

	EMPLOYEES' STATE INSURANCE CORPORATION SUPER SPECIALITY HOSPITAL 5 0 0 0 3 8 /SANATHNAGAR, HYDERABAD-500 038 (Ministry of Labour&Employment, Govt.of India) E-Mail: esih-sanathnagar.ap@esic.in Ph. Fax. 040-23801122, 23702455, Fax No. 23801122	
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523-D/29/12/canteen&Diet-Gen V-II

Re-E-Tender for Running of Canteen for Hospital and Visitors

Open re-E-tenders are invited by the Dean, ESIC Super Specialty Hospital Sanathnagar, Hyderabad from the registered, reputed, and licensed Agencies/Contractors, who are having permanent place of business in twin cities Hyderabad/ Secunderabad and also having experience of minimum three years in running of Canteen in reputed organizations (viz. PSUs, Govt units, Semi Govt. units, Corporate offices, Corporate hospitals etc.). Suitable documentary evidence to be submitted along with the Tender application. The tender document can be downloaded from the ESIC website www.esic.nic.in and CPP portal www.eprocure.gov.in. The interested bidders are advised to register themselves with e-procurement portal at <https://esictenders.eproc.in> to participate in e-tender. Tender schedule is given below:

Period for submission of e-Tender	From 10.08.2018 to 31.08.2018 upto 2PM
Pre – Bid meeting	20.08.2018 at 02.30 PM
Last Date & Time of submission of e-Tender	31.08.2018 up to 02.00 PM
Date & Time of Opening of e-Tender	31.08.2018 at 02.30 PM
Bid Security/Earnest Money	Rs 60,000/-
Performance security/Security Deposit Money	Rs 2,00,000/-

The Dean reserves the right to accept or reject any/all tenders without assigning any reason whatsoever.

Any corrigendum to this tender will be notified through our website www.esic.nic.in only.

Sd/-
Dean

Section I – Definition, Scope and eligibility criteria

In this Contract, the following terms shall be interpreted as indicated:

1. **"The Contract"** means the agreement entered into between the Purchaser (ESIC SSH) and the Service Provider, including all the attachments and appendices thereto, tender document and minutes of the pre-bid and other meetings.
2. **"Service Provider"** means the successful tenderer with whom the contract is entered into provide catering services.
3. **"Services"** means Preparing food items & catering for hospital visitors and staff & other obligations of the tenderer covered under the Contract.
4. **"GCC"** means the General Conditions of Contract contained in this document
5. **"SCC"** means the Special Conditions of Contract contained in this document
6. **"The Purchaser"** means ESIC SSH receiving the services/goods
7. **"The tenderer"** means the individual or firm who intends to participate in the tender for providing cooking food items, catering & other services as mentioned in the tender document
8. **"Day"** means calendar day.

Scope Of Work:

The service provider is required to provide the services round the clock 24 x7x 365 days to visitors of hospitals that include patient attenders, staff and doctors of ESIC SSH.

The caterer may also note that the requirement for catering services may increase/decrease based up on the activity level and requirements of the Hospital. Thus, the requirement for man power and other services may go up or come down accordingly. 24X7 Services should be provided by the caterers so that visitors, staff and doctors would accessible to food in case of emergency.

The Caterer shall be required to arrange executive meals at short notice for visiting VIPs/ dignitaries. Certain dishes as required by VIPs may be arranged from outside sources with prior approval of competent authority of the Purchaser. The caterer may make payments and claim the same subsequently through a regular bill.

Eligibility criteria:

- i. The bidder/Service Provider should have a working experience of at least three years in providing Catering Services satisfactorily to reputed organizations namely Central Govt. Units / State Government Units / PSU's / Autonomous Bodies/ Corporate Offices/Banks/ Medical Institutions. The firm offering tender should furnish Suitable documentary evidence to be supported along with the Part –I of Tender application (scanned and uploaded).
- ii. The Service Provider should have **minimum annual turnover of Rs. 80 lakhs, Rs 1 crore & Rs 1 crore 20 lakhs**, in Catering in FY 2014-15, 2015-16 & 2016-17 respectively. As a proof, Audited balance sheets pertaining to catering for the last three financial years i.e 2014-15, 2015-16 & 2016-17 be attached (scanned and uploaded) with technical bid Part – 1.
- iii. **Profile of the company / Agency:** The company / agency should give their details as per the proforma given in Part I.

- iv. The Service Provider has to provide by himself the Utensils, fuel, gas and all other ingredients for cooking purposes.
- v. The capability of the Service Provider in running the canteen shall be verified by the Committee nominated by the Medical Superintendent/ Dean/ Competent Authority and only such successful bidder's financial bid will be opened. ESIC reserves the right to obtain Feedback from previous / present clients of the tenderer and also depute its nominated committee to inspect the site/s at present contract/s for on the spot first-hand information regarding the quality of food and services provided by the tenderer. The decision of ESIC in this regard will be final and binding on all the bidders.
- vi. The Service Provider should be registered with Statutory authorities in Telangana (as indicated below) documentary proof to be scanned and uploaded along with the tender document.
 - a. Registrar of Companies under the Companies Act 1956, if it is a company or valid registration certificates incase of other constitutions
 - b. License issued by Food & Safety Standards Authority of India under FSS Act 2006
 - c. GHMC Hyderabad(Trade License) valid for current period
 - d. Employees State Insurance Corporation registration certificate
 - e. Regional Provident Fund Commissioner registration certificate
 - f. Valid License from Labour Department
 - g. ISO Certification/any other credentials if available
 - h. GST Registration no.
- vii. Income Tax Department (PAN Card of the Firm/Proprietor/Managing Director) be attached.
- viii. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by state in India. The bidders shall furnish a letter to this effect along with the Technical bid.
- ix. Failure to enclose EMD amount shall make tenderer in eligible.

