

UNITED INSURANCE COMPANY LIMITED

Registered and Head Office No.24, Whites Road Chennai-600 014.



**Tender Document For
providing**

Catering Services on Contractual Basis At

**UNITED INDIA INSURANCE CO. LTD.,
“NALANDA” CORPORATE LEARNING CENTRE, NO.19, IV
LANE, NUNGAMBAKKAM HIGH ROAD,
CHENNAI – 600 034**

**EACH PAGE OF THE TENDER DOCUMENT MUST BE SIGNED
AND STAMPED BY THE TENDERER**



UNITED INDIA INSURANCE COMPANY LIMITED

**TENDER DOCUMENT FOR PROVIDING
“CATERING SERVICES ON CONTRACTUAL BASIS”**

AT

**“NALANDA” CORPORATE LEARNING CENTRE, NO.19, IV
LANE, NUNGAMBAKKAM HIGH ROAD,
CHENNAI – 600 034**

**TECHNICAL BID PART – I
(UNPRICED)**

Tender Document for Providing
CATERING SERVICES ON CONTRACTUAL BASIS
at “NALANDA” – UNITED INDIA CORPORATE
LEARNING CENTRE (UICLC), CHENNAI

PART –I TECHNICAL BID (UNPRICED)

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Section 1

NOTICE INVITING TENDER

“Nalanda” Corporate Learning Centre of United India Insurance Co. Ltd., is a premier Training Institute which has been established to impart training to its officers to promote professional and holistic human resource development inter alia through skills and knowledge up-gradation of its personnel. The Corporate Learning Centre located at No.19, IV Lane, Nungambakkam High Road, Chennai-600 034 has been developed with residential facility.

United India Insurance Company Ltd. Represented by its Principal/Chief Manager, United India Corporate Learning Centre(UICLC), invites sealed tenders in the prescribed format under two bid system - **Technical Bid (Part-I Un-priced) & Financial Bid (Part-II Priced)** - from full time Catering service providers who fulfil eligibility criteria as per **Section 2** of the Tender Notice.

Tenderers/ Bidders should qualify in the eligibility criteria as stated in Section 2 of the tender document. Otherwise the bid shall be rejected.

The tender document can be obtained from the office of the Chief Manager, “Nalanda” Corporate Learning Centre, IV Lane, Nungambakkam High Road, Chennai-600 034 by submitting a written request during **all working days (Monday to Friday) between 10.00 hours to 15.30 hours up to 24th November 2025**. The tender document can also be downloaded from the Company’s website www.uiic.co.in.

Each tender must be accompanied with an **Earnest Money Deposit (EMD)** in the form of a demand draft **for Rs. 30,000 (Rupees Thirty thousand only)** drawn on any scheduled Bank in favour of “United India Insurance Co. Ltd **payable at Chennai only**. No other form of payment will be accepted for submission of EMD. The said demand draft of the earnest money must be attached with the **Technical Bid (Part-I unpriced)**. **At the back of the demand draft, the name of the Tenderer should be clearly written with the caption "Tender for Providing Catering Services on contractual basis at United India Insurance Company Ltd., Nalanda, Corporate Learning Centre, Chennai"**. Tenders submitted without EMD shall not be evaluated or considered.

The tender (containing separate sealed envelopes for **Technical Bid Part –I un-priced & Financial Bid Part – II priced**) should be submitted in a **third sealed envelope** marked on top **"Tender for Providing Catering Services at United India Insurance Company Ltd., Nalanda, Corporate Learning Centre, Chennai"** with the name, address and telephone number of the Tenderer at the bottom of the cover on the left. The complete sealed tender addressed to The Principal/ Chief Manager, United India Insurance Co. Ltd., 19, IV Lane Nungambakkam, Chennai -600 034 should be dropped in the locked tender box available at the reception on the ground floor at “Nalanda” Corporate Learning Centre, before 3.30PM of 24th November 2025. UIIC shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.

Tenders are not transferable under any circumstances. UIIC reserves the rights to accept, reject any or all Tenders without assigning any reasons thereof. UIIC reserves the right to disqualify such Tenderers who have a record of not meeting the contractual obligations against earlier contracts entered into with UIIC, PSBs/PSUs or with any Central or State Government Agencies.

UIIC may at its discretion, amend/modify the tender and or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. UIIC may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a
Signature and Seal of the Tenderer

clarification requested by a prospective Tenderer, may modify the Tender documents by amendment and information thereof will be uploaded on the Company's website www.uiic.co.in and shall be binding on all concerned

Important information for tenderers:

i)	Issue of tender document	:	12.11.2025
ii)	Date & time of Pre-bid conference in our Office.	:	26.11.2025 @ 3.30PM
iii)	Last date & time for submission of tender	:	04.12.2025 @ 3.30PM
iv)	Date & time of opening of Technical Bids	:	05.12.2025 @ 3.30PM
v)	Date & time of opening of Financial Bids	:	Will be intimated later.
vi)	Earnest Money Deposit (EMD)	:	Through Demand Draft Rs.30,000/- (Rs. Thirty thousand only) (Scheduled Bank)

Section 2

Eligibility Criteria

- 1) The Tenderer should have experience of four financial years commencing from (2021-22, 2022-23 , 2023-24 & 2024-25) of providing Catering services to Training College/Institute of any Bank/Insurance Company /Educational Institute like College, University/in any PSU/Central/State Govt./Autonomous Institute/ Corporate Establishment etc. of repute. The tenderer should have serviced such institution by providing food comprising tea, breakfast, snacks, lunch & dinner to 70 or more persons per day per occasion/time(in a day) ie Break Fast, Lunch, Dinner, three times Tea or coffee with snacks. Necessary documentary proof has to be submitted at the time of submitting the tender.
- 2) The Tenderer should possess valid Provident Fund Registration Number under EPF Act 1952 with PF Deptt. The Tenderer should possess valid ESI Registration Number under ESI Act 1948 with ESI Authorities.
- 3) The Tenderer should obtain requisite permission/license for providing catering services from the concerned department of Central/State/Municipal Authorities/any other authority and comply with the provisions of Food safety and Standards Act 2006 and Rules framed there under.
- 4) The Tenderer should have a minimum average annual turnover for any three financial years (2022-23, 2023-24 & 2024-25) of Rs.3 crs of which one financial year turnover should be of at least Rs.1 cr.
- 5) The tenders (directly or indirectly) from any Contractor/Service Provider whose services have not been found satisfactory by UIIC authorities earlier shall not be entertained. The tenders from bidders whose Technical Bid(s) were earlier rejected by UIIC on account of fake supporting documents etc shall not be entertained.

Section -3

Instructions to Tenderers

(The Tenderer/bidder must go through the complete Tender Document – Technical Bid and Financial bid including Terms and Conditions and Annexures there to and understand his/her/its responsibilities and obligations there under)

- 1) The Tenderer must qualify the eligibility criteria as per Section 2 of the tender. The tenders not fulfilling this condition shall be summarily rejected.
- 2) Before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself / herself/themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by the UIIC under any circumstances subsequently.
- 3) Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, their bids are liable to be rejected.
- 4) All the information as required in the tender document should be filled up in the relevant part and no column should be left unfilled. An incomplete tender document or tender document submitted without earnest money deposit (EMD) will be summarily rejected.
- 5) The tender must be submitted in two bids (Technical Bid- unpriced & Financial Bid-priced).
- 6) **The Technical Bid (Part – I un-priced)** envelope should be sealed with wax/tape and consist of all the essential documents including necessary Demand Draft(s) on any Scheduled bank in favour of “United India Insurance Co. Ltd.,” payable at Chennai, failing which the tender will be deemed as non-responsive and disqualified for bidding process. The list of documents to be attached with Technical Bid is mentioned in **Annexure-I (Checklist for documents)**. The Tenderer must attach all the documents as per Annexure I, failing which his tender will be rejected. The Technical Bid cover shall be superscribe on left corner top “**The Technical Bid (Part – I un-priced)**”.
- 7) **The Financial Bid envelope (Part – II priced)-**) envelope should be sealed with wax/tape and consist of only the Financial Bid Part-II (Priced) of tender document showing the rate quoted for Package per trainee officer per day. This rate will include Bed Tea/coffee , Breakfast , Pre - lunch Tea/coffee with cookies, Lunch, Post - lunch Tea/coffee with cookies, Evening Tea/coffee with one hot Snacks and Dinner i.e the Unit Cost (See Annexure-X Menu of Meals and refreshment and quality of food materials – Annexure XI and all obligations under this Tender) however, **the final bid is based on the Package rate only**. The Financial Bid cover shall be superscribe on left corner top “**The Financial Bid (Part – II priced)**”.
- 8) The tender (containing separate sealed/waxed envelopes for **Technical Bid Part –I un-priced & Financial Bid Part – II priced**) should be submitted in a **third sealed envelope** marked on top "**Tender for Providing Catering Services on contractual basis at United India Corporate Learning Centre (UICLC), Chennai** “ with the name, address and telephone number of the Tenderer at the bottom of the cover on the left. The complete

sealed tender addressed to The Principal/Chief Manager, United India Insurance Co. Ltd., No.19, IV Lane, Nungambakkam High Road, Chennai- 600 034 should be dropped in the locked tender box available at the reception on ground floor at UICLC, Chennai till **3.30PM on 04.12.2025**. UIIC shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time.

