due and payable by the Contractor and shall indemnify the Corporation/STC Bhilai fully and without limit, against the same. This provision shall survive the termination of this Agreement.

Date :
Place:

Signature of the Contractor
With Seal (Indemnifier)

In witness whereof the Contractor has signed this deed of indemnity at the place and date above mentioned in presence of following witness:

Witness:
1.Witness
Signature :
Name :
Address :

2.Witness
Signature :
Name :
Address :

UNDERTAKING BY THE TENDERER

To,
The Principal,
LIC of India,
Sales Training Centre,
Bhilai

Ref: Tender for Providing Catering and Housekeeping Services at STC Bhilai
(Tender Ref : LIC/RDO/OS/Tender no 5/2023-24 Dated: 17.07.2023)

With reference to above Tender, If selected as a successful Tenderer, I/We hereby agree to comply with all the necessary, statutory requirements of labor laws etc , and obtain all licenses / approvals / permissions etc. to carry on the business of Catering and Housekeeping services at Bhilai in state of C.G. and submit all the requisite documents to LIC of India , STC , Bhilai within 15 days of the acceptance of the Letter of Intent. I also undertake to keep the same renewed/ in-force during the entire period of contract.

I/We also agree to open a representative office/unit at Bhilai, if directed to do so by the competent authority, LIC STC Bhilai.

I/We fully understand that in case of above non-compliance on my part, the competent authority shall reserve the right to cancel the contract; forfeit the EMD/Security Deposit and /or blacklist my Firm/Company/Organisation.

.

Place:

Signature and stamp of Tenderer/Authorized representative

Date:

Name of the Tenderer/ Authorized representative:

Email id of the Tenderer/ Authorized representative:

Mobile No. of the Tenderer/ Authorized representative:

Address of the Tenderer/Firm:

ANNEXURE VIII

Articles and Facilities for Catering and Housekeeping Services

To be provided by STC :

Sl. No.	Facility	Quantity
1	Water	As per requirement
2	Electricity (Not for Cooking)	As per requirement
3	Electrical & other Furniture Fixtures	As Available
4	Furniture, Fixtures & other items; Mattresses, Bed Sheets, Blankets, Towels, Pillows, Cloth-Hangers, Buckets, Mugs, Bath Stools ,Newspaper etc	As available / required

NOTE:

- Sufficient Furniture for Hostel Rooms, Dining Tables, Chairs, Fans, Electrical fittings, ACs, Water Cooler, R.O., Fire extinguisher, Exhaust Fans, Linens, Insect Killers, Emergency lights etc as per requirement shall be supplied by the STC. STC will provide inventory of the same, which the selected Tenderer will have to acknowledge after inspecting the same.
- The various facilities of STC will have to be manned as per their specified timings (requisite instructions shall be provided to the selected Tenderer).

To be arranged by the Contractor:

- All items required for Serving and cooking like Gas Cylinders, Gas Stove & Regulators, crockery, cutlery, table cloths, cooking utensils, glassware, juicer/mixer, toasters, grinders, Commercial Refrigerator/Deep Freezer, microwave and other necessary equipment required and suitable for running the canteen will be arranged by the contractor at his own cost. The contractor shall at all times keep and maintain all these equipment in a clean, neat, hygienic and tidy order and condition. The contractor shall also provide all utensils and equipments for Buffet Style (Breakfast/Lunch/Dinner). The contractor shall provide Paper Napkins, Saunf, Misri, tooth picks, disposable hair cap, apron and disposable rubber hand gloves etc.
- The contractor shall bear the entire cost of providing cleaning materials, disinfectants etc and will provide garbage bags, odonil , packets, naphthalene balls, liquid soap and toilet paper roll etc
- The contractor shall provide First Aid Box & Cost/replacement of medicines etc, will be borne by the contractor.
- The cost of laundry of items as specified will be borne by the contractor.
- The contractor will provide welcome kit (small tooth paste, shampoo sachets, soaps, four eclairs etc), mosquito machines and refill mats/liquid, candle and matchbox etc.
- Pest Control of both, Admin & Hostel Blocks including Canteen, will be the sole responsibility of the Contractor. All pest control cost are to be borne by the Contractor.
- The Contractor shall issue at his own cost, Photo-ID Card as well as two sets of uniforms, with logo, one pair of Black Shoes and One Sweater every year to his deployed Workers.