Section II

INSTRUCTIONS TO TENDERERS

The Tenderers are expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required in the tender documents or submission of a tender which is not substantially responsive will be at the Tenderer's risk and may result in rejection of its tender.

Clarification of Tender Documents:

The intending Tenderers may seek any clarification required on the Tender document through e-mail id esih-sanathnagar.ts@esic.in or in writing not later than the last date for submission of the bid in e-procurement portal. The Purchaser will respond to the clarifications. The intending bidders may also seek clarifications on the Tender document during the pre-bid meeting scheduled on 20.08.2018 at 02:30 PM at Admin Block, 2nd Floor, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad.

Amendment of Tender Documents:

At any time prior to the deadline for submission of tenders, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer,

modify the tender documents by amendment and the amendments will be published through the e-portal.

In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Purchaser, at its discretion, may extend the deadline for the submission of tenders.

Preparation of Tenders:

Language of Tender:

The tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and the Procurer, shall be written in English language.

TENDER SUBMISSION:

This tender is an e-tender. The tender document can be downloaded from www.esic.nic.in, Central Public Procurement Portal: www.eprocure.gov.in and <https://esictenders.eproc.in> from 10-08-2018 to 31-08-2018 till 02.00 PM. The Bidders are advised to register themselves with e-procurement Portal at- <https://esictenders.eproc.in> as described in **Annexure VII** to participate in the e-Tender. The e-tender should be filled online on e-procurement portal and all relevant supporting documents should be attested, scanned and uploaded. Hard copies of the documents need not be submitted except for the Demand Draft for EMD and undertaking. Both the said DD and undertaking shall be put in a sealed cover and dropped in the tender box kept at Administration Branch, 2nd Floor, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad- 38 before the last date of submission of e-tender. The cover should be super scribed **“Tender for RUNNING OF CANTEEN FOR HOSPITAL AND VISITORS at ESIC Super Speciality Hospital, Sanathnagar, Hyderabad”**.

The tender prepared by the Tenderer shall comprise the following components

- a. Tender Form consisting of Technical and a Price bid completed in all respects
- b. Earnest money deposit furnished as prescribed in the tender document.
- c. Documentary evidence establishing as per the relevant clauses of the document that the Tenderer is eligible to apply for the tender and is qualified to perform the contract if its tender is accepted.

FILLING OF TENDER FORM–Tenderers are requested to carefully study the terms and conditions and may visit the Hospital to understand the job involved before submitting the tender documents. No clarifications shall be entertained after receiving the tenders.

- i. Omission, neglect or failure on the part of the Tenderers to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the Tenderers, from any liability in respect of the contract.
- ii. The Tender form should be complete in all respects, written in English language only and giving correct and relevant data.
- iii. The Tender document must be signed by the authorised signatory or by a person holding a power of attorney authorised to do so. Under this clause “the delegate not re-delegate” shall be followed.

- iv. Each page of the tender should bear the page no., signature, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and scanned and uploaded
- v. Incomplete tenders/tenders not complying with the terms and conditions of the tender document; tenders received after the closing date; suppression/falsification of information/influencing or intimidating other tenderers shall entail disqualification of the tender.
- vi. Conditional Tenders will be rejected outright.

Earnest Money Deposit

The Tenderers should enclose, an Earnest Money Deposit (EMD) of Rs. 60,000/- (Rupees Sixty Thousand only) in the form of Demand Draft, drawn in favour of “**ESI Fund Account No.1**” payable at Hyderabad.

This amount will be returned interest – free to the unsuccessful tenderers after three months from the closing date of the Tender or after one month of the award of the Contract, whichever is later. No interest will be paid on the EMD under any/repeat circumstances.

In the case of successful bidder’s EMD will be discharged upon the bidder signing the contract and furnishing the performance security deposit or shall be allowed to be adjusted towards performance security Deposit.

The EMD shall be forfeited:

- 1.If the bidder withdraws his bid after closure time of submission of tender.
(OR)
- 2.In case of a successful bidder, if the bidder fails to sign the contract and/or to furnish performance security on or before the due date.

Dean/competent authority reserves the right to accept or reject any or all tenders at any time without assigning any reason thereof what so ever and his decision shall be final on this account.

GENERAL CONDITIONS OF CONTRACT:

1. **PERIOD OF VALIDITY OF BIDS:** Bids shall remain valid for acceptance for a period of 180 days from the date of opening of tender prescribed by the purchaser. Bid valid for a shorter period shall be rejected by the purchaser as non-responsive.
 2. **Tender evaluation:** All the tenders received will first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the tender document. The tenderers, who do not meet the basic requirements, will be treated as non-responsive and rejected. The following are some of the important points, for which a tender may be declared as non-responsive and will be rejected, during the initial scrutiny:
 - a. The Tender document is unsigned
 - b. The Tenderer is not eligible
 - c. The Tender document validity is shorter than the required period
 - d. Tender document is without EMD of required amount
 - e. Tenderer has not agreed to give the required performance security
 - f. The tenderer has not agreed to some essential condition(s) incorporated in the tender.
 - g. In case of authorized signatory the tenderer must provide the full particulars of the person authorized to sign the tender on his behalf.
 - h. Conditional Tenders will be rejected outright.
 3. **OPENING OF TENDERS:** The tender shall be opened on 31.08.2018 at 02:30 p.m. In case this dated is declared a holiday then tender opening shall take place on the next working day at the same time. The Tenderers/ his representative, if so desire, may be present at the time of opening of the tender. Dean or competent authority reserves the right to accept or reject any or all tenders at any time without assigning any reason thereof what so ever and his decision shall be final on this account.
 - a. Part I the Technical Tender Document : Part I shall be opened first to analyse & assess the credentials, capabilities and experience of the firm/organization to provide Catering Services. All the documents shall be scrutinized, first-hand information regarding the quality of food and services provided by the tenderer shall be assessed by the nominated committee.
 - b. Part II of tender schedule i.e Financial Tenders : Financial bid of only those qualified in Technical Tender Part I, shall be opened in the presence of tenderers at a date & time notified in advance by the Purchaser.
3. **Financial BID:**
- a. Duties, taxes including service tax if any, paid or payable, must be mentioned clearly both on percentage as well as on actual figures.
 - b. Prices quoted by the tenderer shall be unchangeable during the contract period except any variation in case of statutory payments. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
 - c. All prices must be mentioned both in figures and words. The bidder must make sure that there is no discrepancy between the two. In case of any discrepancy between the two the interpretation of the Purchaser on this account shall be final and binding. If the tenderer does not accept the correction of errors as per purchaser's interpretation his bid will be rejected.