- 9) All overwriting/corrections should be duly signed/sealed by the tenderer.
- 10) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will result in the rejection of bid.
- 11) Bids must be received in UICLC, Chennai at the address specified above but not later than the date and time stipulated in the Notice Inviting Tender. The UIIC may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the UIIC and the Bidder will be the same.
- 12) Any bid received by UIIC after the deadline for submission of bids, as stipulated above, shall not be considered.
- 13) Tenderer signing the tender must clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as Director/ Manager/ Secretary etc., as the case may be.
- 14) Initially, the contract will be awarded for ONE year, which may be extended further on the basis of satisfactory services to the satisfaction of UIIC on the original terms and conditions.
- 15) UIIC may at its discretion, amend/modify the tender and or extend the deadline for submission of tenders at any time prior to the last date for submission of Tenders. UIIC may for any reason, whether at its own initiative or as a consequence of Pre-Bid conference in response to a clarification requested by a prospective Tenderer, may modify the Tender documents by amendment and information thereof will be uploaded on Company's website www.uiic.co.in and shall be binding on all concerned.
- 16) **The amendments shall be uploaded on website of the Company and those amendments will be binding upon all concerned.**
- 17) UIIC reserves the right to accept or reject any or all the tenders without giving any notice or assigning any reason and shall not be bound to accept the lowest tender. The decision of the UIIC in this regard shall be final and binding on all.
- 18) The Contractor / Service Provider shall not employ any person below the age of 18 years. The Contractor / Service Provider shall indemnify the UIIC & its representative(s) from and against all claims and penalties which may be suffered by the UIIC and its representatives by reason of any default on the part of the Contractor / Service Provider to observe and / or in the performance of the provisions of Child Labour (Prohibition & Regulation) Act, 1986 or any re-enactment or modification of the same.

- 19) The Technical Bids (Part – I unpriced) shall be opened **on 05/12/2025 @ 03.30P.M.** in the office of United India Corporate Learning Centre (UICLC), Chennai in the presence of Tenderers or their authorised representative(s) who wish to be present. The Financial Bids (Part – II priced) of only those Tenderers, whose technical bid is qualified will be intimated shortly. The tender opening committee (TOC) of UIIC shall open the properly sealed tenders only. Unsealed or improperly sealed tenders or incomplete tenders shall be rejected. Conditional bids will also be summarily rejected.
- 20) In case the last date of receipt/opening of tender, date of Pre-bid conference is declared a holiday the same shall be extended to the next following working day. The time and venue will remain the same.
- 21) All the **Financial Bids (Part – II Priced)** of Tenderers whose **Technical Bids (Part – I unpriced)** have been opened, will be sealed in one envelope acknowledged by Tender Opening Committee and will be kept in the custody of Principal/Chief Manager, UICLC till the date of opening of the same.
- 22) The Bid shall be valid for a period of six months (180 days) from the date of opening of the tender. If the tenderer withdraws /amends / impairs /derogates from the tender in any respect during this period of validity of the offer, the EMD is liable to be forfeited. Incomplete, conditional tenders and fax/e-mail/telegraphic tenders are liable to be rejected. The bidders whose technical bids have been found qualifying as per documents and information furnished viz. a criteria laid down in the Tender Document will be short listed.
- 23) UIIC may arrange for verification of any document / testimonial submitted by bidder in support & compliance of technical criteria as laid down in the tender document. It will be mandatory for the bidder to extend full cooperation to UIIC, so that necessary verification is completed without any delay. In case the bidder fails to cooperate or where after verification it is revealed that bidder does not meet with the criteria as laid down in the Tender Document, then his bid would be considered as non- qualified and their financial bids will not be processed further and **EMD will be forfeited.**
- 24) The Technical Bids of those bidders, where UIIC after its scrutiny inspection / investigation / verification is satisfied with regard to compliance of technical criteria as laid down in the Tender Document, will be declared as found qualified.
- 25) The Financial Bids (Part-II-Priced) of only those tenderers whose Technical Bids (Part-I-Un priced) are found qualified by UIIC will be opened, further processed and evaluated.
- 26) UIIC will award the contract to the successful evaluated bidder whose bid has been found to be qualified, competitively lowest and justified besides complying with the terms and conditions incorporated in this tender document.
- 27) UIIC Ltd., will communicate the successful bidder by letter sent through **e-mail** that his bid has been accepted. This letter of award of work shall prescribe Unit Cost rate and the total package rate, which UIIC will pay to the Service Provider/Contractor in consideration of the services by the contractor as mentioned in the tender document.

- 28) The successful Tenderer shall be required to deposit an additional sum of **Rs.2,70,000/- (Rupees Two Lac seventy thousand only)** as **security amount** by a Demand Draft drawn in the favour of **United India Insurance Co. Ltd., payable at Chennai and present himself to execute a Contract Agreement with UIIC as per terms and conditions of the tender on non judicial stamp paper of requisite value as applicable in the State of Tamil Nadu** within 7 days from the date of receipt of work award letter. The EMD also of the successful tenderer will be merged with the security amount. **This total security deposit amount of Rs.3,00,000/- (Rs.Three Lacs only) will remain with UIIC throughout the period of contract.** This security deposit amount will be refunded to the contractor within 60 days of completion of the contract subject to (i) Satisfactory Performance of the Contract (ii) Deducting any dues payable to UIIC on whatsoever account (iii) Any deduction due on account of Contractors/Service Providers obligation under the contract and subject to such deductions as may be necessary for making of UIIC claim against the Service Provider. This Security deposit amount will not bear any interest of whatsoever kind.
- 29) The Service Provider/Contractor will be required to submit a **“No Dues” indemnity bond on non judicial stamp paper of requisite value duly notarized as per specimen enclosed in Annexure V** after completion/termination of contract to claim refund of Security Deposit amount.
- 30) The selected Service Provider shall be required to start the services in accordance with the time schedule specified in the work order issued by UIIC after acceptance of Tender. Extension will not be given except in exceptional circumstances. In case the services are not started on the stipulated date as indicated in the work order, UIIC reserves the right to cancel the work order and forfeit the EMD and/ or Security Deposit amount.

Section- 4

Terms & Conditions

1. The Contactor/Service Provider shall provide services to trainee officers/Faculty/Guest Faculty/Guests and other visitors of UIIC as detailed in **Annexure VII** of the Tender Document.
2. The Contactor/Service Provider shall provide auxiliary services to UIIC Ltd., as detailed in **Annexure VIII** of the Tender Document.
3. The services rendered by the Contractor/Service Provider must be in conformity to the Standard of Service as detailed in **Annexure IX** of the Tender Document.
4. The menu of meals and refreshment/services shall be in conformity with the details mentioned in **Annexure X** of the Tender Document.
5. The Contractor/Service provider shall ensure that the quality of food material used is in conformity to the Standards mentioned in **Annexure XI** of the Tender Document.
6. The Contractor/Service provider shall ensure deployment of adequate number of Supervisors and workers as per **Annexure XII** and shall ensure compliance of all the Terms & Conditions of the Tender Document in this regard.
7. The Contractor/Service provider shall arrange to provide proper uniform to the Supervisor and Workers as per **Annexure XIII** of the Tender Document.
8. In consideration of the services to be provided by the Service Provider/ Contractor and performance of the Contract, UIIC shall pay service charges to the Service Provider/ Contractor as **per Annexure XIV- Service Charges and Annexure XV – Billing Process and Documents** of the Tender Document.
9. The Package and Unit cost rates quoted in the Financial Bid shall be binding on the Contractor/Service provider throughout the period of contract. No increase for any reason whatsoever shall be allowable. This rate will include Bed Tea/coffee, Breakfast, Pre - lunch Tea/coffee with cookies, Lunch, Post - lunch Tea/coffee with cookies, Evening Tea/coffee with one hot Snacks and Dinner i.e the Unit Cost (See Annexure-X Menu of Meals and refreshment and quality of food materials – Annexure XI and all obligations under this Tender) however, **the final bid is based on the Package rate only.**
10. The Contractor/Service provider will not be provided utensils/ equipment/ crockery etc. The Service Provider/Contractor is required to bring all the items as detailed in **Annexure XVI**. The bidders may inspect the site for familiarizing him/themselves with the availability of the above equipment/facility.
11. The Service Provider/ 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./Tamilnadu Govt./ local Municipal Authorities and other statutory requirements as relevant to running canteen and providing catering services in UIIC. In case any fine/penalty is imposed by any Central/State/Local authorities then it shall be the responsibility of the Service Provider/ contractor and any fine/penalty/legal expenses incurred by UIIC on this account shall be recoverable from the monthly bill and / or Security deposit amount .

