



**EMPLOYEES' STATE INSURANCE CORPORATION**  
**SUPER SPECIALITY HOSPITAL**  
5 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



No.523-D/29/12/Canteen & Diet/2016-V-II

Date: 10.07.2018

The Dean, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad re-invites open e-tender under two-bid system for providing patient diet services at ESIC Super Speciality Hospital, Sanathnagar, Hyderabad. Re-Tender documents are available on ESIC website [www.esic.nic.in](http://www.esic.nic.in), CPP Portal [www.eprocuregov.in](http://www.eprocuregov.in) and ESIC e-procurement portal, <https://esictenders.eproc.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:

<b>Period for submission of e-Tender</b>	<b>From 10.07.2018 to 30.07.2018 upto 2PM</b>
<b>Pre – Bid meeting</b>	19.07.2018 at 02.30 PM
<b>Last Date &amp; Time of submission of e-Tender</b>	30.07.2018 up to 02.00 PM
<b>Date &amp; Time of Opening of e-Tender</b>	30.07.2018 at 02.30 PM
<b>Bid Security/Earnest Money</b>	Rs. 1,00,000/-
<b>Performance security/Security Deposit Money</b>	A Sum equivalent to 10 percent of the bid value

**DEAN**



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File No: 523-D/29/12/Canteen & Diet/2016-V-II

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**E-Tender for Patient Diet Supplies.**

E-Tenders in two bid system through e-procurement solution are invited from reputed, registered and licensed agencies who fulfill the eligibility criteria and who can take on the work of supply of patient diet for a period of one year which can be extended on the basis of performance and mutual agreement for one or more years. Tender documents are available on line from **10-07-2018** at <https://esictenders.eproc.in>. Bidders have to deposit the Earnest Money Deposit (EMD) of Rs. 1,00,000/- in the form of Demand Draft drawn in favour of "ESIC Saving Fund A/c No.1" payable at Hyderabad.

The interested bidders should upload their bids along with duly signed scanned copies of all the relevant certificates, documents, etc. in support of their bids - all duly signed - on the website <https://esictenders.eproc.in> latest by 30-07-**2018 upto 02.00 P.M.** The technical bids will be opened online on 30-**07-2018 at 2:30 PM.**

Tender documents are also available for viewing on the website of Employees' State Insurance Corporation i.e. [www.esic.nic.in](http://www.esic.nic.in) and CPP Portal: [www.eprocure.gov.in](http://www.eprocure.gov.in)

**1) ELIGIBILITY CRITERIA :-**

- i.** The Agency should have experience in providing Patient Diet Supplies in reputed hospitals having minimum bed strength of 100 beds, preferably in Govt. and Public Sector, Corporate, Tertiary care hospitals for at least 2 years (list of clients as above, along with satisfactory performance certificate from such clients must accompany the tender.)
- ii.** The agency must be currently running a patient Diet supply contract as above, which may be verified by the competent Authority before finalization of actual contract as per following parameters
  - a. Use of latest energy efficient technology for cooking food, its storage and manner of distribution including quality maintenance in the hospital.
  - b. Utensils and other appliances used in the kitchen and food distribution system must be modern and contemporary.
  - c. Personal hygiene of all the functionaries in the cooking/storage/distribution system must be very good.
- iii.** The Agency should furnish attested copies of the following documents:-
  - a. Certified copies of Income Tax /Service Tax returns for the latest Two Assessment Years. (Financial years 2015-16 & 2016-17)
  - b. Certified copies of Profit & Loss account and Balance Sheet for the last two years (2015-16 & 2016-17)
  - c. Copy of registration of ESIC & EPF.

- d. Proof of paying contribution to ESIC & EPF.
- e. Certified copy of currently valid Trade license (incl. registration certificate of firm) essential for carrying out the activities under the contract.
- f. Copy of the PAN CARD of the Proprietor/Partner/Company.
- g. Copies of experience and performance certificates with documentary evidence.
- h. Copy of the license from food department/ any other concerned department of Govt. of Telangana for undertaking the work already done

All the documents must be self attested, stamped, scanned and uploaded. Hard copies of the documents need not be submitted except for the EMD and Undertaking (Schedule VI)

iv. Detailed specifications, Terms & Conditions are given in the tender document which can be downloaded from ESIC website:-[www.esic.nic.in](http://www.esic.nic.in) . The tender documents / forms are not transferable.

v. Quotations should be submitted along with D.D. for Rs. 1,00,000/- (Rupees One Lakh only) drawn in favour of "ESI Saving fund Account No.I payable at Hyderabad towards E.M.D.

## 2. Bid Document

The tender document can be downloaded from [www.esic.nic.in](http://www.esic.nic.in), Central Public Procurement Portal: [www.eprocure.gov.in](http://www.eprocure.gov.in) and <https://esictenders.eproc.in> from 10-07-2018 to 30-07-2018 till 02.00 PM. The Bidders are advised to register themselves with e-procurement Portal at- <https://esictenders.eproc.in> as described in [Schedule -VIII](#) 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 of Rs. 1,00,000/- for EMD and undertaking as per schedule VI. 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 by 02:00 PM of 30.07.2018. The cover should be super scribed "EMD in respect of e-tender for providing inpatient diet services".

Last date of submission of online tender and hard copies of documents is 30-07-2018 upto 02:00 P.M.

The tender shall be opened on the same day i.e., 30-07-2018 at 02.30 PM. The tenderer / his authorized representative can be present on the same date and time at the opening of tenders if they wish so.

3. Pre Bid Meeting: A pre bid meeting shall be held on 19-07-2018 at 02:30 P.M at Conference Hall, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad to clarify issues connected with the tender. Prospective bidders are invited to attend.

DEAN

**GENERAL TERMS AND CONDITIONS**  
**IN RESPECT OF TENDERS FOR PATIENT DIET SERVICES**

1. **GENERAL** :The Bidder is expected to examine all instructions, forms, terms and conditions and specifications in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
2. **TENDER FORM** :The bidder shall complete the tender form and the appropriate price schedule furnished in the tender documents for all the goods and services as required by the Purchaser (Dean, ESIC Super Specialty Hospital, Sanathnagar, Hyderabad).
3. **BID PRICES** :
  - a. The bidder shall indicate in the price schedule of the tender document:-
    - The complete price breakup of various components of goods and services along with total bid prices in each group/category of the Purchaser's requirements. However the payment shall be based on the actual supplies/services approved by the Purchaser and made by the Supplier.
    - Duties, taxes including service tax if any, paid or payable, must be mentioned clearly both on percentage as well as on actuals.
  - b. Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account except in cases of statutory payments. A bid submitted with an adjustable price quotation will be treated as non- responsive and will be rejected.
4. **EARNEST MONEY DEPOSIT (E.M.D.)** :The bidder shall furnish, as part of his bid an EMD of Rs. 1,00,000/- (Rupees One Lakh only) in the form of a crossed Bank Draft in favour of ESI Saving fund Account No. 1. Payable at Hyderabad. **No interest shall be payable by the Purchaser on this amount.**
  - a. Unsuccessful bidders EMD will be returned as promptly as possible.
  - b. The successful bidder's EMD will be discharged upon the bidder signing the contract and furnishing the performance security.
  - c. The EMD shall be forfeited:
    - If the bidder withdraws his bid during the period of bid validity specified by the bidder on the tender form ; OR
    - In case of a successful bidder, if the bidder fails: To sign the contract and/or to furnish performance security.
5. **PERIOD OF VALIDITY OF BIDS** : Bids shall remain valid for a period of 120 days after the date of tender opening and therefore bids with validity for a shorter period shall be rejected by the Purchaser as non-responsive.

In exceptional circumstances the Purchaser may solicit the bidders consent to an extension of the period of validity. The request and the response thereto shall be made in writing. The EMD provided shall also be suitably extended.