- d. **The Service provider is expected to pass on the benefit of free accommodation, electricity and water in the form of reduced cost of food items while quoting the rates.**

Note: The Service Provider has to quote the price for all the items mentioned in the **Annexure- VI** and the contract shall be awarded to the tenderer who has the sufficient work experience and the capability in running the canteen and whose grand total quoted for the items mentioned in the **Annexure-VI** is lowest in comparison to the other tenderers shall be considered as the lowest tenderer.

4. DECLARATION OF SUCCESSFUL TENDERER AND AWARD OF CONTRACT:

Tenderer quoting the lowest rates which should be justifiable with market price of the items with relevant parameters will be considered as the successful Tenderer and may be called for further negotiations.

The successful Tenderer has to execute an agreement with the Purchaser within 15 working days of receipt of the contract form, the successful tenderer shall sign and date the contract on non-judicial stamp paper of requisite denomination and return it to the Institute.

However, the Purchaser is under no obligation to accept the lowest or any tender received in response to this tender notice and is entitled to reject any or all tenders without assigning any reason whatsoever.

The Service provider is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in the acceptance of tender.

The Contract, if awarded, shall be valid initially for a period of one year from the date of award of contract subject to continuous satisfactory performance and on failure on this aspect by the Service provider, the competent authority will reserve the right to terminate the contract. The period of contract can be extended for such further period at the discretion of the competent authority on same terms and conditions as mentioned in the tender document.

The approved rates as indicated below shall be valid for the contract period. The service provider is liable to provide services till settlement of next tender or end of the two years contract period whichever is earlier.

Performance security Deposit: On acceptance of the tender, within the period specified by the Competent Authority, the Service provider shall deposit as security a sum of **Rs. 2,00,000/- (Rupees Two Lakhs only)** as security deposit. The competent authority shall be entitled to forfeit the Security Deposit or any part thereof in case of any lapse in performance or to recover any loss or damage to the property or to the Purchaser due to the act of service provider or his staff without prejudice to any other remedies provided in the contract or available under law. The security shall be in the form of Demand Drafts in favour of “**ESI saving Fund A/C No.1**”, ESIC Super Speciality Hospital Sanathnagar, Hyderabad” payable to at Hyderabad or Bank Guarantee.

- i. If the contractor fails in fulfilling above mentioned terms and conditions, such failure will constitute a breach of the contract and the Competent Authority shall be entitled to make other arrangements at the risk and expense of the contractor.
- ii. On due performance and completion of the contract in all respects, the Security Deposit will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate in the prescribed form and upon return in good condition of all the

property and articles belonging to the purchaser, which may have been issued to the contractor.

5. **TERMINATION:** The Purchaser, by written notice of 30 days (Thirty days) sent to the Tenderer, may terminate the contract, in whole or in part at any time if any of the stipulated conditions are not met or service not satisfactory.

However the Purchaser also reserves the right to terminate the contract at any time, without giving any notice in case of gross violation of the stipulated terms & conditions. For all disputes arising out of non-adherence of any terms stipulated above, ESIC Super Speciality Hospital is the final authority and its decision shall be final. However, the legal jurisdiction for all matters would be Hyderabad only.

6. **RESOLUTION OF DISPUTES:** In case of a dispute or difference between the Purchaser and the Service provider relating to any matter arising out of or connected with this agreement such dispute or difference shall be referred to an arbitrator to be nominated by the Medical superintendent. The award of the arbitrator shall be final and binding on the parties of this contract.

7. **RIGHT TO MODIFY OR RELAX :** The Purchaser reserves the right to modify and /or relax any of the terms and conditions of the tender / contract.

8. **PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY BID:** The Purchaser reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected tenderers or any obligations to inform the affected tenderers of the grounds for purchaser's action.

9. **Corrupt or Fraudulent Practices:**

The Purchaser requires that Tenderers/ Service Providers observe the highest standard of ethics during the tendering period and execution of the contracts. In pursuance of this policy, ESIC defines, for the purposes of this provision, the terms set forth as follows:

- i. "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- ii. "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the ESIC, and includes collusive practice among Tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the ESIC of the benefits of free and open competition;
- iii. This Purchaser will reject a proposal for award if it is noticed that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- iv. This Purchaser will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a financed contract if it at any time finds that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract by ESIC.

- v. Coercive practice: Means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

The Purchaser will reject a proposal for award if it determines that the tenderer recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question

- 10. The Contractor **shall not sublet transfer or assign the contract** to any part thereof. **On the event of sub letting the contract shall be cancelled & performance security deposit will be forfeited.**
- 11. All Entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be attested by the authorized signatory.
- 12. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.

Special Conditions of contract ;

1. The hospital shall provide certain equipments and articles for canteen. Tenderer is advised to visit the site and see the equipments available. Rest of the things they have to procure themselves.