12. The authorized representative of UIIC will have authority to inspect such articles of food and provisions as being provided by the Service provider/ 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 document or are found to be of unsatisfactory standard or on grounds of hygiene.
13. If the standard of services, as mentioned above or elsewhere in the tender document, are not maintained to the satisfaction of UIIC authorities, appropriate penalty will be imposed and amount thereof will be deducted from the monthly bill and or Security deposit amount.
14. The Service Provider/ Contractor will be required to keep a Security Deposit amount of Rs.3,00,000/- (Rupees Three lakhs only). The successful bidder will be required to deposit Rs.2,70,000/-(Rupees Two Lakh Seventy Thousand only) within 7 days of award of work and Earnest Money of Rs.30,000/- deposited will be merged with this deposit amount.
15. The earnest money will be forfeited if (i) the Tenderer withdraws his Tender during the period of Tender validity (ii) the successful Tenderer fails to deposit additional amount of Rs.2,70,000/- (Rupees Two Lac Seventy Thousand only) towards security deposit amount within Seven days of award of work. The return/refund of EMD to the unsuccessful/non-responsive Tenderer(s) will be made within 30 days after the successful award of work. No interest shall be payable on it under any circumstances.
16. In the event of the Service Provider/Contractor not fulfilling the conditions of the contract, UIIC Ltd., reserves its right to forfeit the **security deposit amount of Rs.3,00,000/- (Rupees Three lacs only)** placed with UIIC hereinabove mentioned. The decision of the UIIC shall be final and binding on the contractor, in respect of such confiscation of the security deposit amount of **Rs. 3,00,000/- (Three Lacs only)**.
17. Immediately after the award of contract, the Service Provider/Contractor will apply for obtaining a certificate/license from the office of **The Assistant Labour Commissioner, Chennai** to employ workers at UIIC for providing Catering services and submit the relevant certificate **within one month** from the date of award of the work.
18. The regularity of the performance of the service will be of the essence and shall form a central factor, while evaluating the performance from time to time. The Service Provider/ Contractor shall take all possible steps to ensure to maintain its performance as determined by UIIC Ltd., from time to time. If UIIC notice that personnel of the Service Provider/ Contractor has/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider/contractor who will take corrective steps immediately to avoid recurrence of such incidents and report to UIIC. The UIIC has right to impose penalty for non- adherence of procedures/lapses as stipulated in the tender documents such as inadequacy of labourers, non-wearing of uniforms, deficiency in quality of service etc.
19. If any of the workers of the Service Provider/ Contractor indulges in theft, negligence or any illegal/irregular activities, the Service Provider/contractor shall take appropriate action against its erring worker and intimate accordingly to UIIC or UIIC itself can take action in accordance with law.
20. The Service Provider/ Contractor being the employer in relation to workers employed by it to provide the services under the terms and conditions shall alone be responsible and liable to pay wages/salaries to such persons. The wages/salaries shall be as fixed or prescribed under the Minimum Wages Act 1948 for the category of workers employed by it from time

to time by the Chief Labour Commissioner, Government of India, Ministry of Labour & Employment, or by the State Government as applicable and/or any authority constituted by or under any law. He will ensure compliance of all the relevant Labour laws.

21. The Service Provider/ Contractor shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which at UIIC option would be subject to verification at any time. The UIIC may refuse the entry into its premises to any worker of the Service Provider/contractor for not bearing such identity card or not being perfectly uniformed as prescribed by UIIC.
22. The Service Provider/ Contractor will pay the wages as per the Minimum Wages Act and disburse the wages on or before the 7th of every month and submit the proof of the relevant documents.
23. The Service Provider/Contractor will be required to submit the deposit challans showing the individual figure of PF and ESI money of workers deposited with appropriate authorities for the previous month along with the monthly bill.
24. The Service Provider/ Contractor shall at all times indemnify and keep indemnified UIIC Ltd., against any claim on account of injury/disability/death of any of its workers caused while providing the services to UIIC, which may be made under the Employees Compensation Act 1923 or any other Acts or any other Statutory modifications hereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident, death or injury sustained by the workers of the Service Provider or in respect of any claim, damage or compensation under Labour laws or other laws or rules made there under by any person whether in the employment of the Service Provider/contractor or not who provided or provides the service at premises of UIIC.
25. The Service Provider/ Contractor shall at all times indemnify and keep indemnified the UIIC against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at UIIC premises or before and after that.
26. In case the Service Provider/contractor discontinues the contract before the expiry of the period of contract, his security amount shall be forfeited.
27. UIIC reserves the right to cancel or terminate this agreement by giving thirty days notice in writing without giving or assigning any reason(s) for doing so, and in the event of the Service Provider/ Contractor wishing to terminate this agreement, the Service Provider/ Contractor shall have to give at least sixty days notice to UIIC in writing and in either event, the Service Provider/ Contractor shall hand over the peaceful and vacant possession of the space (accommodation) as provided in the tender.
28. (i) On completion of the contract, the Service Provider /contractor will submit an indemnity bond on Non Judicial stamp paper of requisite amount duly notarized regarding “No Dues” confirmation. (ii) In the event of the earlier termination by either parties to the contract or expiry of the contract, the Service Provider/ Contractor shall be obliged to continue providing the services on the same terms and conditions as provided in the contract, till such time as UIIC is able to make any alternative arrangement or UIIC has agreed in writing to allow the contractor to discontinue earlier.
UIIC will ensure that all payments due for services rendered by the Service Provider/ Contractor till the expiry or the earlier termination of the agreement shall be paid to the Service Provider/ Contractor within 30 days thereof after the submission of indemnity bond regarding “No Dues”. **The specimen of the Indemnity bond is as per Annexure V**

29. All the workers deployed in UIIC should always be in uniform to be provided by Service Provider/Contractor. In case the workers are not found in proper uniform, the UIIC reserves the right to impose penalty and not allow such persons within the premises
30. The UIIC or its representative(s) shall be at liberty to check at any time, the deployment of workers by the Service Provider/Contractor
31. In case of any pilferage, theft of, loss/damage or breakage etc to the property/assets of UIIC the Service Provider/ Contractor will be responsible for such losses. The UIIC will be at liberty to deduct the amount of such loss from the monthly bill/security deposit amount of the Service Provider/ Contractor after holding an enquiry. The decision of UIIC to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the tender/ contract, the contract shall be liable to be cancelled and security deposit amount will be forfeited.
32. The Service Provider/ Contractor shall not sub-let the contract to any other concern/individual. The Service Provider/ Contractor shall itself perform the services and all obligations and duties as per tender/contract
33. Any dispute arising out of this contract including any clarification as to the intent or interpretation of any of the provisions of these terms and conditions, the same shall be first referred to/sought from the UIIC whose decision in the matters shall be final and binding on the **Service Provider/ Contractor**. If the Dispute is not resolved through the reference made to the UIIC a reference of the same shall be made to a Sole Arbitrator to be appointed by the UIIC Chennai, for adjudication of the same in accordance with the provisions of Arbitration & Conciliation Act-1996 and any statutory modifications there under from time to time. There shall be no objection if the Sole Arbitrator to be appointed is a Competent Officer of UIIC in the discretion of the UIIC Chennai. The Service Provider/Contractor and UIIC shall make every effort to resolve any dispute or disagreement amicably by direct informal negotiations. However, in case of any unresolved issues / disagreements / disputes in connection with the contract, the same shall be settled through Arbitration or through the Court of Law within the jurisdiction of Chennai. The resultant contract will be interpreted under Indian Laws.
34. The Service Provider/ Contractor shall comply with the instructions provided by UIIC from time to time relating to the performance of the services, duties and obligations under this agreement. The services rendered by the Service Provider/ Contractor shall be subject to regular review by UIIC and its decision as to the quality thereof shall be final and absolute.
35. The Service Provider/ Contractor shall abide by the applicable UIIC rules, guidelines, policies and procedures at all times during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
36. The Service Provider/ Contractor shall raise the invoice/bill and UIIC agrees to pay such invoices/bills within 7 working days of receipt and acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/ Contractor shall be made by Electronic means subject to TDS, deductions of all applicable taxes and charges from time to time in force.
37. The Service Provider/ Contractor represents and undertakes that:
 - (i) They have full power and authority to enter into the agreement with UIIC and

perform the services and it has the necessary expertise and equipment to duly perform the services under this agreement.

