



EMPLOYEES' STATE INSURANCE CORPORATION HOSPITAL,  
TIRUNELVELI

(Under the Ministry of Labour & Employment, Govt. of India)  
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No. 513/B/15-15-ESICH-TLI/2016

Date: 22.9.2018

**RE-TENDER NOTICE FOR SUPPLY OF IN – PATIENT FOOD**

**Ref: ESIC Hospital Tirunelveli Tender No. 513/B/15/15/ESICH/TLI/2016 dt. 05.03.2018**

**E-Tenders in Two bid system** are invited from reputed Caterer for supplying In-patient diet to this hospital on contract basis for a **period of one year under Two bid system.**

**Note: Those who are applied already on seeing the original tender of even no. dated 05.03.2018 need not reapply**

Detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following websites: [www.esichospitals.gov.in](http://www.esichospitals.gov.in), [www.esic.nic.in](http://www.esic.nic.in) , <https://esictenders.eproc.in>.

The interested bidders shall submit their tender(s) only through online mode at the e-procurement portal <https://esictenders.eproc.in>

In addition to e-tender which has to be filed online, the bidders are also required to submit hard copies of Tender documents duly completed along with Earnest Money Deposit (EMD), supported by requisite documents and forms, as mentioned in the tender.

**For all practical purposes, the e-tender shall be considered for evaluation and the hard copy of tender documents would also be scrutinized.**

Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.

**Date and Time for submission of Tender :**

LAST DATE FOR RECEIPT OF TENDER	DATE AND TIME FOR OPENING OF TENDER
29.10.2018 up to 1.00 PM	29.10.2018 at 3.00 PM

If the date of opening of tender happens to be a holiday, the tender will be opened on the next working day. Tender documents duly completed should be dropped on or before the date and time mentioned above, in the tender box kept at the First floor of ESIC Hospital, Vannarpettai, Tirunelveli- 627 003.

**MEDICAL SUPERINTENDENT**

## **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 E-Tenders.

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>

ESIC Hospital, Tirunelveli is a 50 bed Hospital and this Hospital invites e-tenders from reputed Caterers having experience in Catering work for supplying In-patient diet to the patients on contract basis.

Contract Period is initially for **one year**, extendable to one more year (**maximum Two years including the initial one year**), subject to satisfactory performance of the firm during the contract period.

Date and time of opening of Bids: The Technical Bids shall be opened on 13.06.2018 at 03.30 pm, if it happens to be holiday, then on next working day at same time and same venue by the duly authorized officer/Team of officers of ESIC Hospital, Tirunelveli in the presence of all such bidders who wish to be present. Authorized representatives of the quoting parties may be present for the opening of the bids, if they desire so.

The Tenderers whose Technical Bids are accepted will be informed in writing about the date of the opening of financial bids.

The Medical Superintendent, ESIC Hospital, Tirunelveli – 3 reserves the right to accept or reject any/all tenders without assigning any reason whatsoever.

Sd/-  
**Medical Superintendent**

**INSTRUCTIONS TO THE TENDERER**

1. Eligibility criteria:
  - a. The bidder should have a working experience of at least one year in this field.
  - b. The bidder should have office and supply facility within Tirunelveli limits.
  - c. Attested copies of trade licence, wherever applicable, should be submitted separately for all the experience claimed by the bidder. The latest trade licence must be currently valid (for the current year or financial year)
  - d. The capability of the contractor for supplying the In-patient diet shall be verified by the Committee nominated by the Medical Superintendent and only such successful bidder's financial bid will be opened.
2. The tenderers are required to submit bid in two separate bid i.e. Technical bid and Financial bid, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed "**Technical Bid for supply of In-patient diet in ESIC Hospital, Tirunelveli - 3**" and "**Financial Bid for supply of In-patient diet in ESIC Hospital, Tirunelveli - 3**". Both sealed envelopes should be put in a third sealed envelope superscribed "**Tender for supply of In-patient diet in ESIC Hospital, Tirunelveli - 3**".
3. The sealed envelope for the Technical bid should contain the following:
  - a) Technical bid tender form in Schedule III
  - b) Earnest Money Deposit of Rs.25000/- in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of "**ESIC Fund A/c-1**", payable at Tirunelveli".
  - c) The envelope should be superscribed as 'Technical bid for supply of In-patient diet in ESIC Hospital, Tirunelveli - 3'
4. The envelope for the Financial bid should contain the Financial bid tender form in Schedule IV and the envelope should be superscribed as 'Financial bid for supply of In-patient diet in ESIC Hospital, Tirunelveli - 3'.
5. The sealed envelopes containing Technical bid and the Financial bid should be put into a third sealed envelope and superscribed s "**Tender for supply of In-patient diet in ESIC Hospital, Tirunelveli - 3**".
6. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of **Rs.25000/-** in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of "**ESIC Fund A/c-1**", payable at Tirunelveli. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to the successful Tenderer on receipt of performance security depositor shall be allowed to be adjusted towards Security Deposit. No interest is payable on the EMD.
7. For finalization of contract, the experience, ability of the tenderer to supply the In-patient diet shall be considered while evaluating the Tender. Further, the Tenderer whose rates, i.e., Grand total of items as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.