Inventory of materials and equipments already available in the hospitals detailed in the table below:

Sl.No.	Equipment	Qty.
1	Bain Marie front Side Glass & Granite Top	1
2	Hot Display Counter	1
3	Cold Display Counter	1
4	Back Counter With Storage Underneath 60 x 24 x 34 "	2
5	Toaster 24 slice	1
6	Conveyer Toaster	1
7	Tea Urn	2
8	Pick Up Counter with Overshelf 108 x 30 x 34 "	1
9	Low Height Table 30 x 30 x 24 "	2
10	Low Hieght Burner 30 x 30 x 24 "	2
11	S.S. Exhaust Hood with Fan	3
12	Three Burner Cooking range	1
13	South Indian Range 36x 24x 34"	1
14	Work table 36x24x34"	1
15	Under Counter Regrigerator 60 x 24 x 34 "	1
16	Bain Marie	1
17	Work Table 84 x 24 x 34 "	1
18	Masala Trolley 24 x 24 x 34 "	1
19	Preparation Table W Sink	1
20	Four Door Refriegeerator	1
21	Chapatti Rolling Table 72x24x34"	1
22	Chapatti Plate Cum Puffer 60x24x34 "	2
23	Chapatti collection Table 24 x24x34"	1
24	S.S. Exhaust Hood with Fan	1
25	Soiled Dishlanding Table 72 x 24 x 34"	1
26	Three Sink Unit	1
27	Wiping Table 48 x 24 x 34 +6"	1
28	Clean Dish Rack 36 x 18 x 72"	2
29	Pot Rack 48 x 24 x 60"	1
30	Wet Grinder	1
31	LPG Gas Pipe Line	131 fts.
32	GI Ducting	925sq/ft.

The equipments provided by the hospital may takeover and an undertaking for having received the items may also be given. All the items should be returned back to hospital intact & in working condition while vacating the canteen by the Service provider. Any damages to the properties/equipments shall be levied upon the Service provider only and deducted from the security deposit.

2. Water will be supplied free of cost for the usage of (drinking and washing of the utensils) Canteen only when available. The Service provider is instructed to use the water economically. In case of water shortage contractor shall procure the water at his own cost.
3. Electricity will be supplied free of cost for general illumination, refrigeration and aeration of the canteen / store, but no electricity will be permitted for cooking. The Service provider is forbidden from using any additional electrical equipment or appliances without the written permission of the Dean or competent authority. Maintenance of lights/fuses/chokes/motors/electrical sockets etc. that are used to supply electricity to canteen shall be the liability of Service provider till the period of contract. All such maintenance should be done by the Service provider at his own cost and details of maintenance work performed shall be intimated to the Administration ESIC.
4. The Service provider should display prices of every item sold in a prominent place of the canteen.
5. Accommodation will be made available for running canteen free of cost.
 - i. It is the responsibility of Service provider to maintain facilities provided to him in proper condition.
 - ii. In case any damage is caused to the Hospital property, the amount assessed will be recovered from the Security Deposit of the Service provider. In all such cases, the decision of the Dean or competent authority will be final and binding on the part of the contractor. The decision of the Dean or competent authority on these matters will be final.
 - iii. The interior decoration and the wall paintings shall be done by the contractor on his own with the prior approval of the Dean or competent authority.
6. Canteen shall be meant for serving refreshments, snacks, tea, meals etc. and such other items and such prices, as may be settled between the Service provider and the hospital authority.
7. The services of the staff canteen will be at the disposal of the staff of this hospital including doctors, other officers, nurses, etc. and bona fide visitors. The users of the canteen shall be paying for the services directly to the Tenderer.
8. The staff canteen will run on all days including Sundays & Holidays and shall remain open during such hours as may be decided by the hospital.
9. The Canteen Service provider may be considered for entrusting catering for various conferences, meetings and functions that may be held in this Hospital, depending upon quality of items supplied. This is at the option of the Hospital authorities/ Organizers. Further, the canteen premises and hospital resources are not to be used for cooking / storing of food material meant for use of entities other than ESIC Super Specialty Hospital, Sanathnagar.
10. The contractor selected for canteen service, will be required to maintain highest level of cleanliness and standard of hygiene with regard to the persons under his employment and utensils for serving the food.
11. The Service provider shall provide liquid hand wash at hand wash area and hand drier for the visitors of the canteen and shall undertake other hygienic precautions as per instructions of Hospital Administration.
12. The Service provider shall keep canteen, wash area, utensils, serving vessels and plates clean and disinfected. It is the responsibility of the Service provider to keep the tables and chairs ready for service to clear the plates kept by users of canteen on the table/counters. The Service provider also shall make arrangements for disposal of garbage and left-over food in black / green covers in GHMC bin.
13. Cleaning of plates & utensils shall be done with hot water, soapy water, duly cleaned and dried & steam sterilisation.

14. The Service provider must employ adult and skilled labour only. **Employment of child labour will lead to the termination of the contract.** The Contractor shall be fully responsible for the conduct of his staff.

15. **Staff/personnel :**

- i. The staff engaged or planned to be deployed for subject work will have to be declared medically fit from any Government hospital at the Cost of Service provider (The workers must be screened for HIV, HB SAG, CBP, CUE, STOOD for OVACYST, STOOD C/S) and documentary proof may be submitted to the hospital authorities initially before commencement of Canteen contract. Thereafter, health check up of the workers will be done twice in a year i.e. after every six months at the cost of the Service provider and shall get them examined for medical and physical fitness by this hospital doctor. Staff afflicted with communicable disease / infectious diseases have to be kept away from work till he / she has recovered. Immunization of the workers for different infective diseases and any other tests as per hospital recommendations shall be done by the Service provider at his own cost.
- ii. All manpower required for cooking, serving and cleaning work shall be under own arrangements of the Service provider. Service provider shall provide identity cards and uniforms to all personnel at their own cost
- iii. There shall be one waiter per every 25 participants/ guests, dedicated waiters must be appointed for staff of ESIC. The contractor shall employ a minimum number of persons at all times and bring additional strength when ever required. In addition, Adequate staff shall be provided for cooking, cleaning of utensils, cleaning of dining halls and wash areas/ toilets attached with the dining halls. The Service providers shall employ a minimum number of persons at all times and bring additional strength whenever required.
- iv. Suggested/recommended manpower is as follows which may be increased or decreased based on the need.