(ii) They shall render the services and perform its obligations and duties as per tender accurately and efficiently and in accordance with the instructions, specifications, procedures, standards, guidelines, time frame, as mentioned in this agreement, or as are issued from time to time by UIIC for the performance of the services to the satisfaction of UIIC

(iii) They shall be responsible for its corporate and personal taxes if any, and shall indemnify and hold UIIC harmless from any liability in this connection.

(iv) They shall be responsible for ensuring that all workers engaged by the Service Provider/ Contractor to provide services to UIIC shall hold at all times the necessary expertise and shall abide by UIIC instructions, specifications, procedures, standards, guidelines, and time frames at all times during the performance of the services.

38. UIIC shall have the right to deduct from the money due to the Service Provider/Contractor, any sum required or estimated to be required, for making good the loss suffered by any worker, by reason of non- fulfillment of the conditions of the contract for the benefit of the workers, non-payment of wages or of deduction made from their wages which are not justified by their terms of the contract or non-observance of the Regulations.
39. Nothing in this tender shall be deemed to create any partnership, joint venture, agency between UIIC and the Service Provider/ Contractor or their representatives and employees and nothing herein shall deem to confer on any party, any authority to incur any obligation or any liability on behalf of the other party. The Service Provider/ Contractor is an independent contractor and not an employee, agent, associate or authorized representative of UIIC and the Service Provider/ Contractor undertakes that they shall not undertake any obligation or liability in the name of or on behalf of UIIC whatsoever.
40. Nothing in this tender shall by implication or expression be taken to mean or imply that any of the persons deployed, engaged by the Service Provider/ Contractor for rendering the services, are employees of UIIC or engaged by UIIC. The Service Provider/ Contractor shall be deploying workers who shall be in sole employment of the Service Provider/contractor and Service Provider/contractor shall be solely and fully responsible for the acts, salaries, wages, remunerations or any other statutory liabilities or other payments of the workers. Under no circumstances shall UIIC be liable for any payment or claim or compensation [including but not limited to compensation on account of injury, death, termination]. In case any liability falls on UIIC for any reason, the Service Provider/ Contractor shall keep UICLC 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 Service Provider/ Contractor, a copy of which should be given to UIIC for perusal and record.**
41. The Service Provider/Contractor & the workers deployed by him at the UIIC Premises shall maintain confidentiality of any information in their possession during their employment with the Service Provider/Contractor at premises of UIIC & thereafter.
42. The Service Provider/ Contractor shall allow UIIC its management, auditors, regulators and/or agents, the opportunity of inspecting, examining, auditing and /or taking copies of the UIIC records with the Service Provider/ Contractor.
43. The Service Provider/ Contractor shall wholly and solely be liable for all disputes and liabilities arising out of/while providing the services under this contract for any purchases, any sample taken by Govt. Authorities or otherwise for any dispute under the Laws of the land, in any court of law.

44. The penalties towards lapses on the part of the Service Provider/Contractor or his workers on account of inadequate manpower, non-compliance of statutory requirements, non-performance and unsatisfactory services, non-wearing of uniform, non-display of identity card, misuse of any place including UIIC campus, entry of unauthorized person, pilferage / damage / loss to UIIC property in any manner etc shall be imposed by the UIIC which will be final and binding on the Service Provider/Contractor.
45. If at any stage, it is revealed that the documents/certificates/testimonials submitted by the Service Provider/ Contractor are forged or have been manipulated, the work order issued to the Service Provider/ Contractor shall be cancelled and Security amount deposited with UIIC shall be forfeited without any claim whatsoever on UIIC and the Service Provider/Contractor shall be liable for action as appropriate under the relevant laws.
46. Without prejudice to any of the rights or remedies under this contract, if the Service Provider/Contractor dies, UIIC shall have the option of terminating the contract without any additional benefits(except pending invoices) to the legal or other heirs of the Service Provider/ Contractor.
47. UIIC shall accept no liability explicit or implicit for, nor any financial or other consequences arising from, sickness, injury, disability or death of the personnel of the Service Provider/Contractor, of the staff members or of any sub-Contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.
48. The Service Provider/Contractor shall maintain proper records about the attendance of their staff 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 full staff strength is maintained. If due to any exigency, any worker is absent the Service Provider/ Contractor should take immediate steps to provide its substitute, subject to the compliance of relevant Rules & regulations/laws/ Statute.
49. The Service Provider/Contractor must ensure that the wages to the Workers are paid within the stipulated time period as provided under relevant Rules & Regulations/Law/Statute in force. The Service Provider/ Contractor will not link the payment of wages to the workers with settlement of his bills by the UIIC.
50. The Service Provider/ Contractor shall raise the bills weekly basis and payment of bills will be made on weekly basis through Electronic means only, The weekly bill payment will be made subject to following billing process and submission of documents as mentioned in **Annexure XV**, provided the Service Provider/ Contractor submits the attested photocopies of the following documents:
- (i) Muster Roll/ Attendance sheet of the workers signed by the Service provider/ Contractor for the month on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition) Rules,1971.**
 - (ii) Salary sheet for the month showing receipt of the wages on the format prescribed in the Contract Labour (Regulation and Abolition Act, 1970) along with Contract Labour (Regulation and Abolition)Rules,1971.**
 - (iii) Deposit Challan showing the individual figure of deposit of contribution of**

provident fund of employees' and employers' share, with the appropriate authority.

(iv) Deposit Challan showing the individual figure of deposit of contribution of ESI of employees' and employers' share, with the appropriate authority and also the statement of bonus paid.

(v) Deposit of contribution of provident fund and contribution of ESI of employees and employer should be with a challan separately for UIIC. It should not contain the contribution of PF and ESI of employees of other organizations being serviced by the Contractor.

(vi) If payment to worker is made by Electronic Means then a copy of Bank account statement of previous month showing debit of wages/ benefits in favour of workmen should be submitted every month with the bill by the Service Provider/Contractor.

51. The Service Provider/Contractor will deduct ESI contribution and Provident fund contribution of the employees from the minimum wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time.
52. If the worker is terminated by the Service Provider/ Contractor or if the worker leaves the job or dies the Service Provider/Contractor shall be liable for getting the Provident Fund of such worker paid by the Provident Fund Commissioner.
53. The Service Provider/Contractor himself or their authorized representative must visit the premises at least once in a week and/or whenever required and contact the person authorized by the UIIC to look into catering matters. Any deficiencies in the services should be rectified immediately when pointed out by such authorized person.

ANNEXURE- I

**CHECK-LIST FOR DOCUMENTS TO BE
ATTACHED TO TECHNICAL/BID PART-I
(UNPRICED) ENVELOPE**

Please tick (V)

Sr. No.	Documents to be attached	Yes	No
1	EMD of Rs.30,000/-(Rs.Thirty thousand only) in the form of DD issued by any scheduled bank in favour of United India Insurance Co.Ltd., payable at Chennai .		
2	Tenderer's self-attested copy of the PAN /TAN card issued by the Income Tax Department		
3	Self attested copy of Goods and Services Tax Registration Number (if applicable)		
4	Self attested copy of valid Employee Provident Fund Registration number from concerned authorities.		
5	Self attested copy of valid ESI Registration Number from concerned authorities and proof of remittance challan to be submitted.		
6	Experience Certificate of Four financial years commencing from (2021-22, 2022-23 , 2023-24 & 2024-25) of providing Catering services to Training College/Institute of any Bank/Insurance Company /Educational Institute like College, University in any PSU/Central/State Govt./Autonomous Institute/ Corporate Establishment etc. of repute. The necessary proof of the Completion Certificate to be enclosed at the at the time of submitting the tender.		
7	Certificate of average annual turnover for any three financial years (2022-23 , 2023- 24 & 2024-25) of Rs.3Cr of which one financial year turnover should be of at least Rs 1Cr (Attach proof of turnover duly certified by a Chartered Accountant).		

10	A certificate regarding non relationship of Service Provider/ Contractor with the employees of UICLC/United India Insurance Co.Ltd. as per Annexure-IV		
11	Compliance Report as per given draft at Annexure-II		
12	Declaration in the form of affidavit that individual /firm/organization including its Partners/Shareholders/Directors were never blacklisted/prosecuted by any department/statutory authority in India or by any Court. Annexure-VI		
13	Tendering Agency's profile as per Annexure- III		
14	List of present and past clients as per Annexure-XVII		
15	Police Verification Certificate as per their normal proforma.		