6. 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 bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for Purchaser's action.
7. SIGNING OF CONTRACT : At the same time as the Purchaser notifies the successful bidder that his bid has been accepted, the Purchaser will send the bidder the contract form, incorporating all agreements between the parties within 10 days (or within the period if and as extended by the Purchaser) of receipt of the contract form, the successful bidder shall sign and date the contract on non-judicial stamp paper of requisite denomination and return it to the Purchaser.
8. CORRUPT OR FRAUDULENT PRACTICES: ESIC Super Specialty Hospital, Sanathnagar requires that the Hospital as well as bidder/contractors under this contract observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the ESIC Super Specialty Hospital will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm ineligible either indefinitely or for a stated period of time for award of the ESIC contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing an ESIC contract.
9. CONTRACT AMENDMENTS :No variation in or modification of the performance of the contract shall be made except by written amendment signed by the parties.
10. RESOLUTION OF DISPUTES: In case of a dispute or difference between the Purchaser and the Supplier 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 Dean or Competent authority, ESIC Super Specialty Hospital, Sanathnagar, Hyderabad. The award of the arbitrator shall be final and binding on the parties of this contract. It is the term of this contract that in the event of such arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for time of such transfer or vacation of office or inability to act, the Medical Superintendent, ESIC Super Specialty Hospital, Sanathnagar shall appoint another person to act as an arbitrator in accordance with the terms of this contract. Such arbitrator shall be entitled to proceed with the reference from the stage at which his predecessor left it. It is also term of this contract that no person other than a person appointed by the Dean or Competent authority, ESIC Super Specialty Hospital, Sanathnagar as aforesaid should act as an arbitrator.

An Arbitrations and Conciliation Act, 1996, the Rules there under and any statutory modifications or reenactments thereof, shall apply to the arbitration proceedings.
11. 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.
12. 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.**
13. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
14. TO ACCOMPANY THE BID: The bidder must upload authenticated and scanned copies of the following documents as part of the bid, failing which the bid shall be rejected.

- a. Certified copies of Income Tax and Service Tax/GST returns for the latest Two Assessment Years i.e. 2015-2016 and 2016-2017.
- b. Certified copy of currently valid Trade licenses (incl. registration certificate of firm) essential for carrying out the activities under the contract.
- c. Copy of the PAN CARD of the Proprietor/Partner/Company.
- d. Certified Profit & Loss accounts and Balance Sheet for the last Two years i.e. 2015-2016 and 2016-2017.
- e. Copy of registration of ESIC & EPF.
- f. Proof of paying employees' contribution to ESIC and EPF (latest payment receipt to be enclosed).
- g. Certified copies of experience and performance certificates along with documentary evidence.
- h. All the pages of the tender form and all the enclosures attached with the same may be serially numbered and authenticated by the bidder. All declarations must be authenticated by the bidder with date. A list of all the serially numbered enclosures and documents must be attached with the Tender.

**SPECIAL TERMS AND CONDITIONS FOR PATIENT DIET SERVICES**

The following special terms and conditions shall apply for undertaking *Patient Diet Services* on contract in ESIC Super Specialty Hospital, Sanathnagar, Hyderabad.

- 1 The General Terms & Conditions for supply of materials or services to the ESIC Super Specialty Hospital, Sanathnagar, Hyderabad, including the Law of contract will be applicable.
- 2 The Tenderer should have a permanent place of business in Hyderabad/Secunderabad and the complete Postal Address, Telephone/Mobile/Fax/E- mail address, etc. should be provided while submitting the completed Tender form.
- 3 **The Bidder should have an experience of not less than a total of Two years in providing Patient Diet Services in one or more Hospitals of repute having minimum of 100 beds each.**
- 4 The contractor must possess the requisite licence of carrying out the business and shall be responsible for complying all laws pertaining to his services as well as those pertaining to employment of persons under him.
- 5 The agency would be required to submit the copies of currently valid Licence issued from the competent authority in connection with running his services.
- 6 Eligible agencies are advised to visit the hospital site to get the onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM by taking permission from the Medical Superintendent, ESIC Super speciality Hospital, Sanathnagar, Hyderabad.
- 7 MINIMUM WAGES WILL HAVE TO BE PAID AS PER RULES (LATEST).
- 8 The Agency will be responsible for complying with payment of minimum wages (State or Central whichever is higher) and other Social Security benefits including prescribed number of leave / holidays and prescribed hours of work Schedule as per Labour Laws in force from time to time to its employees deployed in the hospital, all laws related to Social Security (ESI & P.F etc.) Service Tax wherever applicable & other Labour legislations, pollution control and such statutory orders from time to time as regards to treatment & disposal of garbage, and the contractor will be liable for any consequences resulting from violation of any such rule / provision.
- 9 Payment to such workers must be made by the Service Providers through Cheque or Bank transfer. Under no Circumstances payments will be made in cash. To ensure this, Service Providers will get a Bank account opened for every engaged worker
- 10 The Service Provider must ensure that entitled wages of the workers are credited to their bank account on the 7<sup>th</sup> day of the following month. Service Provider will not be given any relaxation in this matter.
- 11 **“PAYMENT OF WAGES IS NOT LINKED TO PAYMENT OF THE BILL BY ESIC.”  
However, Endeavour shall be made to make payment to the Agency in time.**
- 12 While submitting the Bill for the next month, the Service Provider must file a certificate Certifying the following:-
  - a. Wages of workers were credited to their bank accounts on (date)
  - b. ESI Contribution relating to workers amounting to Rs.-----was deposited on (date) (copy of the challan enclosed)
  - c. EPF contribution relating to workers amounting to Rs.----- was deposited on (Date) (Copy of the challan enclosed) He is complying with all Statutory Labor Laws including Minimum Wage Act.

13. The Hospital has presently around 150 beds and all admitted patients are to obtain food from the Hospital. The rates for different types of diet, once accepted in the Hospital, will remain same for the entire period of contract or extended period, if any.
14. The diet shall be supplied by the Contract to the In-patient as per schedule-III for Breakfast, Lunch, dinner etc., and at such place & time in the Hospital as may be decided by the Hospital authority from time to time.
15. The contractor shall also arrange to provide specified diet to the patient as and when required.
16. The utensils for cooking the food and serving the patient will have to be provided by the contractor and maintained by him as per the instructions of Hospital Authorities, if any.
17. The Hospital will provide suitable space for cooking and storing of raw materials
18. Water will be supplied free of cost for the usage of kitchen only when available. The Contractor is instructed to use the water economically. In case of water shortage contractor shall procure the water for the usage as at his own cost.
19. Electricity will be supplied free of cost for general illumination, refrigeration and aeration of the Kitchen & Stores, but no electricity will be permitted for cooking. The contractor 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 kitchen shall be the liability of contractor till the period of contract. All such maintenance should be done by the contractor at his own cost and details of maintenance work performed shall be intimated to the Administration of the ESIC.
20. The hospital shall provide certain equipments and articles for kitchen. 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 hospital as detailed in the table below:

S.No.	Equipment	Quantity
1	04 Door Refrigerator	2
2	Bain Marie	6
3	Bulk Cooker Range	2
4	Bulk Cooker Tilting	2
5	Bulk Fryer Tilting	2
6	Chapatti Collection Table	2
7	Chapatti Plate cum Puffer	2
8	Chapatti Rolling Table	2
9	Chopping Block	1
10	Clean Dish Table	1
11	Dosa Plate	1
12	Dough Kneading Machine	1
13	Dunn age Rack	2
14	Food Trolley W 04 Square Pans, 1 Rice Tray & Tray Storage below	8
15	G.I. Ducting	1500Sq/Ft.
16	Ingredient Bin	4
17	Juicer (STD)	1
18	Low Height Support Table	2
19	Low Height Table	4
20	Low High Burner	4
21	LPG Gas Pipe Line	210Ft.
22	Masal Trolley	2
23	Milk Boiler	1
24	Pick Up Counter with O.H.S	1
25	Pot Rack	4
26	Pot Rack	2
27	Pot Rack	2



28	Pot Wash Table W 2 Sink	1
29	Potato Peeler	1
30	Pulveriser (STD)	1
31	S.S. Exhaust Hood Without Fun Ducting & Hanging	10
32	S.S. Storage Rack	1
33	Soiled Dish Landing Table W Garbage Chute	4
34	Steam Cooking System with Steam Generator & 3 nos. Vessels	1
35	Stock Pot Stove	2
36	Storage Bin	1
37	Storage Cabinet	2
38	Storage Rack	2
39	Tea Boiler	1
40	Two Door Refrigerator	1
41	Two sink Unit	2
42	Under Counter Refrigerator	3
43	Vegetable Cutting Machine	1
44	Wet Grinder	1
45	Work Table	4
46	Work Table	2
47	Work Table W under Shelf	4
48	Work Table with Sink	4

The equipments provided by the hospital may be takenover 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 kitchen by the contractor. Any damages to the properties/equipments shall be levied upon the contractor only and deducted from the security deposit.