Supervisors	1	
Waiters	3	For serving VIPs/ staff whenever required 1 waiter for every 25 persons.
Head cook Asst cooks Helpers	As considere necessary	The cooks must be available during all meal times such as breakfast, lunch and dinner. They must be able to prepare food at short notice for unexpected guests/ participants coming to the ESIC at odd times. The cooks must interact with dining members regularly to get first hand feed-back and bring improvements in the preparation of food. Quality of rice & chapathis shall always of high quality.
Cleaning Staff	As considere necessary	

- v. The Head cook, Asst. cooks should be well qualified and experienced in Hotel Management/ institutional catering capable preparing all kinds of dishes. Similarly the managers and supervisors should have basic qualification and experience in catering and serving of food.
- vi. The catering supervisor appointed by the caterer should be available throughout the production and service period at the Institute and see that the staff/guests are served by well-trained servers/waiters.

- vii. The Service provider shall nominate one senior manager for overall supervision & management of all catering activities along with certain amount of cash for purchases so as to meet urgent requirements. Institute will have a right to reject one or all catering staff if not found qualified & trained.
- viii. The Service Provider shall ensure that the engaged staff shall always be neatly turned out with hair, nails, beards trimmed and in proper uniform & footwear (uniform-dress code, caps, name badges and gloves while serving). Serving staff should preferably wear black trousers, white full sleeves shirts, white gloves, white cap & black shoes
- ix. Torn, worn out, dirty shabby uniforms are not acceptable. Same to be replaced, failing which the staff will not be allowed to undertake duty and may attract penalty.
- x. The Service provider must employ adult and skilled labour only. **Employment of child labour will lead to the termination of the contract.** The Contractor shall be fully responsible for the conduct of his staff.
- xi. The personnel so appointed should have the basic knowledge of personal hygiene, safe & clean methods of food handling. They should be of good character, good conduct and of cheerful disposition.
- xii. The Agency will be responsible for such conduct of the persons engaged by him in the hospital, which will be conducive for maintaining the harmonious atmosphere in the Hospital premises and will be responsible for any act commission & omission of such persons.
- xiii. The Service provider shall be responsible for his employees in observing all security and safety regulations and instructions as may be issued by the Purchaser from time to time. The contractor shall have the right to appoint and to take appropriate disciplinary actions against his workers to fulfill his obligations under this agreement, provided that, action should be taken in accordance with Labour law and Industrial Employment (Standing Order) Act, 1946 and the Canteen Committee should be informed at every point of time.
- xiv. The Service provider will be responsible for maintaining adequate number of personnel as per norms/requirement engaged in cooking, distribution of food and housekeeping (incl. disposal of garbage and left over food). No unauthorised person except for declared staff of contractor shall be present in the Cooking area.
- xv. The Service provider shall be responsible for payment of wages and allowances to their staff members in compliance with prevailing rates as per statutory norms. ESIC shall in no way be responsible for any default/ dispute with regard to statutory obligation related to manpower engaged by the agency.
- xvi. All payments to the staff employed by the Service provider for undertaking the catering contract in the Institute have to be paid in the 1st week of every month and as per the prevailing minimum wages stipulated from time to time, and covering benefits such as ESI, EPF, etc. The firm/contractor shall be solely and fully responsible for any delays/lapses/ violations/non-compliance.

- xvii. All applicable acts and the rules related to the labour law as amended from time to time shall be strictly followed by the service provider. The Purchaser shall not be a party to any dispute. The Service provider is required to produce documentary proof that the minimum wages, ESI, contribution to provident fund including paid leaves etc as applicable under the statutory act are being paid to the staff in the 1st week of the month latest, as required under the contract labour regulation and minimum wages act as notified by the Government from time to time.
 - xviii. The Service provider shall be deemed responsible for all legal and contractual purposes, as the employer of the staff employed for carrying out the contract and such persons will not have any claim for employment in the Institute now or at a future date.
 - xix. The Service provider may obtain adequate insurance policy (workmen's compensation insurance) for all his staff to be engaged for the work, in addition to ESIC towards meeting the liability of compensation arising out of death / injury/disablement at work etc. The Service provider shall show proof to the authorities by submitting Xerox copies of the same. He shall also obtain from his underwriter of such insurance a waiver of subrogation in favour of the Purchaser.
 - xx. The Contractor shall arrange Biometric attendance to all of personnel deployed for subject work.
 - xxi. The Contractor should keep the staff canteen complex clean. If, at any point the Canteen & its premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority. The contractor should maintain a Daily cleaning schedule which shall be to be presented to the hospital authorities on demand.
16. The Service provider at his cost shall provide CCTV coverage to the Cooking area, Serving area and entry and exit of the canteen.
17. The quality of the raw materials to be used for preparation of food in the staff canteen should be of highest standard and fresh. AGMARK spices and condiments, Grade -1 dhal's and commodities and fresh Vegetables, Non-Veg & Fruits to be used. Rice should be fine, good quality, free from contaminants and should be of Agmark variety. The contractor shall ensure that no stock of raw material /consumables beyond expiry date are stored, used, or sold in the canteen premises.
18. The medium of cooking Oil shall be Sunflower/Rice bran Oil to be used.
19. The food items supplied shall be contamination-free, and fresh. No left-over or balance or refrigerated food item shall be served. (Veg & Non-Veg/Fruits)
20. The Service provider shall ensure that separate utensils / vessels are used for preparing vegetarian and non-vegetarian items
21. The fuel to be used for cooking **will only be LPG** and shall be arranged by the contractor.
22. The Service provider is also responsible to arrange and maintain separate sets of necessary cutlery & crockery as follows
- (a) Full size dinner plates
 - (b) Quarter plates
 - (c) Cups & saucers for tea & coffee
 - (d) Drinking water glasses

- (e) Spoons & forks
- (f) Serving dishes
- (g) Sheffen-dishes for use at ESIC canteen.

