OS Deptt., Eastern Zonal Office,
4, C.R.Avenue, Kolkata – 700072
e-mail: ez_os@licindia.com,
Tel: (033) 22127618

Ref: EZ/OS/Catering-Service **Date:- 20/02/2026**

1. Period of Contract	**01.04.2026 to 31.03.2027 (1 year/12 months)**
2.Tender Start Date	**25.02.2026**
3. Tender End Date	**09.03.2026**
4. Date & time of Pre-BID meeting	**04.03.2026**
5. BID offer validity (From end date)	**90 days**
6.. Evaluation Method	**Total value wise evaluation**

The detailed proposed schedule and terms and conditions & food menu are as appended below:

Annexure-A

PROPOSED TERMS AND CONDITIONS

1. The Caterer shall provide lunch in buffet style whenever required, in the place advised. The menu for the same shall be prescribed by the Competent Authority or by his/her authorized representative. The entire arrangement and catering and serving vessels will be the sole responsibility of the Caterer.
2. Quantity of all the above items is unlimited, unless specified.
3. Double refined first quality Sunflower oil should be used for cooking
4. Use of vegetable oils, artificial colours is strictly prohibited.
5. Re-use of burnt oil is strictly prohibited. Oil, once used will not be reused.
6. Adulteration or use of sub-standard items will be penalized and the items will be confiscated.
7. All food materials should be Branded and ISI Agmark certified.
8. Spices used should be of premium quality.
9. Good quality of papads and pickles to be used.
10. Tea/Coffee etc. must be served in clean fine bone china crockery (cups & Plates) which are to be arranged/provided by the vendor.
11. Continuous heating arrangement of the foods to be served are to be arranged/provided by the vendor on the day of the event.
12. Vendors should be ready to supply and serve the ordered food items, **on as and when required basis**, as per menu informed to the caterer with 24 hours notice.
13. Event may be cancelled with prior notice of 12 hours.
14. Post lunch cleaning of the premises will have to be done by the vendor mandatorily.
15. In case of any written complaint pertaining to quality of food, taste and service quality, the contract awarded is liable to be cancelled by giving 1(one) month's notice at the sole discretion of the Competent Authority of LIC of India, Eastern Zonal Office. A penalty of Rs 1000 will be imposed on each such occasion when written complaints are received.

16. The service Provider / Caterer will be required to deposit / submit an EMD of 2% of the estimated Tender value. i.e. **₹29,520.00**. Mode of payment of EMD can be either (1) Cash deposition at LICI, EZO, Hindusthan Building, 4th Floor Cash Counter or (2) By Demand Draft / Banker's Cheque in favour of LIC of India, payable at Kolkata. MSME registered service provider / Caterer are exempted from payment of EMD subject to submission of relevant documentary evidence. The successful Tendered will be required to furnish a 'Security Deposit' of 5% of the Yearly value of the Contract within seven days of receipt of the 'letter of intent' by the way of a crossed A/C payee demand draft favouring LIC of India, drawn upon any Nationalized Bank payable at Kolkata. EMD may be adjusted in case of successful bidder after receiving of written consent. Security Deposit will be refunded only on successful completion of the agreement period/extended period without any interest. During the process and till finalization and acceptance of tender of the successful bidder, if the successful bidder / tenderer does not pay the security deposit for the proposed tender, EMD will be forfeited without assigning any reason thereof.
17. The contract may be extended for another six months, subject to satisfactory performance and mutual consent and approval of both parties. Not more than two such extensions will be undertaken (i.e. 1 year + 6 months + 6 months => 2 years maximum)
18. LIC will have right to remove any Service Provider without assigning any reason whatsoever, such decision shall be final and binding on the Service Provider / Caterer.
19. LIC will periodically review the performance of the Service Provider / Caterer and will act as deemed fit in case of under- performance which shall include penalty of Rs.1000 on each such occasion of under-performance and may also lead to termination of contract.
20. The Caterer, after the award of the Contract, shall not sublet the contract either fully or partially.
21. The Caterer shall be solely responsible for any misconduct on the part of the employees provided by the Caterer as per the requirement of LIC.
22. The Caterer shall be responsible for any nuisance caused directly / indirectly or damages loss or injury whatsoever that may be caused at any time to the property of the Corporation or to any person or persons including any third party while providing catering services to the Corporation and all such damages of property shall be made good and / or as the case may be shall be paid immediately by the Caterer to the satisfaction in all respects of the Corporation.
23. The Caterer shall comply with all operational rules and regulations, including security & disciplinary rules framed by the LIC and made applicable to the whole or part of the premises, wherein the Caterer or his employees happen to be operating/ working. In the event of any of the Caterer's employee violating the said rules and regulations or in any way becoming objectionable to the LIC, the Caterer shall remove forthwith such employees from the LIC's premises and indemnify LIC for any loss on such violation of rules and regulations.
24. The caterer shall submit the signed and sealed copies of Annexure-A, Annexure-B and Annexure-C along with Tender application.