Above list is indicative only, please refer to the Tender Document for full details.

Signature and stamp of Tenderer/Authorized representative

PRE CONTRACT INTEGRITY PACT

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on day of the month of2023 , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) , having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021 and it's Sales Training Centre, located at LIC Staff Colony, Sector VI, Bhilai (here- in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part.

And M/srepresented by Shri..... .(Hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure Catering and Housekeeping Services at LIC OF INDIA , SALES TRAINING CENTRE LIC Staff colony, Near Gurunanak Higher Secondary School, Sector VI, BHILAI Dt Drug, C.G.(Tender ref: LIC/RDO/OS/Tender no 5/2023-24 Dated:17.07.2023) and the BIDDER is willing to offer the services and

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

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

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

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

1. Commitments of the BUYER

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

The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

All the officials of the BUYER will report to the "Chief Vigilance Officer" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly

or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

6. Independent Monitors:

The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name, address, email of the Monitor(s):

1. Sri Rajni Kant Mishra,
Ex Director General in BSF
P -23, Sector-11
NOIDA
Dist :- Gautam Buddha
Nagar(Uttar Pradesh), PIN-
201301
Email address: rkishraips84@gmail.com

2 Shri Arun Chandra Verma, IPS (Rtds)
Flat No C- 1204, C Tower, Amrapali
Platinum Complex, Sector – 119
NOIDA, Utter Pradesh
Email- acverma1@gmail.com

The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the **Executive Director (E&OS), LIC.**

The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairperson, LIC and recues himself / herself from that case.

The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

The Monitor will submit a written report to the **Chairperson, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

If the Monitor has reported to the Chairperson, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairperson LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled

Tender Ref: LIC/RDO/OS/Tender no 5/2023-24 Dated 17.07.2023 Page 49 of 52 **Signature and stamp of Tenderer/ Authorized Representative**

to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

8. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at.....on.....

**

Signature
BUYER

Signature
BIDDER

Name of the Officer: Shri Prashant Mishra
Designation : Principal (SDM)
LIC of India
Sales Training Centre Bhilai

Name.....
Designation.....
Stamp and Seal of Establishment

Witness
K.Kurian, Faculty Member
LIC of India
Sales Training Centre
Bhilai

Witness 1.....

Witness 2
O.P, Pounikar
LIC of India
Sales Training Centre
Bhilai

Witness 2.....

Note:

**Please note that Annexure -IX is deemed to have been signed by the competent authority, LIC , STC Bhilai and witnessed by above officials of LIC, STC Bhilai.