23. The Pest & Rodent control also stray animals & Hygiene of canteen area is "Zero Tolerance Zone" and therefore, the Service provider is entirely responsible for proper pest, rodent control and stray animals in the whole canteen area and shall undertake all the measures necessary (incl. use of good quality disinfectants, floor and other cleaners, rat traps, pesticides, Pesto-O-Flash).
24. The Service provider shall ensure that all flammables, disinfectants, cleaning agents, pesticides are stored in a separate demarcated area under lock & key at all the times with restricted access.
25. The Service provider shall bear all the expenses for running the canteen and the hospital shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to the workmen during discharging of their duties.
26. The Service provider shall not be entitled to use the accommodation allotted by the hospital for any other purpose or business other than staff canteen.
27. The Service provider shall not use the name of the ESI Corporation in business dealing with other persons or traders.
28. The Service provider must possess the requisite valid Trade and Food License issued by the competent authority for carrying out the business and shall be responsible for complying all laws pertaining to the services in question as well as those pertaining to employment of persons under him.
29. There shall be no compromise on the quality of food supplied by the Service provider and if any such incidence or food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.
30. The successful tenderer shall obtain a valid license under the Contract Labour (R&A) Act. 1970 and rules framed there under and shall continue to hold it till completion of the contract.
31. The Hospital Campus is a "NO SMOKING ZONE", hence sale and use of tobacco is prohibited.
32. The sale and use of Liquor (alcohol) is also strictly prohibited in canteen area.
33. Surprise Inspections will be conducted by Officers/ Inspection Team constituted by Dean or competent authority.
34. Suggestion box should be made available to customers/staff of Hospital at an accessible and conspicuous area.
35. No broom should be used for preparing DOSA".
36. Dahi vada to be prepared fresh in batches with fresh curd.
37. Fire Extinguisher must be kept in the Cooking Area.
38. Caution board regarding wastage of Drinking Water should be exhibited.

39. The Service Provider shall ensure that all the raw materials in-use to be kept in clean labelled containers in the cooking area.

40. Penalty Clause:

Penalty clause	amount of penalty	Repeat default
On the event of same Service Provider being awarded both " Running of Canteen for Hospital and Visitors" and " Inpatient Diet "contract, the staff and material shall not be used interchangeably	Rs. 5,000/ day	termination of contract
No bill provide or excessively charged for food found	Rs.1000/- per occasion	
Non compliance on hygiene	Rs.1000/- per occasion	
Rotten or poor quality of vegetables /Fruits	Rs.2000/- per occasion	
poor quality of rice	Rs.2000/- per occasion	
each day of unauthorized closing of canteen	Rs. 5,000/ day	Black listing and termination of contract
over stay on termination of contract	Rs. 10,000/ day	
staff if found without proper uniform or ID card	Rs.50 per day of default per person.	
Any complaint by visitors or staff if not attended with in 48 hrs	Rs. 500/- for each complaint	
complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item	Rs. 5,000 per complaint	
Non-availability of complaint register or discouraging members from registering complaints	Rs. 2,500/-	
Food poisoning	Rs :10000	Black listing and termination of contract
Dilute or adulterated milk	Rs 2,000/-	
Improper Pest control	Rs1,000/-	
Absence of proprietor or his representative empowered to take decision during meetings on due invitation or during inspections	Rs 10,000/-	

41. The **Pest & Rodent control** also stray animals & Hygiene of Canteen area is “Zero Tolerance Zone” and therefore, the Service provider is entirely responsible for proper pest, rodent control and stray animals in the whole Canteen area (control in food storage, processing, preparation areas, pantries, Vessel wash / Utility areas and staff rooms) and the Service Provider will at his own cost arrange for daily pest control check and an intensive, professional thorough pest control service during the night time at least once a fortnight. Report regarding such pest control carried should be submitted to Care takers Office. Non-compliance with respect to undertaking pest control or submission of requisite report will attract termination of service. Use of Professional Pest control services by the Service provider shall not be construed as subletting, in such case conduct of the persons engaged for pest and rodent control shall be the responsibility of service provider for any act commission & omission of performed by such persons. The Service Provider shall make proper arrangement for spraying with appropriate World Health Organization (WHO) approved pest control materials in and around all Canteen area on a daily basis/regularly to avoid fly / mosquito menace. The impute chemicals will be inspected by the committee/ authorized official of the Hospital at their discretion before use.
42. The Service provider shall ensure that all flammables, disinfectants, cleaning agents, pesticides are stored in a separate demarcated area under lock & key at all the times with restricted access.
43. The contract either **in full or in part shall not be sublet** or assigned by the bidder to others under any circumstances. If anything found by ESIC SSH administrative action as deemed fit will be initiated against the caterer.
44. In case of any default by the Service Provider, causing additional expenditure to the Purchaser, the Purchaser may at its discretion, recover from the Service provider an amount equivalent to that incurred to make alternative arrangements. This right of the Purchaser shall be without prejudice to its other rights under the law (civil, criminal liability) including the right to cancel the contract, without the required notice period and forfeit the Security Deposit/recover damages for breach of contract. Decision of the Purchaser in this regard shall be final.
45. The Service Provider or his authorized representative shall attend meetings organized from time to time, for discussion, evaluation of performance of the contract, and compliance of statutory regulations etc.
46. The Dean or the competent authority shall have the right to terminate the agreement with the Contractor by giving one month’s notice without assigning any reason. Refund of the unutilized portion of Security Deposit paid by the contractor will be at the discretion of the Medical Superintendent.
47. The Contractor will vacate the canteen and hand over the possession of the premises on the expiry of the term of the contract or on termination of the contract. If the Contractor fails to vacate the canteen premises on stipulated date or on direction then damage charges for the overstay at the rate of Rs. 10000/- (Rupees ten thousand) per day will be recovered from the Contractor out of the Security Deposit. If Security deposit is insufficient to recover damage charges then the same will be recovered through the Courts of law.
48. Hospital Administration shall take final decision regarding implementation and amount of all penalties mentioned in the document.