Signature of Authorised Signatory

(Name / Designation and Seal of the Agency)

PROPOSED DETAILED SCHEDULE OF FOOD ITEMS

Sl. No	DESCRIPTION OF ITEMS
A	**Table serve**: Cloves/Cardamom/Cinnamon/Cashew/Logence/Toffee/Chocolates, Cashewnuts, Almonds, etc. in a small bowl to each table/person along with 200 ml water bottles (2 Glass bottles to be provided to each officials)
B	**Forenoon Coffee/Tea** (200Ml.) With/without Sugar, with Biscuits (2 pieces) [Reputed company like Britania, Bisk Farm etc] (Properly served in crockery).i.e. Cup/Plate/Saucer of fine Bone China to be arranged by the vendor/firm /bidder/tenderer.
C	**LUNCH - UNLIMITED** (a) Good quality Jeera Rice/Fine Dehradun Rice (boiled) 200 gm. (b) Baby Naan / Chapati 4 Pieces (c) Tadka Dal (Masur/Mug) 150 ml. (d) Bhaji / Fry 150 gm. (e) Vegetable dish: 2 items from the following options out of which One Paneer item is must:- (i) Paneer Butter Massala (ii) Kadai Poneer (iii) Rajma Channa Masala (iv) Chilli Mashroom (v) Seasonal Mixed vegetable (vi) Vendi Masala (vii) Brinjal Varta (viii) Cauliflower Masala (ix) Gobi Matar Sabji. (f) Green Salad : Containing slices of green cucumber, onion , tomato carrot etc (g) Chutney, Papad two pieces (h) Sweet : Rosogolla/ Lal Mohon/ Kalakand/ Gulab Jamun (Big Size, at least 80 gm wt.) (i) Fruit Salad with custard/Curd /Ice cream/Kulfi (j) Water Bottle – 200 ml.(Glass bottles to be provided)
D	**Non-vegetable dish: Fish** Fish: 100 gram : Fish Curry/ Fish Masala made of Rohu / Katla / Boal / Vetki / Aar / etc Gandhoraj Vetki / Golden Fried Prawn /
E	**Non-vegetable dish: Chicken** Chicken:150 gram:Chicken curry or Chicken Kosha or Chicken Rezala or Chicken do-piaza, etc.
F	**Non-vegetable dish: Mutton** Mutton: 150 gram : Mutton curry or Mutton Kosha or Mutton Rezala, etc.
G	Afternoon Coffee/Tea/Milk (200Ml.) With / without sugar with good quality biscuits/cookies(Properly served in crockery).i.e. Cup/Plate/Saucer of fine bone china to be arranged by the vendor/firm /bidder/tenderer.

Customized combined menu, from the above listed items, shall be intimated 24 hours in Advance.

Annexure-B

FINANCIAL / PRICE BID
SCHEDULE OF RATES FOR THE FOOD ITEMS AS DETAILED IN SCHEDULE

Actual Rates to be quoted by the Bidder are to be filled in only in the "Financial Bid"

Sl. No.	**Particulars**	**RATE per persion without GST (in RUPEES)**	**RATE per persion without GST (in RUPEES)**
		In Figures	**In Words**
1	Table Serve		
2	Mid Session (Forenoon) Tea/Coffee		
3	Lunch – unlimited		
4	Non-vegtable dish - Fish		
5	Non-vegtable dish - Chicken		
6	Non-vegtable dish - Mutton		
7	Mid Session (Afternoon) Tea/Coffee		
8	**Grand Total (Cost Per Person per day)**	**₹ (In figure)**	**(Rupees in words.....)**
9	GST @ .....on total amount in Sl no 8	₹ (In figure)	(Rupees in words.....)
10	Total cost per person including GST	₹ (In figure)	(Rupees in words.....)

L1 will be decided on the basis of No. 8 above.

(Signature of the Vendor with seal)

Note:

1. The rate quoted above towards catering charges shall be inclusive of cost of materials, remunerations/wages of workman engaged and all types of expenses, charges, levies and all other expenses.
2. The Caterer should quote the rates taking into account the mimimum wages and various other statutory payments to be paid by him/her.
3. Amount mentioned in word will be considered wherin, there is a discrepancy in words and figures, words will be considered.
4. When the rated quoted by the bidder in figures and in words tallies but the amount is not worked out correctly, the rate per plate quoted by the bidder shall be taken as correct and not the amount.
5. The items are to be served in hot and arrangements for heating the food to be maintained/provided/arranged by the firm/vendor/tenderer.
6. Information to the Bidder should be taken into consideration before quoting rates.
7. **Grand Total will be reconed for selection of Financial Bid.**

(Signature of the Vendor with seal)

Annexure-C

DECLARATION

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

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

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

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

Signature of Authorised Signatory

(Name /Designation and Sealof the Agency)