ANNEXURE- II

COMPLIANCE REPORT

To

Principal/Chief Manager
United India Insurance Co Ltd.,,
“Nalanda”,No.19,IVLane,
Nungambakkam Road, Chennai-600
034.

Sub: Tender for “Providing Catering Services on contractual basis at UICLC, Chennai.

Dear Sir,

I/We certify that I/We have read the terms and conditions of the tender. I/We undertake that it is my/our responsibility to ensure that being the employer in relation to persons engaged/deployed by me/us to provide the services/activities under this tender as well as to make the payment of monthly wages/salaries, which in any case shall not be less than the minimum wages prescribed under the Minimum Wages , Act, 1948 as notified/revised by Chief Labour Commissioner (C), Ministry of Labour & Employment, Government of India or as fixed by Labour Department, Tamil Nadu 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 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 be me/us.

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

I/ We will also obtain License under Contract labour (R&A) Act, 1970 to run catering Services at UICLC, if applicable.

Certified that I/We have read over the tender document containing Section-I (Notice inviting Tender), Section -2 (Eligibility Criteria), Section-3 (Instructions to Tenderer) Section 4 (terms and conditions) and all Annexures attached to and forming a part of tender document. I/We have understood the contents of complete tender document (Technical Bid as well as Financial Bid).

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

Place:

Date:

Signature & Seal of the Tenderer

ANNEXURE- III

TENDERING AGENCY'S PROFILE

Affix duly Attested
P.P.Size recent photograph
of the authorized
representative of the
prospective bidder.

1.	Name & Registered Address of firm/Agency and Telephone numbers.	
2	Whether based in Chennai / or any place and Registered with ESI / PF and other statutory authorities in Chennai / any other place.	
3.	Registration No. of the Firm/Agency	
4	Name, Designation, Address & Tel. No. of contact person	
5	Fax Number, E- Mail Mobile Number	
6	Please specify as to whether tenderer is sole proprietor /Partnership firm / company or any other establishment.	
7	Name, Address and Telephone No. of Heads/ partners etc.	
8	PAN /TAN No. issued by Income Tax Dept.	
9	Goods and Services Tax No.	
10	Provident Fund Account No.	
11	ESI Registration Number	
12	Details of EMD: (a) Amount: (b) DD No. (c) Date of issue: (d) Name of issuing Bank	
13	Name of the person if any to whom Authorization / Power of Attorney granted.	
14	Any other information	

ANNEXURE- IV

Participation of near relatives of employees in the tender

I / We / Our Organization, including our Partners/ Share holders/ Directors hereby certify that none of my/our relative (s) is/are employed in Corporate Learning Centre/ United India Insurance Co. ltd., In case at any stage, if it is found that the information given by me/us is false/ incorrect, Corporate Learning Centre / United India Insurance Company Limited shall have the absolute right to take any action as deemed fit without any prior intimation to me/us.

ANNEXURE-V

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
UNITED INDIA INSURANCE COMPANY LIMITED
(On Non Judicial Stamp Paper of Rs.100/-duly notarized)**

This deed of indemnity executed on _____ at Chennai by _____

(Name and address of the Catering Service Provider) (herein referred to as the Service Provider) favouring United India Insurance Co. Ltd., Corporate Learning Centre, Chennai

(Herein referred to as the Principal) having their office at No.19, IV Lane, Nungambakkam Main Road, Chennai witness as follows:

1. The Service Provider had been working for the UIIC Ltd., at Chennai for Providing Catering Services.
2. The Service Provider had made a security deposit amount of Rs.3,00,000/-(Rupees Three lacs only) for providing Catering Services.
3. The Contract for providing Catering services on contractual basis has been completed on _____ or the contract has been terminated/ Cancelled by the UIIC Ltd./Service Provider w.e.f. _____.
4. The Service Provider/Contractor hereby confirms that he has paid all dues of the workers engaged in aforesaid Catering services and has also paid all the bills of the materials purchased from various vendors/suppliers for the purpose of the above mentioned Catering service under item No.1.
5. The Service Provider/Contractor hereby confirms that there are no outstanding dues of any sort and also that he has not caused any damage to the property of the UICLC.

6. Now in the above premises and in consideration thereof Service Provider agrees and undertakes as follows:

- In the event of any dues to the workers found to be still unpaid or any amount found outstanding to the supplier of goods and articles purchased for the purpose of aforesaid Catering Services as provided under item No.1 or in the event of any damage, breakage or any other loss to the property of the UIIC caused by the service provider or his workers, the Service provider/ contractor shall, on being required by the Principal, pay and make good all those dues or damages forthwith.
- In the event of delay of failure to pay or make good any amount in the above connection which the UIIC has to pay or make good any such bills or incur any expenses or defend any proceedings with regard to the above Service Provider (Name of the Service Provider) hereby undertakes to indemnify the UIIC against all claims, demands, expenses, damages, losses, proceedings and all liabilities of whatsoever nature.
- The Service Provider/Contractor hereby confirm that we have complied with our all statutory duties and obligations as mentioned in the Tender Agreement as well as various statutes as applicable to the Contract of labour.
- The Service Provider/Contractor also confirm having remitted all statutory deposits, as applicable, to the concerned authorities.

In witness whereof the Service Provider has signed his deed of indemnity at the place and date above mentioned in presence of following witness:

Witness:

1. Signature:
Name :
Address:

Signature of the Service Provider/Contractor

Seal

2. Signature:
Name :
Address:

(Indemnifier)

ANNEXURE –VI

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

Date:_____

I hereby depose that neither me nor our Organization
_____including our Partners/ Shareholders/
Directors were ever blacklisted/prosecuted by any Organization / departments / statutory
body(ies) in any State or by any Courts of Law.

Witness:

(Tenderer) Deponent

Verification:

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

(Tenderer)

ANNEXURE-VII**“SCOPE OF SERVICES- MAIN SERVICES”**

The Service Provider/ Contractor will bear the Material cost including utensils, cockery, cutlery and provide services as specified below:

MEALS						
S.n.	NATURE OF MEAL	SPECIFID PERSONS	FREQUENCY	CONTENTS	GENERAL TIMING	VENUE
1.	Breakfast	Trainee Officers- UICLC /Guest Faculty , And Guests	Daily as required	As Per Menu Specified In Tender And Approved by UICLC	08.00 AM TO 09.30AM	Dining Hall
2.	Lunch	Trainee Officers- UICLC /Guest Faculty , And Guests	Daily as required	As Per Menu Specified In Tender And Approved by UICLC	01.15 PM TO 02.00 PM	Dining Hall
3.	Dinner	Trainee Officers Guest Faculty/ Guests Staying At UICLC	Daily as required	As Per Menu Specified In Tender And Approved by UICLC	08.00 PM TO 09.30 PM	Dining Hall/ Lawn
REFRESHMENTS						
1.	Bed Tea /Coffee	Trainee Officers Guest Faculty/ Guests Staying at UICLC	Daily as required		06.00 AM	In Residential Rooms
2	Pre-Lunch Tea/Coffee With Cookies	Trainee Officers- UICLC /Guest Faculty , And Guests	Daily as required	Tea/Coffee with Cookies	11.30 AM Or as directed by UICLC	Lobby adjoining the Class Rooms

Signature and Seal of the Tenderer

Technical Bid _UICLC _Catering Tender-2025

3.	Post- Lunch Tea/Coffee With Cookies	Trainee Officers- UICLC /Guest Faculty , And Guests	Daily as required	Tea/Coffee with Cookies	03.30 PM Or as directed by UICLC	Lobby adjoining the Class Rooms
4	Evening Tea/Coffee With Snacks	Trainee Officers- UICLC /Guest Faculty , And Guests	Daily as required	Tea/Coffee With Snacks As Directed by UICLC	5.45 PM Or as directed by UICLC	Dining Hall

ANNEXURE -VIII**SCOPE OF SERVICES- AUXILIARY SERVICES**

The Service Provider/ Contractor will bear the Material cost and provide the following services :