21. In case of damage to the premises or equipments / machinery provided by ESIC SSH, the contractor shall undertake the said repair / replacement at his own risk and cost. The Hospital shall not in any manner be liable for any damage caused due to incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen while discharging their duty. The prospective bidders shall visit and inspect the Kitchen site for preliminary understanding of the work load and site requirements before quoting the bid for the subject tender. It is also stated that the requisite electrical, plumbing and other consumables / equipments (which are not made available by the ESIC Super Specialty Hospital) shall be provided by the contractor at his own risk and cost.
- 22. The Contractor 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**
23. The fuel to be used for cooking will only be LPG (type of LPG used should be as per prevailing rules) and shall be arranged by the contractor at his cost.
24. The Contractor shall ensure proper upkeep of the equipment (refrigerators, grinders etc.) available in the hospital at his own cost and also ensure that perishable items are stocked in refrigerator only for minimum periods only without affecting the food value.
25. The contractor will be responsible for engaging & maintaining adequate number of persons for 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. Further the contractor shall ensure that the staff shall not reside / stay in the kitchen and hospital premises after the working hours.
26. The Contractor shall arrange Biometric attendance to all of personnel deployed for subject work.
27. The contractor should keep the Kitchen complex clean.

28. The contractor 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 and will be responsible for any act of commission & Omission of such persons.
29. The agency while submitting their tender form, shall enclose certified Photostat copies of Experience, trade license essential for carrying out the activities under reference, License under contract labour act, sales tax & Income tax returns, solvency certificate and any other documents in support of permission from the competent authority for carrying out the activities under reference.
30. All pages of the tender and related papers are to be duly authenticated by tenderer or authorized Signatory on behalf of tenderer before scanning and uploading.
31. Kitchen services shall be meant for serving & making meals only for patients admitted in the hospital.
- 32. The kitchen services shall have to be provided on all days including Sundays & Holidays.**
33. The contractor selected for kitchen 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.
34. The contractor shall employ well trained, experienced & educated staff (incl. Supervisors, bearers, cooks etc) at his own expense for the proper discharge of the responsibility entrusted to him under the contract. They shall be provided with uniforms, apron, and head gear by the contractor at his own cost and they are to be maintained in neat and tidy condition while on duty. There should be atleast one Supervisor with minimum qualification of 12th standard and should be experienced. Number of staff required is Cook -2 nos, Cook helpers - 2, Trolley bearer - 3, Utility Cleaner - 2, Kitchen Cleaner – 2, No. of staff can be increased as per requirement of Dietary Department.
35. The Pest & Rodent control also stray animals & Hygiene of Kitchen area is “Zero Tolerance Zone” and therefore, the contractor is entirely responsible for proper pest, rodent control and stray animals in the whole Kitchen area and shall undertake all the measures necessary (incl. use of good quality disinfectants, floor and other cleaners, rat traps, pesticides, Pesto-O-Flash).
36. The quality of the raw materials to be used for preparation of food should be of highest standard and fresh. AGMARK spices and condiments, Grade -1 dhal’s and commodities to be used and fresh Vegetables & Fruits to be used. Rice should be fine, good quality, free from contaminates and should be of Agmark variety. The contractor shall ensure that no stock of raw material / consumables beyond expiry date are stored, used.

Any deviation / default with respect to conditions cited at sl no. 35 and 36 as above said shall attract a penalty as given below, which shall be deducted from the monthly bills of the contractor. The authority competent to record and report the said deviation / default and recommend levy of penalty is the Patient Diet Committee as appointed by the Medical Superintendent from time to time.

#### **Penalty Clauses for Diet Services**

	<b>Description</b>	<b>Rate of Penalty</b>
<b>1</b>	Complaints regarding diet quality.	Rs. 500.00 for every occasion
<b>2</b>	Supply of Diet – If diet provided to patients is incomplete as per approved menu, provided late or missing.	Rs. 500.00 for every occasion
<b>3</b>	Deficiency of lapse in hygiene at Preparation site (incl. foreign objects and worm or insects in food, inadequate pest and rodent control etc.).	Rs. 500.00 for every occasion

The penalties as above said may be revised depending on the seriousness of issue by the Dean or Competent authority from case to case basis as deemed fit .

37. The contractor shall keep the kitchen scrupulously clean and in a sanitary condition to the satisfaction of the Dietary department and administration. The contractor 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.
38. The contractor at his cost shall provide CCTV coverage to the Cooking area and entry and exit of the kitchen.
39. The contractor shall not be entitled to use the accommodation allotted by the hospital for any other purposes or business other than kitchen premises.
40. The contractor shall not use the name of the ESI Corporation in business dealing with other persons or traders.
41. The workers planned to be deployed for subject work will have to be declared medically fit from any Government hospital at the Cost of Contractor (The workers must be screened for HIV, HB SAG, CBP, CUE, STOOL for OVACYST, STOOL C/S, Blood widal test and any other test instructed by the Hospital authorities) and documentary proof may be submitted to the hospital authorities initially before commencement of patient diet services 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 contractor 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 contractor at his own cost.
42. The Contractor shall exercise adequate supervision to reasonably ensure proper performance of Services in accordance with Schedule of Requirements.
43. Dean or person authorized by him may at any time examine & taste the quality of the food being supplied.
44. The food items supplied shall be contamination-free, and fresh. No left-over or balance food item shall be served.
45. The cooked material in hot/cold condition should be maintained as per requirement of the patients at point of serving food.
46. **The contractor must supply packed food to indoor patients, as per the prescribed dietary requirement, for which meal plates are to be covered with clinging foil before distributing to the patients. The steel plates are to be provided by the contractor at his own cost. It is also emphasized that cleanliness and hygiene is to be maintained throughout the process of preparation of meal upto serving it to the patients.**
  - a. **Steel plates ( Food grade) small with 3 compartments for Breakfast ( Covered with clinging foil)**
  - b. **Steel plates ( Food grade) with 4&5 compartments for lunch and dinner ( Covered with clinging foil).**
  - c. **Disposable glasses ( Food grade Biodegradable) – 200 ML[For Breakfast, midmorning & evening snacks, RT feed and liquid diet] ( Covered with clinging foil)**
  - d. **In case of items like Sambar, they have to be served in disposable glass – 200 ML ( Food grade Biodegradable) Covered with clinging foil.**
47. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority every calendar month along with their ESI & EPF Numbers.