8. 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.
9. The bid shall be valid for 180 days from the date of opening.
10. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
11. The closing date and time for receipt of tenders will be 03:00 PM on **29.10.2018**
12. The Technical Bid shall be opened at **03:00 PM on 29.10.2018** by the duly authorized officer/officers of ESIC Hospital, Tirunelveli in the presence of all such bidders who wish to be present. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderer whose Technical tenders are accepted will be informed in writing about the date and time for opening the Financial Bids.
13. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
14. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited.
15. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
16. The successful tenderer will have to deposit a performance Security Deposit of **Rs. 1,00,000/-** in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of "ESIC Fund A/c-1", payable at Tirunelveli within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
17. Each page of the Tender document should be serially numbered, signed and stamped by authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
18. The Medical Superintendent, **ESIC Hospital, Tirunelveli - 3** reserves the right to withdraw/relax any of the terms and conditions mentioned above. In such a situation, the tenderer shall be given sufficient time to take the changes into account.
19. The Medical Superintendent, **ESIC Hospital, Tirunelveli - 3** reserves the right to reject/Cancel all or any tender without assigning any reason thereof.

**Schedule-I****TERMS AND CONDITIONS OF CONTRACT FOR CANTEEN SERVICES**

1. The Contract Period is initially for one year, extendable from year to year basis, subject to satisfactory performance of the firms during the contract period and subject to maximum of Two years (including the initial one year)
2. The contractor has to supply around 50 patients daily at this hospital.
3. The details of supply schedule and menu items are as follows:

Schedule & Menu Items with Quantity		
Morning 06.30 AM	Coffee	200 ml
Break fast 07.00 AM	Idly (3 Nos.)	100gms each
	Sambar	200 ml
	Coffee	200 ml
Mid Morning 09.30 AM	Banana of good quality 1 no.	130-150 gms
	Milk	250 ml
	Bread	400 gms
	Mosambi/Orange 1 No.	130-150 gms
	Veg. soup	200 ml
Lunch 12 Noon	Boiled rice (cooked)	450 gms
	Vegetable Poriyal (cooked)	150 gms
	Greens Poriyal (cooked)	150 gms
	Sambar	150 ml
	Rasam	150 ml
	Butter milk	150 ml
	Egg Boiled 1 no.	1 No.
	Curd	100 ml
Evening 03.30 PM	Sundal (black channa/peas green gram)	75 gms
	Coffee	200 ml
Dinner 06.30 PM	Veg. Rava Kitchadi/Rava Upma with roasted Bengal gram chutney or Wheat upma with roasted Bengal gram chutney	300 gms  300 gms
	Milk	200 ml

4. The supplier shall possess requisite statutory licence for carrying out the business and shall be responsible for complying with all existing laws pertaining to the services offered as well as to those pertaining to engagement of persons under him. Compliance against the same will be the sole responsibility of the Contractor.