SR. NO.	NATURE OF SERVICE	SCOPE OF SERVICE	FREQUENCY	TIMING
1.	Cleaning Of The Dining Hall	Sweeping, Dusting, Wiping, Washing, Polishing of the Enitre Dining Hall, All Furniture And Fixtures, Windows And Window Panes, All Electrical Items Viz: Fans, Airconditioners, Lights, Hand Dryer , Baine Mary Etc.	Before and After every meal	To be fixed by the contractor with approval of UICLC
2.	Cleaning Of The Kitchen/ Store Room.	Sweeping, Dusting, Wiping, Washing, Polishing of the Kitchen, All Utencils And Plates, Windows And Window Panes, All Electrical Equipments And Items Viz: Fans, Exhaust Fans, Lights, Fridge, Deep Freezer, Mixer, Grinder, Geyser, Chimney Etc.	Daily at regular intervals	To be fixed by the contractor with approval of UICLC
3.	Cleaning Of The Washroom (Worker's Using Washrooms)	Sweeping, Dusting, Wiping, Washing, Polishing of the WashRoom, Windows And Window Panes, Taps And Soap Container, Mirror And All Electrical Equipments And Items Viz: Exhaust, Lights, Etc.	Daily at regular intervals	To be fixed by the contractor with approval of UICLC
4.	Locker Room For The Workers/ Supervisors Of The Contract	Sweeping, Dusting, Wiping, Washing, Polishing of the Locker Rooms, Bathrooms, Mirror And All Electrical Equipments And Items Viz: Exhaust Fans, Lights, Coolers Etc	Daily	To be fixed by the contractor with approval of UICLC

5.	Garbage Disposal	Collection of leftovers and other garbage from the kitchen, Dining hall and Locker room and its disposal to the proper dumping ground at the specified place inside the campus, subsequently to be removed by municipal authorities as prescribed /permitted by local municipal authorities.	Daily at regular Intervals	To be fixed by the contractor with approval of UICLC
6.	Serving Tea/ Coffee	To serve tea/coffee to guests and guest faculty members and office staff as required	On all Office Days	To be fixed by the contractor with approval of UICLC
NB: If any blockage in the drainage pipeline/manhole due to negligent acts of the contract labourers for non-filtering of food wastes, the Service Provider/Contractor has to clear the block at his own cost.				

ANNEXURE-IX

“STANDARD OF SERVICE”

1. The Service Provider/ 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./Tamil Nadu Govt./ local Municipal Authorities and other statutory requirements as relevant to running canteen and providing catering services in UICLC/UIIC. In case any fine/penalty is imposed by any Central/State/Local authorities then it shall be the responsibility of the Service Provider/ contractor to bear the same and any fine/penalty/legal expenses incurred by UICLC/UIIC on this account then it shall be recoverable from the monthly bill and / or Security deposit amount.
2. The Service provider/ contractor shall ensure that the kitchen, dining hall and washroom are well maintained and properly cleaned for absolute hygiene and shall not permit litter of garbage/refuse etc. anywhere including the washbasin, lavatories and open space.
3. The Service provider/ contractor shall be responsible for disposal of Garbage, waste etc. to a proper dumping ground as prescribed/permitted by Local Municipal authorities, at his cost and resources.
4. The food items and eatable served to the trainee officers, faculty members, staff & guests, shall be of quality as specified in **Annexure-XII** and shall be prepared and served under hygienic conditions. The service provided to the officers and others shall be prompt, courteous and orderly. The staff of the Service provider/ contractor should be healthy, properly dressed in neat and clean uniform, well behaved and properly trained to carry out the services required of them.
5. The authorized representative of UICLC/UIIC shall have the authority to inspect such articles of food and provisions being provided by the Service provider/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 document or are found to be of unsatisfactory standard or on grounds of hygiene.
6. The Service provider/ contractor shall maintain a register of complaints and suggestions in the canteen displayed prominently, where the trainee officers/ guests /authorized officials of UICLC/UIIC can register their complaints/views. The Service provider/ contractor will put their own comments /observations on the entries made in the register regarding follow-up action taken on complaints and produce the register to designated officers of UICLC/UIIC on a regular basis for verification.
7. All catering services being provided in the dining hall should be organized as per the timings given in **Annexure VII** of Tender Document or as per modified timings advised by designated officer of UICLC/UIIC.
8. Vegetarian and non-vegetarian cooking shall be prepared separately and dishes should also be served separately.
9. In case of an officer being on fast or being sick, the Service provider/ contractor shall supply suitable food to such officer as per request, within the cost of normal menu.

10. All left-over food should be properly and promptly disposed off and must not be served again in any manner or form.
11. Bed tea or coffee, as desired by any trainee officer is to be served in the Residential rooms in flasks arranged in trays containing cups, spoons, coffee/Tea Bags, sugar, hot water with milk. The used cups/trays/flasks should be removed by 8.00 a.m.
12. Dining Table should be covered with table cover and it should have water jug, drinking water glasses, napkins, salt and pepper containers, spoons, knife, fork and quarter plate etc properly arranged as per requirement.
13. Although there will be self service by the officers, but the Service provider/ contractor should have sufficient number of workers and also as specified in **Annexure XIII** of Tender Document, for serving the officers.
14. The soap containers in the washroom should have sufficient liquid soap of standard make and clean towels for every meal.
15. Only fresh vegetables and fruits should be used.
16. Chicken, mutton, fish and egg should be fresh and kept in deep freezer.
17. Cleaning material used should be of good quality.
18. If the standard of services ,as mentioned above or elsewhere in the tender document , are not maintained to the satisfaction of UICLC/UIIC authorities, appropriate penalty will be imposed and amount thereof will be deducted from the monthly bill and /or Security deposit

“MENU OF MEALS AND REFRESHMENT”

1. The menu for all meals and refreshment to be offered everyday will be prepared for a period of one week or a fortnight and submitted to designated officer of UICLC/UIIC well in advance, for approval. The menu thus approved shall be displayed in the dining hall for each meal. UICLC/UIIC has the right to change/amend any item of the menu at any time, depending on need.
2. The menu for the various meals/refreshments shall be as under:

SR. NO.	MEAL/ REFRESHMENT	ITEMS TO BE PROVIDED	FREQUENCY
01.	Morning Tea/Coffee/Milk (Bed Tea)	Branded items like Taj, Lipton, Nescafe, milk and sugar cubes to be served in thermos flask.	Everyday of stay as per the time specified by UICLC
02.	Breakfast	<p>Common Breakfast on all days : (all the following items)</p> <ul style="list-style-type: none"> -Fresh fruit juice (seasonal) -Bread (Toast / Plain) with Amul / Aavin Butter and Kissan Jam/ Marmalade -Cornflakes (branded) with hot/cold milk or oats (branded) -Eggs to order (boiled / omelette /fried /poached / scrambled / Bulls eye) -Coffee/tea/milk -Vegetable cutlet or vada or Bonda -Sambar and chutney (coconut/pudhina/tomato) -Maggi / Kissan tomato sauce/ketchup. <p>Plus any of the following combinations:</p>	As per need Minimum 20 gms of Butter and 20 gms Jam per person on everyday of stay as per time specified by UICLC

		<p><u>Day I</u></p> <p>-Poori with potato masala -Idly with sambar and chutney (coconut/pudhina/tomato)</p> <p><u>Day II</u></p> <p>-Kichadi -Dosa with sambar and chutney (variety)</p> <p><u>Day III</u></p> <p>-Plain parathas with dry mixed vegetable, Pickle, Curd. -Idly with sambar and chutney (coconut/pudhina/tomato)</p> <p><u>Day IV</u></p> <p>-Oothappam -Pongal with sambar and chutney (variety)</p> <p><u>Day V</u></p> <p>-Masala Dosai -Uppuma with sambar and chutney (variety)</p> <p><u>Day VI</u></p> <p>-Appam with vegetable kurma & coconut milk -Kichadi with sambar & chutney</p> <p><u>Day VII</u></p> <p>-Kesari (sweet) -Aloo Paratha with curd and pickle.</p> <p>Note: Rotation of seasonal fruit juice is a must and no similar fruit juice can be served on consecutive days.</p> <p>Seasonal fruits are: Papaya/ orange/ apple/ pineapple/ banana/ Seedless grapes/ water or musk melon/mango/ custard apple/chikoo, etc.</p>	
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03.	Pre Lunch and Post -Lunch Tea	Tea/ Coffee/ Milk (With Taj/Lipton Tea/ Bru bags/ Nescafe coffee powder, milk and sugar cubes separately) with cookies	As per time specified by UICLC
04.	Lunch And Dinner	<p>-Soup (Tomato /Sweet Corn Veg./ Minestrone / Pottage / Sizzling soup/Chilly corn / mulligatawny etc)</p> <p>-Salad item (green, tossed, sprouted, Russian, Aloo channa chat, waldroff, cucumber etc.)</p> <p>-Wheat product item (Tandoori items like roti/naan/butter naan or poorie/pulka/roomali roti/chapatti etc.)</p> <p>-Sabjee, Boiled Vegetable</p> <p>-Special rice like vegetable pulao/variety rice/vegetable Biryani with Raita, etc. (or)Noodles (soft or crisp)/spaghetti/macaroni</p> <p>-Plain rice (raw rice)</p> <p>-Sambar</p> <p>-Rasam</p> <p>-Curd (in cups)</p> <p>-Kootu</p> <p>-Dry vegetable item (Porial)</p> <p>-Lentils like dal /chole/rajmah/dahi kadi, etc.</p> <p>-Pappad (fried/roasted)</p> <p>-Pickles or fresh chutney</p> <p>-Icecream</p> <p>-Sweet (Indian/continental) (any one of the following):-</p> <p>Rasmalai/rasgulla/gulabjamun/gajjar ka halwa/fruit custard/fruit salad/cream carmel/soufflé etc.</p>	
05.	Evening- High Tea	<p>-Any one of the following snacks:</p> <p>1.Veg.Puffs - Once a week</p> <p>2.Pastry - Twice a week</p> <p>3.Indian snacks - Twice a week (samosa/pakoda/vegetable cutlet/udath dal vada or channa dal vada with appropriate sauce or chutney)</p> <p>-Tea/coffee/milk with Taj/Lipton tea bags/Nescafe coffee powder Bru/Red label, milk and sugar cubes separately.</p>	Everyday of stay as per the time specified by UICLC