48. There shall be no compromise on the quality of food supplied by the tenderer 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.
49. A monitoring committee would check the quality of food and hygienic conditions. If the items not found of standard quality shall have to be replaced at bidder's cost within 24 hours.
50. The patient has to be supplied diet from the date of admission.
51. The diet supply Register (DSR) as maintained at every ward shall be the basis for payment of diet charges to the Diet Contractor. The Diet charges shall be paid by the hospital every month against submission of proper invoice and after due verification.
52. Employment of child labour (below the age of 18) is totally prohibited. Employment of child labour will lead to termination of contract. It is the responsibility of the caterer to comply with all formalities of labour laws including obtaining necessary labour license.
53. The successful tenderer will be required to deposit performance security deposit of value equal to 10 percent of the bid value (interest free) in the form of Demand Draft or Bank guarantee within such specified period as may be decided by the Hospital and on failure, the offer of contract shall be cancelled without further reference and Earnest Money may be forfeited.
54. The Security money so deposited by the successful bidder will be retained by the Hospital till completion of the contract and will be released there after (without interest) on claim, subject to adjustment of any claim of Hospital, arising out of terms & conditions pertaining to the tender.
55. The contract, if awarded, will be initially for one year from the date of award subject to continuous satisfactory performance and on failure on this aspect by the contractor, the Hospital reserves the right to terminate the contract. This initial period of one year can be extended for such further period at the discretion of the Hospital authority, with the existing terms and conditions.
56. The contractor will be required to submit his bill month-wise by 5th of the subsequent month for further action and release of payment which will be released as per the terms & conditions less deduction at source of Income Tax at prevailing rates.
57. The successful agency shall have to enter into an agreement with the Hospital and the cost incurred in this connection will be borne by the contractor.
58. Fire Extinguisher must be kept in the Cooking Area.
59. The contractor shall ensure that all the raw materials in-use to be kept in clean labelled containers in the cooking area.
60. On the event of same contractor being awarded both " Running of Kitchen for Hospital and Visitors" and " Inpatient Diet "contract, the staff and material shall not be used interchangeably, failing which, the contractor will be penalised by Rs. 5,000/- for every occasion or even termination of contract.
61. An Officer / committee authorized by Dean/ Medical Superintendent shall check the quality of food and hygienic condition and a fine of Rs. 1000/- would be charged for every occasion of non-compliance. ESIC Super Specialty Hospital reserves the right to send the food samples served to indoor patients to relevant testing laboratories and take appropriate action on the contractor, if required.
62. Vegetables /Fruits used should be fresh and of good quality. If vegetables /Fruits kept for use is found to be rotten or of poor quality, a fine of Rs. 2000/- for each occasion will be imposed.
63. If poor quality of rice is used for preparation of food items, a penalty of Rs. 2000/- for each occasion will be imposed.

64. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs. 1000/- for each occasion would be levied.
65. The Medical Superintendent 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 Dean or Competent authority.
66. The Contractor will vacate the kitchen 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 kitchen 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.
67. In case of any food borne illnesses arising from food consumption the vendor is wholly responsible and necessary action as deemed fit will be taken.
68. Hospital Administration shall take final decision regarding implementation and amount of all penalties mentioned in the document.
- 69. Evaluation of Tender: The tender will be awarded on the basis of rate quoted at column of Grand Total (A to I) in the price bid (Schedule- VII) by the technically suitable/qualified bidder, approved by hospital authority.**
70. Pre Bid meeting shall be held at Administration block of ESIC Super Speciality Hospital, Sanathnagar, Hyderabad-38 to clarify queries of the tenderers, if any on 19-07-2018 at 02.30 P.M.
71. **Submission of Bids** : Proposals should be submitted in online **through e-procurement portal of ESIC (<https:esictenders.eproc.in>)**. Hard copies of the documents need not be submitted except for the Demand Draft of Rs. 1,00,000/- for EMD and undertaking as per schedule VI. Both the said DD and undertaking shall be put in a sealed cover and dropped in the tender box kept at Administration Branch, 2<sup>nd</sup> Floor, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad-38. The cover should be super scribed "EMD in respect of e-tender for providing inpatient diet services".
72. **Financial Bid / Price bid**: Rates of individual items of each and every Diet have to be quoted. The cost of one diet has to be arrived by adding the individual items of that Diet and packing charges per diet. The amount thus arrived has to be multiplied by no. of estimated diets of each type of diet. The amounts thus arrived for each and every type of Diet (i.e., A to I) are totalled to get Grand Total. The bidder who is technically qualified and whose grand total is the least will be considered as L1. The financial bid of the tenderers, whose technical bid is found to be suitable, will be opened in the presence of the tenderers, who choose to attend the opening of financial bid.
72. **Award of Work:**
- The selection of the agency will be at the sole discretion of the ESIC which reserves its right to accept or reject any or all the proposals without assigning any reason.
  - The contract for the work shall be awarded to the qualified responsive tenderer who has quoted lowest at column of grand total in the price bid (Schedule- VII).
  - Upon evaluation of offers the notification on award of contract will be intimated to the successful tenderer.
73. Delay/Late tenders for whatever reason will summarily be rejected.
74. The Hospital authority reserves the right to reject any tender without assigning any reason what so ever.

## NORMAL DIET MENU /(D1)

TIMINGS	ITEMS	QUANTITY
<b>BREAK FAST</b> 7:00AM-8:00AM	MILK/TEA	150ml/100 ml
	SUGAR	1-2 tsp
	BREAD	80 gms ( 4-5pieces)
	BUTTER	10 gms
	Or	
	IDLI	3 nos(75gms each one)
	SAMBAR	200ml
	Or	
	UPMA	250 gms (cooked)
	EGG/PANEER( for vegetarians)	1 no/30 gms
<b>MID MORNING SNACKS</b> 10:00AM-11:00AM	SUJI PORRIDGE	1 CUP
	(suji -20 gms+ milk 50 ml+sugar 1 tsp)	
	(Or)	
	RAAGI PORRIDGE (raagi-20 gms+butter milk 100ml)	1CUP
	(Or)	
	Butter milk	150 ml
	(Or)	
Veg soup	150ml	
<b>LUNCH</b> 1:00PM-2:00PM	RICE COOKED/PHULKA	450 gms( raw -150 gms)/ 6nos(wheat flour-150gms)
	DAL	Cooked -150 gms (raw-30 gms)
	VEGETABLE	Raw-150 gms
	CURD	100 gms
	FRUIT ( Apple/Banana/ Orange)	1 NO
<b>EVENING SNACKS</b> 4:00PM-5:00PM	TEA/MILK	100 ml/100ml
	SUGAR	1-2 tsp
	BISCUITS	4 nos
<b>DINNER</b> 7:00PM-8:00PM	RICE COOKED/PHULKA	450 gms( raw -150 gms)/ 6nos(wheat flour-150gms)
	DAL/SAMBAR	Cooked -150 gms (raw-30 gms)/200ml
	VEGETABLES	Raw-150 gms
	CURD	100 gms

**NOTE:** TOTAL AMOUNT OF OIL FOR COOKING SHOULD NOT BE EXCEEDED 25 gms / day.

As per the requirement of the hospital authority ,the diet supplier has to provide special diet, modifying the general diet given in the above schedule. Such special diets include Salt free /restricted diet, Bland diet, Acitrom diet, High fiber diet as mentioned below(a,b,c,d). Minor changes in routine menu should be accommodated as per instructions of the dietician.

- Salt free /Restricted diet :-** This diet is like general diet, but the cooked items will have less or no salt as prescribed.
- Bland diet:-** This diet is like general diet, but the rice and vegetables should be boiled and made soft, and use of spices and oil to be kept minimum but making it palatable.
- Acitrom diet:-** This diet is like general diet but Green leafy vegetables, Cabbage, Cauliflower, Beans should be excluded from menu.
- High fiber diet:-** This diet is like general diet but veg salads to be provided during lunch and dinner times. Oats porridge can be provided in place of evening tea. Butter should be avoided.

**D1 (e): Diabetic Menu**

TIMINGS	ITEMS	QUANTITY
<b>BREAK FAST 7:00 AM-8:00 AM</b>	MILK/TEA	150 ml/100 ml
	BREAD	80 gms (4- 5 pieces)
	Or	
	IDLI	3 nos (75 gms each one)
	SAMBAR	200 ml
	Or	
	UPMA (wheat ravva)	250 gms (cooked)
	EGG/PANEER (for vegetarians)	1 no/30 gms
<b>MID MORNING SNACKS 10:00 AM-11.:00 AM</b>	OATS PORRIDGE (Oats-20 gms + butter milk 150 ml)	1 CUP
	Or	
	RAAGI PORRIDGE(Raagi-20 gms + butter milk 150 ml)	1 CUP
	Or	
	Butter Milk	150 ml
	Or	
	Veg soup	150 ml
<b>LUNCH 1:00 PM-2:00 PM</b>	VEG SALAD (or) SPROUTS ALAD	50 gms/50gms
	RICE COOKED + PHULKA	150 gms (raw – 50gms)+ 2 nos(Wheat flour-50 gms)
	DAL	Cooked – 150 gms(raw-30 gms)
	VEGETABLES	Raw-150 gms
	CURD	100 gms
<b>EVENING SNACKS 4:00 PM-5:00 PM</b>	TEA/MILK	100 ml/100ml
	BISCUITS	2 nos.
<b>DINNER 7:00 PM-8:00 PM</b>	RICE COOKED + PHULKA	150 gms (raw – 50gms)+ 2 nos(Wheat flour-50 gms)
	DAL/SAMBAR	Cooked – 150 gms (raw- 30 gms)/200 ml
	VEGETABLES	Raw-150 gms
	CURD	100 gms
	VEG SALAD	50 gms

**NOTE:**

i. TOTAL AMOUNT OF OIL FOR COOKING SHOULD NOT BE EXCEEDED 15 gms /

day.

ii. **Avoid list** = Potato, Sweet potato, Plaintain, Colacasia, Elephant yam, Beet root, Sugar, sweets, Fried items Etc.