5. The contractor should work to the satisfaction of the Hospital authorities. For this purpose the Officers authorized by the Medical Superintendent reserves the right to examine quality, quantity and hygiene.
6. Cleanliness should be maintained. The contractor is responsible for strict observance of all Central Labour Laws and all other Laws pertaining to his Employees including statutory laws pertaining to eating establishments.
7. In case any damage is caused to the Hospital property, the amount assessed will be recovered from the Security Deposit of the contractor. In all such cases, the decision of the Medical Superintendent will be final and binding on the part of the contractor.
8. The contractor shall bear the stamp duty on the original of the agreement, which shall be executed in duplicate, and the Hospital shall retain the original and the Contractor shall retain the duplicate.
9. The Contractor has to quote the price for all the items mentioned in the Schedule – IV and the contract shall be awarded to the bidder who has the sufficient work experience and the capability in running the canteen and whose grand total quoted for the items mentioned in the Schedule – IV is lowest in comparison to the other tenderers shall be considered as the lowest tenderer.
10. The contract/tender, if awarded, shall be valid initially for one year from the date of award of contract subject to continuous satisfactory performance and on failure on this aspect by the contractor the Competent Authority will reserve the right to terminate the contract. The period of the contract can be extended for further period at the discretion of the Competent Authority, to the maximum of one year, on terms and condition of the ESIC.
11. The price quoted should be valid for the one year/Entire period of contract.
12. The contract should not be subletted.
13. Preparing, forwarding, transportation and transit insurance, etc., and additional fees, if any, shall be borne by the contractor.
14. The supply of food as per the quality and quantity approved by the Medical Superintendent and within the time schedule prescribed by the Medical Superintendent is the sole responsibility of the contractor, failing which action shall be taken as per the tender besides blacklisting the contractor.
15. The supplier shall maintain utmost hygiene standards with regards to the food items, utensils for cooking as well as serving and personnel cooking and serving food to the satisfaction of the purchaser and as mandated in the relevant Law (Food & Adulteration Act). Quality of all food items must be excellent in all cases. No spent cooking oil must be used again. Further oil should not be reused again.
16. The food items supplied shall be contamination-free, and fresh. No left-over or balance food item shall be served.
17. The contractor has to replace the items not satisfied by the Medical Superintendent at own cost.
18. The supplier shall employ experienced and healthy persons. No unhealthy workers shall be allowed to prepare or serve food.
19. The workers employed by the supplier shall wear clean dress.
20. The personnel so appointed should have the basic knowledge of personal hygiene and safe & clean methods of food handling, they should be of good character and decent behavior. They should be provided with appropriate ID cards by the Contractor.
21. No child labour shall be deployed.
22. The contractor shall be responsible for removal/disposal of garbage generated in the supply.

23. The agency will be responsible for complying with all statutory rules from time to time and the Contractor will be liable for any consequences resulting from violation of any such rule / provision.
24. 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.
25. The Contractor should use AGMARK/F.P.O. or such standard quality food articles approved by relevant regulatory authorities.
26. An Officer authorized by Medical Superintendent can check the quality of food and hygienic condition as per the govt., norms and a fine of Rs. 2,000/- would be charged for every occasion of non-compliance. ESIC Hospital reserves the right to send the food samples served to relevant testing laboratories and take appropriate action on the contractor, if required.
27. If non-supply of food, late supply, less quantity supply and violation of any condition of this tender, fine of Rs.2000/- would be charged for every occasion of non-compliance besides terminating the contract.
28. Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or of poor quality, a fine of Rs.2000/- for each occasion will be imposed.
29. If poor quality of rice is used for preparation of food items, a penalty of Rs. 2000/- for each occasion will be imposed.
30. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs.2000/- for each occasion would be levied.
31. The successful bidder has to submit the bills in triplicate once in a month duly certified by the officer nominated by the Medical Superintendent. The payment shall be made through the RTGS/NEFT/ECS only.
32. The Medical Superintendent shall have the right to terminate the agreement with the Contractor by giving one month 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.
33. Security Deposit of the Contractor will be forfeited in case of breach of any condition stipulated herein.
34. For any dispute regarding quality / service and rates the decision of the Medical Superintendent shall be final and binding to the Contractor.
35. All disputes relating to this tender can be legally resolved through courts in Tirunelveli only.
36. The Medical Superintendent of the ESIC Hospital, Tirunelveli reserves right to impose penalties to the extent of termination of contract without assigning any reasons thereof and forfeit, Security Deposit if Contractor fails to maintain good quality and quantity based on the gravity of complaint.
37. The Medical Superintendent reserves the right to accept or reject any of the Tenders without assigning any reasons therefore.
38. The Medical Superintendent, ESIC Hospital, Tirunelveli is the Competent Authority to renew Contract or to terminate contract.