Dean

Undertaking
(To be submitted on Rs. 100/ non judicial stamp paper)

I/Weundersigned is /are authorized signatory/signatories of the

firm M/s _____

Address _____

do here by undertake that

1. I, the undersigned certify that I have gone through the Terms & conditions mentioned in the tender document and undertake to comply with them. The rates quoted by me/us are valid and binding on me/us for the entire period of contract and It is certified that rate quoted byme are the **lowest quoted** for any institution/Hospital in India by me. The earnest money of Rs (Rupees _____ only) deposited by me has been enclosed herewith videDemand DraftNo _____ Dt Drawn on bankBranch
2. I/we give the rights to Medical Superintendent to forfeit the Security money deposited by me/us if any delay occur on my part for failure to supply the food items within the appointed time or the food items of desired quality.
3. There is neither any vigilance CBI case or court case pending against the firm nor the firm has been even black listed by any Government or private organization.
4. I / we understand that Medical Superintendent, ESIC Super speciality Hospital Sanathnagar, has the right to accept or reject any or all the tenders without assigning any reasons (s) thereof.

Date

Signature of the tenderer

Place

Full Name

Designation

(Office seal of the tenderer)

TENDER APPLICATION FORM FOR CANTEEN SERVICES ON CONTRACT

1.	Name of Tendering Company / Firm	
2.	Name of the Owner / Partners / Directors	
3.	Full particulars of Office	
	(a) Address	
	(b) Telephone/ Mobile No.	
	(c) Fax No.	
	(d) E-Mail id:	
4	Total no of Employees:	
5	Date of Establishment of Firm	
6	If your firm registered under:	
	a) The Indian Factories Act:	
	b) Any other Act, if not, who are the owners; (please give full address)	
7	Are you in the list of approved Contractors of any other Organization / Institutions, If any give details (Append extra page if necessary)	
8	Give details of any Government contracts executed during the last 2 years (Append extra page if necessary)	
9	Details of experience of running the canteen in reputed Organization / Institutions	
10.	Annual turnover of the firm in the last two years (Copy of the ITR returns for the last two years to be enclosed)	
11	Full particulars of the Bankers of Company / Firm / with full Address / Tel. No./Fax No./e-Mail id	
	a) Account No.	
	b) IFSC Code.	
	c) Micro Code	
	d) Branch	
12	Registration details	
	(i) PAN / GIR No.	
	(ii) Service Tax Registration No.	
	(iii) EPF Registration No.	
	(iv) ESI Registration No.	
13	Details of Earnest Money Deposit	
	a) Amount (Rs.)	
	b) DD / PO No. & Date	
	c) Drawn on Bank	
	d) Valid upto	
14	Any other information which you consider relevant	

TENDER FOR CANTEEN SERVICES ON CONTRACT CHECKLIST FOR TECHNICAL BID

1	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	Yes/ No.	
2	Earnest money deposit (EMD)	Yes/ No.	
3	PAN number (Enclose copy)	Yes/ No.	
4	Audited Balance sheet of last three years with details of annual turnover, profit/loss account etc.	Yes/ No.	
5	Income tax statement of last three years. (Financial years 2014-2015, 2015-2016 and 2016-2017)	Yes/ No.	
6	ESI & EPF Registration Certificate (copy)	Yes/ No.	
7	Experience certificate (Minimum three years)	Yes/ No.	
8	Proof of filing latest Income Tax Return (copy)	Yes/ No.	
9	GST Registration	Yes/ No.	
10	Labour License, if applicable	Yes/ No.	
11	Valid Trade License (copy)	Yes/ No.	
12	Valid Food License (copy)	Yes/ No.	
13	Undertaking on Non – Judicial stamp paper	Yes/ No.	
14	Satisfactory performance certificate from previous employer / institution	Yes/ No.	
15	Non black listing certificate (self certificate)	Yes/ No.	

(All documents should be self attested by the tenderer with seal of the firm)

It is to certify that the above mentioned particulars are up to the best of my knowledge and no fact has been concealed and that all the information furnished above is true to the best of my knowledge. I have no objection to ESIC Super Speciality Hospital, Sanathnagar, Hyderabad to verify any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorised signatory in the capacity of_____.

Date:

Place:

Designation:

Address:

Seal of company/Agency

Signature:

Name:

Price Bid to Quote Rates : Offer of rates to be submitted in the following sub-heads and shall be inclusive of all charges, statutory obligations and any other expenses.