**D1 (f) SOFT DIET MENU**

<b>TIMINGS</b>	<b>ITEMS</b>	<b>QUANTITY</b>	
<b>BREAK FAST 7:00 AM-8:00 AM</b>	MILK/TEA	150 ml/100 ml	
	SUGAR	2 tsp	
	BREAD	80 gms (4- 5 pieces)	
	BUTTER	10 gms	
	Or		
	IDLI	3 nos (75 gms each one)	
	SAMBAR	200 ml	
	Or		
	UPMA	250 gms (cooked)	
	EGG/PANEER (for vegetarians)	1 no/30 gms	
<b>MID MORNING SNACKS 10:00 AM-11:00 AM</b>	SUJI PORRIDGE (Suji-20 gms + milk 50 ml + sugar 1 tsp)	1 CUP	
	Or		
	RAAGI PORRIDGE(Raagi-20 gms + butter milk 100 ml)	1 CUP	
	Or		
	Butter Milk	150 ml	
Or			
Veg soup	150 ml		
<b>LUNCH 1:00 PM-2:00 PM</b>	SOFT COOKED RICE	400 gms (raw – 100 gms)	
	DAL	Cooked – 150 gms(raw-30 gms)	
	SOFT COOKED VEGETABLES	Raw-150 gms	
	CURD	100 gms	
	FRUIT (Apple/Banana/Orange)	1 no.	
<b>EVENING SNACKS 4:00 PM-5:00 PM</b>	TEA/MILK	100 ml/100ml	
	SUGAR	1-2 TSP	
	BISCUITS	4 NOS	
<b>DINNER 7:00 PM-8:00 PM</b>	SOFT COOKED RICE	400 gms (raw – 100 gms)	
	DAL/SAMBAR	150 gms (raw- 30 gms)/200 ml	
	SOFT COOKED VEGETABLES	Raw-150 gms	
	CURD	100 gms	

**NOTE:**

- i. TOTAL AMOUNT OF OIL FOR COOKING SHOULD NOT EXCEED **25 gms / day.**
- ii. **Avoid list :** Oily and Spicy food. Raw Vegetables (Like salads), Fatty and Fast foods.



## D1 (g) HIGH PROTEIN DIET MENU

TIMINGS	ITEMS	QUANTITY	
<b>BREAK FAST</b> 7:00 AM-8:00 AM	MILK/TEA	200 ml/100 ml	
	SUGAR	2 tsp	
	BREAD	80 gms (4- 5 pieces)	
	BUTTER	10 gms	
	Or		
	IDLI	3 nos (75 gms each one)	
	SAMBAR	200 ml	
	Or		
	UPMA	250 gms (cooked)	
EGG/PANEER (for vegetarians)	2 nos/60 gms		
<b>MID MORNING SNACKS</b> 10:00 AM-11.:00 AM	SUJI PORRIDGE (Suji-20 gms + milk 50 ml + sugar 1 tsp)	1 CUP	
	Or		
	RAAGI PORRIDGE(Raagi-20 gms + butter milk 100 ml)	1 CUP	
	Or		
	Butter Milk	150 ml	
	Or		
Veg soup	150 ml		
<b>LUNCH</b> 1:00 PM-2:00 PM	RICE COOKED + PHULKA	150 gms(raw 50 gms) + 4 nos (wheat flour-100 gms)	
	DAL	Cooked – 225 gms(raw-45 gms)	
	VEGETABLES	Raw-150 gms	
	CURD	100 gms	
	FRUIT (Apple/Banana/Orance)	1 no.	
<b>EVENING SNACKS</b> 4:00 PM-5:00 PM	MILK	200 ml	
	SUGAR	2 TSP	
	BISCUITS	2 NOS	
<b>DINNER</b> 7:00 PM-8:00 PM	RICE COOKED + PHULKA	150 gms(raw 50 gms) + 4 nos (wheat flour-100 gms)	
	DAL/SAMBAR	Cooked - 150 gms (raw- 30 gms)/200 ml	
	VEGETABLES	Raw-150 gms	
	CURD	100 gms	

Note: TOTAL AMOUNT OF OIL FOR COOKING SHOULD NOT EXCEED 25gms/day.

**D1(h) CKD DIET MENU**

TIMINGS	ITEMS	QUANTITY
<b>BREAK FAST</b> 7:00 AM-8:00 AM	MILK/TEA	100 ml/100 ml
	SUGAR	1-2 tsp
	BREAD	80 gms (4- 5 pieces)
	Or	
	IDLI	3 nos (75 gms each one)
	SAMBAR	100 ml
	Or	
	UPMA EGG/PANEER (for vegetarians)	250 gms (cooked) 1 noS/30 gms
<b>MID MORNING SNACKS</b> 10:00 AM-11.:00 AM	SAGO PORRIDGE (Sago-20 gms + sugar 1 tsp)	1 CUP
<b>LUNCH</b> 1:00 PM-2:00 PM	RICE COOKED	450 gms (raw – 150 gms)
	DAL	Cooked – 75 gms(raw-15 gms)
	VEGETABLES	Raw-150 gms-200 gms
	CURD/BUTTER MILK	50 gms/100 ml
<b>EVENING SNACKS</b> 4:00 PM-5:00 PM	SAGO PORRIDGE + BISCUITS (Sago-20 gms + sugar- 5 gms)	150 ml + 4 nos
	Or	
	SUJI PORRIDGE (Suji-20 gms + sugar-5 gms)	150 ml
	BISCUITS	4 NOS
<b>DINNER</b> 7:00 PM-8:00 PM	RICE COOKED	450 gms(raw -150 gms)
	DAL	Cooked - 75 gms (raw- 15 gms)
	VEGETABLES	Raw-150 gms – 200 gms
	CURD/BUTTER MILK	50 ml/100ml

Note: 1) TOTAL AMOUNT OF OIL FOR COOKING SHOULD NOT EXCEED 20-25 gms/day

2) Beans, Oats, Cauliflower, Cabbage should not be included in the menu.  
Vegetables can be leached before cooking. Only 2-3gms salt to be used for cooking.

3) If Patients are diabetic along with CKD in that case instead of sago porridge, ragi porridge with buttermilk can be provided to that particular patients and during lunch and dinner 2 phulkas can be provided with 150 gms of cooked rice.

**LIQUID DIET: D2**

TIMINGS	ITEMS	QUANTITY
7:00 AM	MILK	200 ml
	SUGAR	5 gms
9:00 AM	SUJI PORRIDGE (suji-20 gms +milk 150 ml + Sugar 5 gms)	200 ml
11:00 AM	RAGI PORRIDGE (ragi – 20gms +butter milk 150 ml)	200 ml
1:00 PM	MILK	200 ml
	SUGAR	5 gms
3:00 PM	OATS PORRIDGE (oats-20gms+milk 150ml+ sugar-5gms)	200 ml
5:00 PM	FRUIT JUICE/VEG SOUP/RAGI PORRIDGE (Ragi-20gms + milk 150 ml + sugar 5gms)	200 ml
7:00 PM	SUJI PORRIDGE (suji-20 gms +milk 150 ml + Sugar 5 gms)	200 ml
9:00 PM	MILK	200 ml
	SUGAR	5 gms

**Note:** In case of Diabetic patients Sugar should not be added in the milk and suji porridge can be replaced with oats porridge/ragi porridge.