Read and Accepted: **Signature of Tenderer with seal**

**Schedule-II****UNDER TAKING**

1. I, the undersigned, certify that I have gone through the terms and conditions mentioned in the tender documents and undertake to comply with them in letter and spirit.
2. The EMD of Rs. 25000/- deposited by me has been enclosed herewith vide DD No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on Bank \_\_\_\_\_ and \_\_\_\_\_ Branch
3. I/We give the rights to the Medical Superintendent to forfeit the EMD given by us in the event of my / our selection and failure on my/our part in starting the services of Staff Canteen as per the terms of this tender on the date specified by the Medical Superintendent or on Officer authorized by him.
4. I/We are duly authorized to sign the above undertaking.

Signature of the Bidder

Full name and address

Place:

Date:



**Schedule III****Technical Tender Form****( to be submitted in the envelope for Technical bid along with the Tender fee, EMD, & others)**

Tender form for supply of In-patient diet in ESIC Hospital, Tirunelveli

1.	Name of Tendering Company / Firm	:	
2.	Name of the Owner / Partners	:	
3.	Full particulars of Office	:	
	(a) Address	:	
	(b) Telephone No.	:	
	(c) Fax No.	:	
	(d) e-Mail id:	:	
4	Details of Registration number under the shops and Establishment Act	:	
5	Sales tax registration No. TNGST No./Service tax/ CST No.	:	
6	Full particulars of the Bankers of Company / Firm / with full Address / Tel. No./Fax No./e-Mail id	:	
7	Registration details	:	
	(i) PAN /TAN/ GIR No.	:	
	(ii) Service Tax Registration No.	:	
	(iii) EPF Registration No.	:	
	(iv) ESI Registration No.	:	
8	Details of Earnest Money Deposit	:	
	a) Amount (Rs.)	:	
	b) DD / PO No. & Date	:	
	c) Drawn on Bank	:	
	d) Valid upto	:	
9	Any other information which you consider relevant	:	

I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I /we, am /are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:  
Place

Signature of Owner/Managing Partner/Director  
Name  
Seal

**Schedule - IV****FINANCIAL BID( to be submitted in the envelope for Financial bid )****Tender form for supply of In-patient diet in ESIC Hospital, Tirunelveli**

S. No.	Name of the items	Composition/ Quantity	Unit	Rate (in Rs.)	Tax extra if any
1	Coffee	200 ml	Per Cup		
2	Idly (3 Nos.) & Sambar	100gms each & 200 ml	Per plate		
3	Banana of good quality 1 no.	130-150 gms	Per no.		
4	Milk	250 ml	Per cup		
5	Bread	400 gms	Per item		
6	Mosambi/Orange 1 No.	130-150 gms	Per item		
7	Veg. soup	200 ml	Per cup		
8	Boiled rice (cooked)	450 gms	Per plate		
	Vegetable Poriyal (cooked)	150 gms			
	Greens Poriyal (cooked)	150 gms			
	Sambar	150 ml			
	Rasam	150 ml			
	Butter milk	150 ml			
	Egg Boiled 1 no.	1 No.			
9	Curd	100 ml	Per Cup		
10	Sundal (black channa/peas green gram)	75 gms	Per plate		
11	Veg. RavaKitchadi/RavaUpma with roasted Bengal gram chutney	300 gms	Per plate		
12	Wheat upma with roasted Bengal gram chutney	300 gms	Per plate		
Total					

Please note that, for finalization of contract, the Tenderer whose Grand total above is the lowest in comparison to other Tenderers will be considered as the lowest Tenderer.

Date:

Signature of Owner/Managing Partner/Director  
Name

Place

Seal

Read and Accepted:

Signature of Tenderer with seal