CHECKLIST FOR DOCUMENTS/ SOME IMPORTANT POINTS

ENVELOPE 1: (MARKED AS "TENDER FEE & EMD")	<ul style="list-style-type: none"> i. Tender Fee or Appropriate documents for exemption of tender fee, if applicable ii. EMD or Appropriate documents for exemption of EMD, if applicable
ENVELOPE 2: (MARKED AS "TECHNICAL BID")	<ul style="list-style-type: none"> i. Annexure-I -Compliance report- Duly notarized on Rs 100 stamp paper ii. Annexure-II –Technical Bid with documents iii. Annexure-IIA –Technical Bid (Experience Details) with documents iv. Annexure-III -Affidavit of Non Blacklisting- Duly notarized on Rs 100 stamp paper v. Annexure-IV -C.A. Certificate (original) vi. Annexure-VII –Undertaking by Tenderer vii. Annexure IX - Pre-Contract Integrity Pact viii. Complete Tender document including corrigendum , if any (duly signed by the Tenderer /Authorized Representative) <p>LIST OF DOCUMENTS TO BE ENCLOSED WITH ANNEXURE II (Self-attested copies by Tenderer /authorized representative to be provided)</p> <ul style="list-style-type: none"> a. Address proof of Registered, Head Office , Local operating office (if any) b. Certificate of Registration with Registrar of Companies or Registrar of Firms or letter of Proprietorship or Partnership Deed, as applicable c. Letter of Authority for signing Tender/Bid) /Power of Attorney/copy of Board Resolution, If applicable d. Certificate of Registration for permission/license/Gumasta/Shops and Establishment certificate to provide Catering and Housekeeping from the concerned Department of Central/State/Municipal Authorities/any other Authority e. Certificate of Provident Fund Registration Number under EPF Act 1952 with RPFC f. Certificate of ESI Registration Number under ESI Act 1948 with ESI Authorities g. License under Food Safety & Standards ACT, 2006 h. Income Tax Returns for four Financial Years 2018-19(Assessment Year 2019-20), 2019-20(Assessment Year 2020-21), 2020-21(Assessment Year 2021-22) and 2021-22(Assessment Year 2022-23) i. Certificate of Registration for GST j. Proof of Identity of the Tenderer - Voter ID Card/Passport/Driving License/Aadhar Card/PAN Card k. Proof of Residence of Tenderer - Ration Card/Passport/ Driving License/Aadhar Card/PAN Card l. Income Tax PAN Number -PAN Card of the Organization/ Company / Firm m. Copy of Aadhar if the Tenderer is Sole proprietor
ENVELOPE 3: (marked "FINANCIAL BID")	<ul style="list-style-type: none"> i. Annexure V - Financial Bid
ENVELOPE 4: (marked "TENDER FOR PROVIDING CATERING & HOUSEKEEPING SERVICES AT STC, LIC, BHILAI")	<ul style="list-style-type: none"> i. Sealed Envelope 1 ii. Sealed envelope 2 iii. Sealed Envelope 3

CHECKLIST FOR DOCUMENTS/ SOME IMPORTANT POINTS

- Each and every page of tender document/annexures/additional documents submitted in response to tender by Tenderer has to be signed and stamped by Tenderer /authorized representative.
- All envelopes should be properly sealed. Unsealed or improperly sealed tenders are liable to be rejected.
- Tenders submitted without EMD and Tender Fee will not be entertained / evaluated. For exemption, if any, appropriate documents have to be submitted in Envelope-1 for claiming exemption.
- Any Bid received by LIC after the stipulated deadline shall not be entertained.
- Bidder should satisfy the requisite Eligibility Criteria (Refer to Page no 8 & 9 of Tender document)
- Any bid not accompanied by Integrity Pact duly signed by the Tenderer shall be considered to be a non-responsive bid and shall be rejected. Also, Bidder should duly fill the requisite particulars (viz date, Name of Bidder etc) on First Page of the Pre-contract Integrity Pact (Annexure IX).
- Self-attestation of documents implies that document has to be duly signed/attested by the Tenderer/authorized representative.
- Each bidder shall submit only one bid; Multiple Bids by the same Bidder shall not be entertained.
- The bidder shall be deemed to have carefully examined the Terms & Conditions, Scope of work etc of this Tender. If bidder has any doubts/clarifications as to the meaning of any portion of the Terms & Conditions, Scope of work etc, he shall get it clarified in Pre-Bid meeting so that such doubt may be removed or clarifications are provided.
- Though the Annexure VIII : Articles and Facilities for Catering and Housekeeping Services provides a fair idea of expenses that Contractor shall have to bear for performance of the Contract, it is advised to refer to the Tender Document for full details.
- It is specified that 'Trainee days' as mentioned in the Financial Bid (Annexure V) is calculated by multiplying number of days for which training sessions are held and number of participants attending the session . Say , in a year , if number of days for which training sessions are held is 200 and number of participants attending the session per day is 50 then 'Trainee Days' shall be $200 \times 50 = 10000$
- "Catering Bill" shall include cost of menu for normal catering services as well as cost of special Lunch/Dinner and High Tea, if any, as specified in Part 1 of Financial Bid. (Annexure V)
- "Housekeeping Bill" shall include cost of Housekeeping expenses as specified in Part 2 of Financial Bid. (Annexure V)
- The terms 'Bid/Tender' & 'Bidder/Tenderer', which may have been used interchangeably in this Tender document, shall have same meaning.
- The format used for 'Date' is DD.MM.YYYY .Thus; 10.06.2022 shall imply 10 June 2022.
- Above list /information is indicative only, please refer to the Tender Document for full details.