As per the requirements of the hospital authority, the diet supplier has to provide RYLES TUBE FEEDS, CLEAR LIQUID DIETS modifying the general liquid diet given in the above schedule.

**RYLES TUBE FEEDING:- D2(a)**

TIMINGS	ITEMS	QUANTITY
7:00 AM	WHEAT FEED (Wheat flour-20 gms + Milk 150 ml + Oil-1/2 tsp)	200 ml
9:00 AM	RAGI FEED (Ragi flour-20 gms + Milk 150 ml + Oil-1 tsp)	200 ml
11:00 AM	EGG NOUGH ((milk -200 ml + Eggs-2 nos/Egg white 2 nos.	200 ml
1:00 PM	RICE DHAL FEED (Rice-20 gms(raw) + Dhal -15gms(raw)+Veg juice-150 ml + oil 1 tsp)	200 ml
3:00 PM	OATS FEED (oats-20 gms+ Milk-150 ml)	200 ml
5:00 PM	RAGI FEED (ragi flour-210gms +Milk-150 ml+Oil-1tsp)	200 ml
7:00 PM	RICE DHAL FEED (rice-20gms(raw)+Dhal-15 gms(raw)+Milk-100ml+Oil-1 tsp)	200 ml
9:00 PM	MILK	200 ml
	SUGAR	5 gms

Note: Minor changes in routine liquid and ryles tube feeding should be done as per the instructions of the dietician.

**CLEAR LIQUID DIET:- D2 (b)**

TIMINGS	ITEMS	QUANTITY
7:00AM	Coconut water	150ml
9:00AM	Barley water	150ml
11:00AM	Sago water	150ml
1:00PM	Rice water	150ml
3:00PM	Dhal water	150ml
5:00PM	Sago water/Strained fruit juice	150ml
7:00PM	Coconut water	150ml
9:00PM	Rice water	150ml

**D3: ADMISSION DIET**

ITEM	QUANTITY
Bread	80 gms (5-6 pieces)
Milk	250 ml
Sugar	10 gms

## **INSTRUCTIONS:-**

1. Rice should be fine, good quality and Atta should be freshly ground and free from contaminants and should be of Agmark variety.
2. The medium of cooking Oil will be Sunflower/ Rice bran Oil of Agmark variety and all spices of Agmark variety.
3. Vegetables and other Perishable food articles like Milk should be brought daily and preservation of such items will, normally not to be allowed.
4. Eggs, to be supplied should be fresh & should not weigh below 50-55 gms.
5. Milk of the variety to be accepted –Pasteurized and toned milk and shall be free of any adulteration.
6. Biscuits of reputed and certified firms only to be supplied.
7. In case of supply of bread, it should be fresh with sweet odour and must be within shelf life prescribed by the manufacturer and to be consumed within such period.
8. In case of supply of fruits these should be of seasonal variety and their average weight should not be less than as specified below:
  - a. Banana( ripe)- 110 gms
  - b. Apple(Ripe)-150 gms
  - c. Orange-120-150 gms.
9. The leftover food should not be served for the next meals.
10. The menu items should be strictly adhered. if some vegetables are not available in a particular season alternate vegetables/dish should be provided.
11. The supplier will submit two or three brands (AGMARK/ISI) for each item and the quality control committee will select the appropriate brands for cooking.

**NOTE:- Supply of inferior quality of the food items and raw materials as specified above shall be considered as breach of contract.**

### WEEK DAY'S MENU

DAY	BREAK FAST	LUNCH	DINNER
MONDAY	UPMA	RIDGE GOURD CURRY PALAK DHAL VEG SALAD( carrot, kheera)/DM	DRUMSTICK CURRY SAMBAR VEG SALAD(onion,tomoto)/DM
TUESDAY	IDLI SAMBAR	MEAL MAKER & TOMOTO CURRY SEASONED DHAL VEG SALAD( tomoto,keera)/DM (OR) SPROUTS SALAD	KOVAI CURRY SAMBAR VEG SALD(onion,carrot)/DM
WEDNESDAY	BREAD & BUTTER	CAULIFLOWER /CABBAGE CURRY CUCUMBER DHAL VEG SALAD( carrot,onions)/DM	BITTER GOURD CURRY SAMBAR VEG SALAD( tomoto,kheera)/DM
THURS DAY	IDLI	CAPSICUM CURRY METHI DHAL VEG SALAD( tomato,carrot)/DM	MIXED VEGETABLE CURRY SAMBAR VEG SALAD( onion,kheera)/DM
FRIDAY	UPMA	BRINJAL CURRY TOMOTO DHAL VEGSALAD(kheera/carrot)/DM	BOTTLE GOURD CURRY SAMBAR VEGSALAD(tomoto/onion)/DM
SATUR DAY	BREAD & BUTTER	CARROT,BEANS CURRY GOGU DHAL VEG SALAD (tomoto, onion)/DM	CUCUMBER CURRY SAMBAR VEG SALAD (kheera,carrot)/DM
SUNDAY	IDLI SAMBAR	CHOW-CHOW CURRY BOTTLE GOURD DHAL VEG SALAD(onion,kheera)/DM	LADIES FINGER CURRY SAMBAR VEG SALAD(tomoto,carrot)/DM

The contractor must supply packed food i.e. D1, D2 & D3 to indoor patients, as per the prescribed dietary requirement, for which meal plates are to be covered with clinging foil before distributing it to the patients. **The steel plates are to be supplied by the contractor at his own cost.** It is also emphasized that cleanliness and hygiene is to be maintained throughout the process of preparation of meal upto serving it to the patients.

- a. Steel plates ( Food grade Biodegradable) small with 3 compartments for Breakfast ( Covered with clinging foil)
- b. Steel plates ( Food grade Biodegradable) with 5 compartments for lunch and dinner ( Covered with clinging foil).
- c. Disposable glasses ( Food grade Biodegradable) – 200 ML[For Breakfast, midmorning & evening snacks, RT feed and liquid diet] ( Covered with clinging foil)
- d. In case of items like Sambar, they have to be served in disposable glass – 200 ML (Food grade Biodegradable) covered with clinging foil.

**Tender form**

**Tender No.: 523-D/29/12/Canteen & Diet/2016-V-I**

**Date**

Sir,

Having examined the tender documents, the receipt of which is hereby duly acknowledged, I, the undersigned, offer to supply, deliver, commission the services in conformity with the said tender documents, for a total sum of money to be arrived at and agreed upon between the Purchaser and the Supplier on the basis of the prices of the goods and services quoted in the price schedule and made a part of this bid attached herewith, or such other sums as may be agreed to between the purchaser and the supplier as signed contract.

I /We undertake, if my/our bid is accepted, to deliver the services in accordance with the delivery schedule specified in the bid documents or agreed upon, in writing, with the purchaser

I/ We agree to abide by this bid for a period of 120 (one hundred and twenty) days after the date fixed for bid opening as per tender the instructions to bidders and it shall remain binding upon me and may be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

I/We undertake that, in competing for (and, if the award is made to me/us, in executing) the above contract, I/we will strictly observe the laws against fraud and corruption in force in India, namely " Prevention of Corruption Act 1988".

I/We understand that you are not bound to accept the lowest or any bid you may receive.

I/We declare that the information stated above and in the enclosed attachment and copy of certificates/documents supplied herein is complete and absolutely correct and any error or omission therein, accidental or otherwise, will be sufficient justification for the purchaser to reject my/our offer and/or to cancel the award and forfeit my/our earnest money at the purchaser's absolute discretion.

I/We understand that you are not bound to accept this or any bid you may receive

Dated this \_\_\_\_\_ day of \_\_\_\_\_.