MENU				
Item code	Menu/Name of items	Composition/Description/Quantity	Unit	Rates quoted (Rs.)
1	Tea	Standard cup (100 ml)	Per cup	
2	Coffee	Standard cup (100 ml)	Per cup	
3	Milk	Standard cup (200 ml)	Per cup	
4	Horlicks /Boost/Bournvita	Standard cup (200 ml)	Per cup	
5	Samosa	Vegetable (100 gms)	Per Piece	
6	Pakoda Onion/Palak	75 gms	Per Plate	
7	MirchiBajji	4 Noswith Chutney	Per plate	
8	Bread with Egg	Boiled Egg & Four Breads	Per portion	
9	Puri & Sabji	Two Puri (50 gms each) with Chole/ Sabji	Per portion	
10	Plain Paratha & Sabji	Two Paratha(50 gms each) & Chole/ Dal/Sabji	Per portion	
11	Idli	4Pieces(200gms)+ sambar + chatni + Allamchatni	Per portion	
12	Plain Dosa	100gms Dosa+Sambar+Chatni	Per portion	
13	Masala Dosa	125gms Dosa+Sambar+Chatni	Per portion	
14	Onion Dosa	125gms Dosa +Sambar+Chatni	Per portion	
15	RavaDosa	125gms Dosa +Sambar+Chatni	Per portion	
16	Vada	2 Vada(75 gms each)+Sambar+Chatni	Per portion	
17	DahiVada	2 Nos.(75 gms each)	Per portion	
18	Mysore Bajji	4 Pieces(200gms)+sambar+chatni	Per portion	
19	Upma	250 gms +sambar+chutney	Per portion	
20	Plain Roti	One Roti (40 gms)	Per piece	
21	Meals (Thali)	Vegetarian Thali consisting of Plain Rice (300 gm) Chapathi (2 Nos) (50gm Each) Fry curry (1 Cup-100gm) Gravy Curry (2 Cups-200gm) Dal (150ml) Sambar (150ml) Curd (100ml) Chutney (1 TBSP) Papad (1)	Per Meal	
22	Veg Biryani	450gms + Kuruma + curd onion	Per Plate	
23	Egg fried rice	250gms+Pappad	Per Plate	
24	Lemon Rice	250gms+Pappad+Pickle	Per plate	
25	Curd Rice	250gms+Pickle	Per plate	
26	Curry	One Pc. Egg	Per Plate	
27	Omelette	One Pc. Egg	Per plate	
28	Bhujjiya	One Pc. Egg	Per plate	
29	Boiled Egg	One Pc. Egg	Per portion	
30	Curd	200 gms	Per cup	

31	Half Boiled (omelette)	One egg	Per plate	
32	Set Dosa	3 nos (150 gms)+ Sambar+Chatni	Per portion	
33	Ragi Ball	250 gms+ sambar+chutney	Per portion	
34	Vegetable Salad	150 gms	Per cup	
35	Lemon Tea	Standard cup (100 ml)	Per cup	
36	Veg Puff	100gms	Per piece	
37	Egg Puff	100gms	Per piece	
38	Phulka	2 nos(30 gms each)+sabji+dal	Per portion	
39	Butter Milk	250ml	Per cup	
40	Lassi	250ml	Per cup	
41	Fruit Juices	200ml	Per cup	
42	Badam Milk	200ml	Per bottle / cup	
43	Mineral Water	1 Ltre	Per Bottle	
44	Mineral Water	500 ml	Per Bottle	
45	Extra rice	300gms	Per cup	
46	Extra sambar/ curry/dhal	150 ml/150gms	Per cup	
47	Ice Cream	1 cup	Per cup	
48	High Tea	High tea shall be served on special occasions comprising of following items 1. Tea/Coffee Standard cup (100 ml) 2. 1 Piece pastry/Brown cake/Christmas cake/ Plum cake 3. Samosa/Veg curry puff/ Veg Cutlet/ Kachori/ Dhokla 4. Ajmer kalakand/ Mil burfi/ Kajuburfi 5. Bakery Biscuits salt & sweet	Per set	
49	Executive Meals	Soup, Salad, roti/poori, plain rice, special rice preparation - non-veg biryani (for non-vegetarians) and vegetable biryani (for vegetarians), non-vegetarian dish, panneer or mushroom dish for vegetarians, vegetable curry (wet), vegetable curry (dry), sambar, dal, curd, pickle, papad, dessert/ice cream and fruit salad	Per meal	
50	Bread Toast With Butter	6 pieces bread + Butter 20 gms	Per portion	
51	Aloo Bonda	2 nos 50 gms each	Per Plate	
52	Raagi Malt	200 ml	Per cup	
53	Sprouts Chat	50 gms	Per Plate	
54	Veg Sandwich	4 nos + tomato sauce + mint chutney(2 tablespoons)	Per portion	
55	Veg Noodles	200gms	Per Plate	
56	Oats Porridge	200 ml	Per cup	
57	Pongal	300g-plate+ Ground nut chutney(2 tablespoon)	Per Plate	
58	Pav Bhaji	(2 pieces) with butter (20g) & veg curry (150g)	Per Plate	
59	Tomato Soup	200 ml	Per cup	
60	Aloo Paratha	2nos Each 100g with mixed veg curry/ curd (100 ml)	Per Plate	



61	Veg Manchuria	150g	Per Plate	
62	Sago Porridge	200 ml	Per cup	
63	Bread Omlette	4 Slices (2 Eggs)	Per Plate	
64	Veg Cutlet	(100g)- 1 plate	Per Plate	
65	Veg Soup	200 ml	Per cup	
66	Methi Paratha	3 nos each 50g+ Butter (10g) & Curd (100 ml) Tomato Sauce	Per Plate	
67	Veg Bullets	4nos- each 100g	Per Plate	
68	Sweet Corn Soup	200 ml	Per cup	
69	Poha / Dahlia Upma	(250gm) + onion tomato raitha 150 ml	Per Plate	
70	Bhel Puri	1 Plate(75g)	Per Plate	
71	Milk shake	200 ml	Per cup	
		Grand Total (Item No 1 to 71)		

Note: The Service Provider has to quote the prices for all the items mentioned above and the contract shall be awarded to the tenderer whose grand total quoted for the items mentioned above (Sl No 1 to 71) is lowest in comparison to the other tenderers and is eligible/qualified as per the tender conditions.

Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-IIIB Digital Signature Certificate (DSC) with both DSC Components i.e. signing & encryption to participate in the ETenders.

Bidders should get registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer  Tools 

Internet options  Security  Trusted Sites  Sites of internet explorer

<https://esictenders.eproc.in>

<https://www.tpsl-india.in>

<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer 

Tools  Internet options  Advanced Tab  Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or NetBanking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>