06.	Dinner	<p>- (Veg and Non-veg) -Soup (Tomato / Sweet Corn Veg./Minestrone/ Pottage / Sizzling soup/Chilly corn / Mulligatawny etc) -Salad item (Green, tossed, sprouted, Russian, Alooachanna chat, waldroff, cucumber etc, -Wheat product item (Tandoori items like roti/naan/butter naan or poorie/pulka/roomali roti/chapathi, etc.) -Sabjee -Special rice like vegetable pulao/variety rice/vegetable biriyani with raita,etc. (or) Noodles (self or crisp) spaghetti/macroni -Plain rice (raw rice) -Sambar -Rasam -Curd (in cups) -Mutton/Chicken/Fish/Egg – any two daily (one fry item and the other gravy/curry item) -Special vegetarian item made from paneer and vegetables for vegetarians -Common dry vegetable item (Porial) -Lentils like dal/chole/rajmah/dahi kadi, etc. -Pappad (fried/roasted) -Pickles or fresh chutney --Cut seasonal fresh fruits (Papayas/orange/apple/pineapple/banana/ seedless grapes/water or must melon/mango/custard apple/chikko, etc. (Rotation of seasonal fresh fruits is a must) Glass of warm / cold milk to be available on request. Saunf, betel nut powder, lavang, elachi and toothpicks – of good quality to be supplied after breakfast, lunch and dinner.</p> <p>Note: The contractor shall make special arrangements like flower arrangements, fruit and vegetable carvings, etc. at his own cost, during the visits of VVIPs/VIPs/dignitaries, important meetings etc.,</p> <p>Sundry Items to be supplied on demand Apart from the items indicated in the menu, the caterer has to supply on demand additional items for special lunch /dinner or snacks at rates to be mutually agreed upon later</p>	
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07.	Special Items For Dinner (In Addition To Normal Dinner)	Fired Rice, Biryani, Noodles- both Veg & Non- Veg Crispy Vegetables, Chips Paneer/ Mushroom/Peas items Ice- cream with Beeda not exceeding MRP Any other items – not exceeding MRP, as advised by UICLC	As Per Requirements Of UICLC
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ANNEXURE- XI

“QUALITY OF THE FOOD MATERIAL”

All the food ingredients to be used for preparing the meals and the refreshments should be of standard quality and should correspond to the standards specified below:

RICE – Rice should be sona masuri/Ponni for white rice preparation ,Whole Grain Basmati (Lal Quila, Kohinoor, Dawat, India Gate) or equivalent, for preparation of biryani/pulao/fried rice.

FLOUR - Ashirwad, Pillsbury or equivalent (Agmark)

PULSES & BESAN – Ashirwad, Pillsbury or equivalent (Agmark)

DESSERT – (1) The items such as Rasgulla, Gulab Jamun and other sweets are to be of good quality purchased from a reputed shop(2) moong dal halwa,gajar halwa, sooji halwa are to be prepared in desi ghee, (3) Kheer, sevan, fruit custard are to be prepared in milk. (4) Fruit cream to be prepared with Mother Dairy/Amul cream/Milky Mist/Aavin.

BISCUITS - Standard make of good quality like Britannia/Parle/ITC/ bakery biscuits as per choice of UICLC.

COOKING MEDIUM- Cooking oil should be of double refined of reputed brand/company and no substandard item should be used. Dalda/Vanaspathi should never be used. desi ghee of standard brand (Agmark) **SAUCE (TOMATO/CHILLY)**, Kissan/Maggie/ Heinz/Delmonte or equivalent

SPICES-SAKTHI/AACHI/MDH/BADSHAH or equivalent(Agmark) **PICKLE** – Mother’s Recipe, Tops or equivalent brand

SALT – Tata/ Annapurna/ Nature Fresh, **SALT & PEPPER ON DINING TABLES**- Catch

CURD - To be prepared of Mother dairy/Amul/Aavin milk/Milky Mist or equivalent, **PANEER** - Mother Dairy/Amul/Milky Mist or of any other standard quality to be purchased from reputed shop.

CHICKEN,MUTTON & FISH – To be purchased from reputed shop

BREAD -Britannia, Parle,Sunfeast etc or equivalent.

CORN FLAKES - Mohan Meakin, Kellogs, or equivalent

MILK - Mother Dairy/Aavin/Amul or equivalent

TEA/TEA BAGS - Brooke Bond, Taj Mahal, Lipton, Tata Tetley or equivalent.

COFFEE –Nescafe/Bru/Sunrise or equivalent.

JAM -Kissan/ or equivalent

BUTTER -Amul, Mother Dairy, Aavin, Milky Mist or equivalent.

PAPAD -Lijjat or equivalent

ICE-CREAM: Kwaliti, Mother Dairy, Vadilal/Amul or equivalent.

FRUITS/VEGETABLES – Should be fresh and not over ripe.

Note: The list is illustrative and not exhaustive and UICLC/UIIC Ltd., may provide

Standards of quality of raw material or food material from time to time.

ANNEXURE-XII

DEPLOYMENT OF SUPERVISOR AND WORKERS

The Service Provider / contractor shall employ adequate number of Supervisor/ workers for rendering satisfactory catering services:

1. The Contractor/Service Provider will be required to pay wages as per following categorization;

F & B MANAGER,CHIEF COOK	HIGHLY SKILLED
ASST. COOKS/ STORE KEEPER/ SUPERVISOR	SKILLED
WAITERS	SEMI-SKILLED
OTHERS LIKE SWEEPER, DISHWASHER	UNSKILLED

2. The Service Provider/ Contractor will be required to arrange additional workers/ waiters beyond what is specified above, if required by UICLC/UIIC for any short duration or special meetings or programmes etc. UICLC/UIIC may consider payment of minimum wages for such additional worker(s), on per day per worker basis. The Service provider/Contractor will also be required to obtain License under Contract labour (R&A) Act, 1970 to run catering Services at UICLC/UIIC, if applicable.

- 3.The Supervisor and other workers to be deployed should have necessary qualifications and/ or experience. The Supervisor should have working knowledge of English and Hindi and other workers should have working knowledge of Hindi/Tamil.

4. The Supervisor and workers deployed by the Service Provider

/Contractor should be healthy, free from any communicable disease , medically fit for handling food and certified for fitness before employment. They will be subject to medical examination as and when required and the expenses thereof, if any, will be borne by the Service Provider/contractor.

- 5.Supervisor shall oversee all the affairs of catering at all times and especially during meal times. This person should have full authority and resources for efficient running of catering service.

6.The Service Provider/ Contractor shall ensure that the working hours of the Supervisor and workers are regulated in such a manner that total number of working hours per worker in a day do not exceed as stipulated under the Minimum Wages Act 1948 and other Labour Laws in force including rules framed there under.

7.The Service Provider/Contractor is required to pay wages/salaries on time and all mandatory payments like ESI, PF, Personal Accident Covers etc., are to be taken care by the service provider

8.The Service Provider is required to submit a copy of the Log book, attendance sheet and the payment vouchers and any other documents to authorized employee of UICLC/UIIC time to time, if any deviation on this the Service Provider/Contractor is solely and wholly held responsible.

9.On receipt of work order, the Service Provider/ Contractor will supply bio-data duly certified along with photograph of all the persons to be deployed at UICLC/UIIC. In case of replacement of workers / supervisor, his certified Bio data should be immediately submitted to UICLC/UIIC.

10.UICLC/UIIC reserves the right to expel any worker of the Service Provider/ Contractor who is found guilty of misconduct.

ANNEXURE-XIII

Uniform for Supervisor and Workers

The Service Provider/Contractor will arrange to provide winter and summer uniform along with shoes to Supervisor and other workers within 15 days of award of work. The design /colour/ quality/fabric of the uniform and the brand of shoes to be provided with the consultation of UICLC/UIIC.