\_\_\_\_\_  
Signature (in the capacity of)  
Seal of the company

Duly authorized to sign the bid for and on behalf of \_\_\_\_\_

**TENDER APPLICATION FORM FOR SUPPLY OF PATIENT DIET**

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 / corporate contracts executed during the last 3 years (Append extra page if necessary)	
9	Details of experience of Patient Diet Supplies in reputed hospitals.	
10.	Annual turnover of the firm in the last Two years (Copy of the IT 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	

**Signature of the Tenderer with Date & Seal**

**Undertaking**

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

I/We undersigned 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 by me are the **lowest quoted** for any institution/Hospital in India by me. The earnest money of Rs.

1,00,000/- ( Rupees One Lakh only) deposited by me has been enclosed herewith vide

Demand Draft No .\_\_\_\_\_ .....Dt .....Drawn on bank  
.....Branch .....

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)



**Price/ Financial Bid**

**NORMAL DIET MENU /(D1)**

<b>TIMINGS</b>	<b>ITEMS</b>	<b>QUANTITY</b>	<b>Rate</b>
<b>BREAK FAST 7:00AM-8:00AM</b>	MILK/TEA	150ml/100 ml	
	SUGAR	1-2 tsp	
	BREAD	80 gms ( 4-5pieces)	
	BUTTER	10 gms	
	Or		
	IDLI	3 nos(75gms each one)	
	SAMBAR	200ml	
	Or		
	UPMA	250 gms (cooked)	
	EGG/PANEER( for vegetarians)	1 no/30 gms	
<b>MID MORNING SNACKS 10:00AM-11:00AM</b>	SUJI PORRIDGE	1 CUP	
	(suji -20 gms+ milk 50 ml+sugar 1 tsp)		
	(Or)		
	RAAGI PORRIDGE		
	(raagi-20 gms+butter milk 100ml)	1CUP	
	(Or)		
	Butter milk	150 ml	
(Or)			
Veg soup	150ml		
<b>LUNCH 1:00PM-2:00PM</b>	RICE COOKED/PHULKA	450 gms( raw -150 gms)/ 6nos(wheat flour-150gms)	
	DAL	Cooked -150 gms (raw-30 gms)	
	VEGETABLE	Raw-150 gms	
	CURD	100 gms	
	FRUIT ( Apple/Banana/ Orange)	1 NO	
<b>EVENING SNACKS 4:00PM-5:00PM</b>	TEA/MILK	100 ml/100ml	
	SUGAR	1-2 tsp	
	BISCUITS	4 nos	
<b>DINNER 7:00PM-8:00PM</b>	RICE COOKED/PHULKA	450 gms( raw -150 gms)/ 6nos(wheat flour-150gms)	
	DAL/SAMBAR	Cooked -150 gms (raw-30 gms)/200ml	
	VEGETABLES	Raw-150 gms	
	CURD	100 gms	
Total cost for one single normal diet (Total of all the above individual items) (a)			
Packing Charges for one single normal diet (b)			
Total Cost of one single normal diet including packing charges (a) + (b) = (C)			
Estimated number of Normal Diets in a year (d)			18918
Total cost for 18918 normal diets ( (c) x (d) = A)			

**D1 (e): Diabetic Menu**

TIMINGS	ITEMS	QUANTITY	Rate	
<b>BREAK FAST</b> 7:00 AM-8:00 AM	MILK/TEA	150 ml/100 ml		
	BREAD	80 gms (4- 5 pieces)		
	Or			
	IDLI	3 nos (75 gms each one)		
	SAMBAR	200 ml		
	Or			
	UPMA (wheat ravva)	250 gms (cooked)		
	EGG/PANEER (for vegetarians)	1 no/30 gms		
<b>MID MORNING SNACKS</b> 10:00 AM-11.:00 AM	OATS PORRIDGE (Oats-20 gms + butter milk 150 ml)	1 CUP		
	Or			
	RAAGI PORRIDGE(Raagi-20 gms + butter milk 150 ml)	1 CUP		
	Or			
	Butter Milk	150 ml		
	Or			
	Veg soup	150 ml		
<b>LUNCH</b> 1:00 PM-2:00 PM	VEG SALAD (or) SPROUTS ALAD	50 gms/50gms		
	RICE COOKED + PHULKA	150 gms (raw – 50gms)+ 2 nos(Wheat flour-50 gms)		
	DAL	Cooked – 150 gms (raw-30 gms)		
	VEGETABLES	Raw-150 gms		
	CURD	100 gms		
<b>EVENING SNACKS</b> 4:00 PM-5:00 PM	TEA/MILK	100 ml/100ml		
	BISCUITS	2 nos.		
<b>DINNER</b> 7:00 PM-8:00 PM	RICE COOKED + PHULKA	150 gms (raw – 50gms)+ 2 nos(Wheat flour-50 gms)		
	DAL/SAMBAR	Cooked – 150 gms (raw- 30 gms)/200 ml		
	VEGETABLES	Raw-150 gms		
	CURD	100 gms		
	VEG SALAD	50 gms		
Total cost for one single Diabetic diet (Total of all the above individual items) (a)				
Packing Charges for one single Diabetic diet (b)				
Total Cost of one single Diabetic diet including packing charges (a) + (b) = (C)				
Estimated number of Diabetic Diets in a year (d)			6904	
Total cost for 6904 Diabetic diets ( (c) x (d) = <b>B</b> )				

**D1 (f) SOFT DIET MENU**

TIMINGS	ITEMS	QUANTITY	Rate	
<b>BREAK FAST</b> 7:00 AM-8:00 AM	MILK/TEA	150 ml/100 ml		
	SUGAR	2 tsp		
	BREAD	80 gms (4- 5 pieces)		
	BUTTER	10 gms		
	Or			
	IDLI	3 nos (75 gms each one)		
	SAMBAR	200 ml		
	Or			
	UPMA	250 gms (cooked)		
	EGG/PANEER (for vegetarians)	1 no/30 gms		
<b>MID MORNING SNACKS</b> 10:00 AM-11.:00 AM	SUJI PORRIDGE (Suji-20 gms + milk 50 ml + sugar 1 tsp)	1 CUP		
	Or			
	RAAGI PORRIDGE(Raagi-20 gms + butter milk 100 ml)	1 CUP		
	Or			
	Butter Milk	150 ml		
	Or			

	Veg soup	150 ml	
<b>LUNCH</b> 1:00 PM-2:00 PM	SOFT COOKED RICE	400 gms (raw – 100 gms)	
	DAL	Cooked – 150 gms(raw-30 gms)	
	SOFT COOKED VEGETABLES	Raw-150 gms	
	CURD	100 gms	
	FRUIT (Apple/Banana/Orange)	1 no.	
<b>EVENING SNACKS</b> 4:00 PM-5:00 PM	TEA/MILK	100 ml/100ml	
	SUGAR	1-2 TSP	
	BISCUITS	4 NOS	
<b>DINNER</b> 7:00 PM-8:00 PM	SOFT COOKED RICE	400 gms (raw – 100 gms)	
	DAL/SAMBAR	150 gms (raw- 30 gms)/ 200 ml	
	SOFT COOKED VEGETABLES	Raw-150 gms	
	CURD	100 gms	
Total cost for one single soft diet (Total of all the above individual items) (a)			
Packing Charges for one single soft diet (b)			
Total Cost of one single soft diet including packing charges (a) + (b) = (C)			
Estimated number of soft Diets in a year (d)			1602
Total cost for 1602 soft diets ( (c) x (d) = C)			

### D1 (g) HIGH PROTEIN DIET MENU

TIMINGS	ITEMS	QUANTITY	Rate	
<b>BREAK FAST</b> 7:00 AM-8:00 AM	MILK/TEA	200 ml/100 ml		
	SUGAR	2 tsp		
	BREAD	80 gms (4- 5 pieces)		
	BUTTER	10 gms		
	Or			
	IDLI	3 nos (75 gms each one)		
	SAMBAR	200 ml		
	Or			
	UPMA	250 gms (cooked)		
	EGG/PANEER (for vegetarians)	2 nos/60 gms		
<b>MID MORNING SNACKS</b> 10:00 AM-11:00 AM	SUJI PORRIDGE (Suji-20 gms + milk 50 ml + sugar 1 tsp)	1 CUP		
	Or			
	RAAGI PORRIDGE(Raagi-20 gms + butter milk 100 ml)	1 CUP		
	Or			
	Butter Milk	150 ml		
	Or			
	Veg soup	150 ml		
<b>LUNCH</b> 1:00 PM-2:00 PM	RICE COOKED + PHULKA	150 gms(raw 50 gms) + 4 nos (wheat flour-100 gms)		
	DAL	Cooked – 225 gms(raw-45 gms)		
	VEGETABLES	Raw-150 gms		
	CURD	100 gms		
	FRUIT (Apple/Banana/Orange)	1 no.		
<b>EVENING SNACKS</b> 4:00 PM-5:00 PM	MILK	200 ml		
	SUGAR	2 TSP		
	BISCUITS	2 NOS		

<b>DINNER</b> 7:00 PM-8:00 PM	RICE COOKED + PHULKA	150 gms(raw 50 gms) + 4 nos (wheat flour-100 gms)	
	DAL/SAMBAR	Cooked - 150 gms (raw- 30 gms)/200 ml	
	VEGETABLES	Raw-150 gms	
	CURD	100 gms	
Total cost for one single High Protien diet (Total of all the above individual items) (a)			
Packing Charges for one single High Protien diet (b)			
Total Cost of one single High Protien diet including packing charges (a) + (b) = (C)			
Estimated number of High Protien Diets in a year (d)			3777
Total cost for 3777 High Protien diets ( (c) x (d) = D)			

### D1(h) CKD DIET MENU

TIMINGS	ITEMS	QUANTITY	Rate
<b>BREAK FAST</b> 7:00 AM-8:00 AM	MILK/TEA	100 ml/100 ml	
	SUGAR	1-2 tsp	
	BREAD	80 gms (4- 5 pieces)	
		Or	
	IDLI	3 nos (75 gms each one)	
	SAMBAR	100 ml	
		Or	
<b>MID MORNING SNACKS</b> 10:00 AM-11.:00 AM	UPMA	250 gms (cooked)	
	EGG/PANEER (for vegetarians)	1 noS/30 gms	
<b>LUNCH</b> 1:00 PM-2:00 PM	SAGO PORRIDGE (Sago-20 gms + sugar 1 tsp)	1 CUP	
<b>EVENING SNACKS</b> 4:00 PM-5:00 PM	RICE COOKED	450 gms (raw – 150 gms)	
	DAL	Cooked – 75 gms(raw-15 gms)	
	VEGETABLES	Raw-150 gms-200 gms	
	CURD/BUTTER MILK	50 gms/100 ml	
<b>DINNER</b> 7:00 PM-8:00 PM	SAGO PORRIDGE + BISCUITS (Sago-20 gms + sugar- 5 gms)	150 ml + 4 nos	
		Or	
	SUJI PORRIDGE (Suji-20 gms + sugar-5 gms)	150 ml	
	BISCUITS	4 NOS	
<b>DINNER</b> 7:00 PM-8:00 PM	RICE COOKED	450 gms(raw -150 gms)	
	DAL	Cooked - 75 gms (raw- 15 gms)	
	VEGETABLES	Raw-150 gms – 200 gms	
	CURD/BUTTER MILK	50 ml/100ml	
Total cost for one single CKD diet (a)			
Packing Charges for one single CKD diet (b)			
Total Cost of one single CKD diet including packing charges (a) + (b) = (C)			
Estimated number of CKD Diets in a year (d)			2717
Total cost for 2717 CKD diets ( (c) x (d) = E)			

### **LIQUID DIET: D2**

TIMINGS	ITEMS	QUANTITY	Rate
7:00 AM	MILK	200 ml	
	SUGAR	5 gms	

9:00 AM	SUJI PORRIDGE (suji-20 gms +milk 150 ml + Sugar 5 gms)	200 ml	
11:00 AM	RAGI PORRIDGE (ragi – 20gms +butter milk 150 ml)	200 ml	
1:00 PM	MILK	200 ml	
	SUGAR	5 gms	
3:00 PM	OATS PORRIDGE (oats-20gms+milk 150ml+ sugar-5gms)	200 ml	
5:00 PM	FRUIT JUICE/VEG SOUP/RAGI PORRIDGE (Ragi-20gms + milk 150 ml + sugar 5gms)	200 ml	
7:00 PM	SUJI PORRIDGE (suji-20 gms +milk 150 ml + Sugar 5 gms)	200 ml	
9:00 PM	MILK	200 ml	
	SUGAR	5 gms	
Total cost for one single Liquid diet (a)			
Packing Charges for one single Liquid diet (b)			
Total Cost of one single Liquid diet including packing charges (a) + (b) = (C)			
Estimated number of Liquid Diets in a year (d)			272
Total cost for 272 Liquid diets ( (c) x (d) = F)			

#### RYLES TUBE FEEDING:- D2(a)

TIMINGS	ITEMS	QUANTITY	Rate
7:00 AM	WHEAT FEED (Wheat flour-20 gms + Milk 150 ml + Oil-1/2 tsp)	200 ml	
9:00 AM	RAGI FEED (Ragi flour-20 gms + Milk 150 ml + Oil-1 tsp)	200 ml	
11:00 AM	EGG NOUGH ((milk -200 ml + Eggs-2 nos/Egg white 2 nos.	200 ml	
1:00 PM	RICE DHAL FEED (Rice-20 gms(raw) + Dhal -15gms(raw)+Veg juice-150 ml + oil 1 tsp)	200 ml	
3:00 PM	OATS FEED (oats-20 gms+ Milk-150 ml)	200 ml	
5:00 PM	RAGI FEED (ragi flour-210gms +Milk-150 ml+Oil-1tsp)	200 ml	
7:00 PM	RICE DHAL FEED (rice-20gms(raw)+Dhal-15 gms(raw)+Milk-100ml+Oil-1 tsp)	200 ml	
9:00 PM	MILK	200 ml	
	SUGAR	5 gms	
Total cost for one single Ryles Tube Feeding(a)			
Packing Charges for one single Ryles Tube Feeding (b)			
Total Cost of one single Ryles Tube Feeding including packing charges (a) + (b) = (C)			
Estimated number of Ryles Tube Feeding in a year (d)			2739
Total cost for 2739 Ryles Tube feeds( (c) x (d) = G)			

#### CLEAR LIQUID DIET:- D2 (b)

TIMINGS	ITEMS	QUANTITY	Rate
7:00AM	Coconut water	150ml	
9:00AM	Barley water	150ml	
11:00AM	Sago water	150ml	
1:00PM	Rice water	150ml	
3:00PM	Dhal water	150ml	
5:00PM	Sago water/Strained fruit juice	150ml	
7:00PM	Coconut water	150ml	
9:00PM	Rice water	150ml	
Total cost for one single Clear liquid Diet (a)			
Packing Charges for one single clear liquid diet (b)			
Total Cost of one single clear liquid diet including packing charges (a) + (b) = (C)			
Estimated number of Clear Liquid Diets in a year (d)			3
Total cost for 3 Clear Liquid Diets (c) x (d) = H)			

**D3: ADMISSION DIET**

ITEM	QUANTITY	Rate
Bread	80 gms (5-6 pieces)	
Milk	250 ml	
Sugar	10 gms	
Total cost for one single Admission Diet (a)		
Packing Charges for one single Admission diet (b)		
Total Cost of one single Admission diet including packing charges (a) + (b) = (C)		
Estimated number of Admission Diets in a year (d)		3959
Total cost for 3959 Admission Diets (c) x (d) = <b>I</b>		

**Price Schedule/Summary**



Type Of Diet		Rate
Normal Diet Menu	A	
Diabetic Menu	B	
Soft Diet Menu	C	
High Protein Diet Menu	D	
Ckd Diet Menu	E	
Liquid Diet	F	
Ryles Tube Feeding	G	
Clear Liquid Diet	H	
Admission Diet	I	
Grand Total (A to I)	J	

## **Schedule -VIII**

### **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>