The cost of the uniform and shoes for the Supervisor and workers will be provided by the Service Provider/Contractor. The Service Provider/Contractor has to ensure that the uniforms are maintained properly and always kept neat and clean by their workers.

The Service Provider/ Contractor shall be responsible for washing/ironing/maintenance of the Uniform and expense thereof shall be borne by Service Provider/contractor.

ANNEXURE-XIV

“SERVICE CHARGES”

[COST OF FOOD, REFRESHMENT AND SERVICES]

The Service Provider/Contractor will be paid the cost of Meals and refreshments at the rate quoted in the Financial Bid subject to following provisions:

1. In a period of 12 months, normally training programmes are conducted in 11 months covering an estimated number of 20000 trainees during that period. The estimated number of trainees is notional for the purpose of evaluation of the bid and it may vary either way substantially. The actual number may vary depending upon the programs conducted. But the rate quoted shall remain same for any quantity during the currency of the contract.
2. Notice in advance will be given for the period when no training programs are planned. However, during such period, the catering requirements for guests/trainees shall be met by the contractor. The catering requirements for programs arranged in short notice also be taken care by the contractor.
3. Where the number of trainees per day is less than 30, the charges for 30 trainees will be paid to the contractor to take care of the contractor's overheads.
4. Generally the catering services will be required for a minimum of 70 (which includes trainee officers, faculty, external faculty guests,) on any day. If the number of officers on any particular day, is less than 30, the contractor will be paid for 30 to take care of his overhead charges.
5. During the Training Period, 10 number plus or minus should be ignored and over and above will be paid separately.
6. The rate quoted in the Financial Bid shall be inclusive of all overheads and taxes such as VAT etc. However, GST, if applicable will be borne by UICLC/UIIC.
7. Necessary statutory deductions such as TDS, surcharge, Education cess, Higher Education cess and any other such deduction as applicable will be made from the each bill.
8. The Service Provider/ contractor has to ensure compliance of Minimum Wages Act 1948 (as per wages notified/ revised by Chief Labour Commissioner-Central, Ministry of Labour and Employment, Government of India) or as fixed by Labour Department, Tamilnadu 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. The Service Provider/ contractor 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, Food Safety and Standards Act, 2006, 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

Signature and Seal of the Tenderer

persons deployed .

9. The Service Provider/Contractor will declare that he/they have made all statutory payments to his/their workers/supervisors by the stipulated date and thereafter will raise the monthly bill and claim payment from UICLC/UIIC, Chennai (subject to deduction of statutory taxes as applicable) . It is a condition precedent to the payment of contractor's bill by UICLC/UIIC that they must have paid all wages/dues and statutory contributions etc. in respect of their workers deployed at UICLC/UIIC and satisfactory proof thereof is submitted with the bill to UICLC/UIIC.

Note: (a)The Service Provider/ Contractor will be required to arrange additional workers/ waiters beyond what is specified above, if required by UICLC/UIIC for any short duration or special meetings or programmes etc. UICLC/UIIC may consider payment of minimum wages for such additional worker, on per day per worker basis. The Service provider/Contractor will also be required to obtain License under Contract labour (R&A) Act, 1970 to run catering Services at UICLC/UIIC if applicable.

(b)The Contractor/Service Provider will be required to pay wages as per following categorization:

F & B MANAGER,CHIEF COOK	HIGHLY SKILLED
ASST. COOKS/ STORE KEEPER/ SUPERVISOR	SKILLED
WAITERS	SEMI-SKILLED
OTHERS LIKE SWEEPER, DISHWASHER	UNSKILLED

- 10.The Service Provider/ contractor will provide tea/coffee, lunch & dinner to the staff of UICLC/UIIC/visitors authorized by the officials based on the unit cost rates.
- 11.The rates for any item not specified in the Tender/Financial bid will be decided after mutual negotiations.
- 12.Crockery, cutlery, serving bowls, cooking vessels and containers for tea/coffee/milk/sugar

sachets etc. will have to be brought by the Service Provider/Contractor

13. Napkins, salt(catch) and pepper(catch), other equivalent shall be provided by the Service Provider/contractor on each table in the Dining Hall as per demand and requirement.
14. Table covers/mats and LPG cylinder will not be provided by UICLC/UIIC and also the cost of refilling (fuel/LPG) shall be borne by the Service Provider/contractor.
15. The Service Provider/Contractor will arrange ESI Cover/Employees Compensation Policy (WC Policy in respect of supervisor and workers deployed by the Service Provider/ contractor at UICLC/UIIC in the Joint names of United India Insurance Company and Service Provider/contractor).
16. Space, Water and electricity shall be provided by UICLC/UIIC Ltd., free of cost.
17. Reasonable cost of uniform (summer, winter including shoes) will also be to provided by the Service Provider/Contractor & its cost of washing/cleaning /ironing/ maintenance and premature replacement shall be borne by the Service Provider/contractor.
18. Accommodation, subject to availability, will be provided by UICLC for a few workers of the Service Provider/contractor to provide late night and early morning service
19. Cost of cleaning material for cleaning of Dining Hall, Kitchen, Wash room, (including providing of liquid soap and towel) as mentioned in **Annexure VIII** Auxilliary services shall be borne by the Service Provider/Contractor.

ANNEXURE-XV**BILLING PROCESS AND DOCUMENTS**

S.N.	REQUIREMENT	TIMELINE	INFORMATION REQUIRED	SUPPORT DOCUMENTS
1.	Bill for charges.	To be raised every week	<p>Following information is required in the bill</p> <p>a) Bill No./date clearly written b Training Batch (s) (Session Number)</p> <p>c) Training Batch(s) start date and end date</p> <p>d) No. of trainee officers / Faculty Members / Guest billed for</p> <p>e) Billing Rate</p> <p>f) GST regn. number [no GST will be payable incase the invoice does not bear the GST number]</p> <p>g) PAN Number</p> <p>h) any other information prescribed by UICLC/UIIC.</p>	<p>a) Photocopy of the Muster Roll (attendance register)of the month duly endorsed by the Contractor/Works Manager.</p> <p>b) Salary receipt sheet of that month on the format prescribed under the relevant statutes.</p> <p>c) Photocopy of challan of previous month in respect of EPF and ESI duly deposited with the appropriate authority (Employers and Employees contribution) along with list of the workers/Supervisor bearing PF/ESI number, their individual amount of PF/ESI deposited (Employers and Employees share). The challan should not include the PF/ESI contribution of the other firms of the contractor.</p> <p>d) Details of Number of daily refreshment/meals served to the permanent faculties of UICLC/UIIC Guest, outside faculties, employees and officers of UICLC/UIIC.</p> <p>e) Photocopy of missing meals and No Meal register maintained at the reception.</p> <p>f) Photocopy of the check-in and check out register of the trainee officers maintained at the reception .</p> <p>g) Any other document as required by UICLC/UIIC.</p>

PAYMENT CRITERIA

S.N	PAYMENT MODE	PAYMENT AGAINST	TIMELINE	DEDUCTIONS
1	NEFT	Bill raised for charges.	Within 7 days from receipt of the bill	Deductions, if any, will be made as per Tender and Agreement

ANNEXURE-XVI**“EQUIPMENTS & FACILITIES”**

SR.NO.	FACILITY	
01.	Drinking Water	
02.	Steel side table in dining hall-for placing tooth pick/betel nuts etc.,	
03.	Cooking gas connection	
04.	Gas cylinders with regulators	
05.	Utensils of all kinds which is required for preparing and serving	
06.	Gas Stoves	
07.	- Deep freezer	
08.	- Refrigerator	
09.	Dal/rice grinder machine	
10.	Serving counters	
11.	Bhatty	
12.	3 Bain Marie (Hot & cold)	
13.	Hot water / milk / tea urns -	
14.	Electrical and other Furniture, fixtures	
15.	Toaster (Sandwich maker)	
16.	Toaster(Griller)	
17.	Soup Container(heater)	
18.	Tea Trolley	
19.	VIP plates, cup and saucers, cutlery and crockery(minimum 10 nos)	

ANNEXURE – XVII

LIST OF PRESENT AND PAST CLIENTS FOR FOUR YEARS

(Please give complete details as per the following format. The information provided will facilitate evaluation of your Technical Bid)

Sr No	Name of the Organization with complete postal addrementioning Pvt Sector / Govt Body / PSU / Training Institute etc	Name and Designation of the contact person with Tel. No. / Mob No./ Email ID	Period for which the contract was awarded.	No. of persons deployed by your firm / Company	Nature of work & annual turnover from this client.