

TERMS CONDITIONS
&
SPECIFICATIONS
OF
TENDER FOR CANTEEN SERVICES IN
AL-AFIA CIVIL HOSPITAL MANDIKHERA,
MEWAT 2016-17

TERMS AND CONDITIONS OF TENDER

It is the endeavor of District Health Administration, **Mewat** to provide good quality food to all the patients & their relatives in **Al-Afia Civil Hospital & Trauma Centre Mewat** here by referred to as District Health Administration or TIA (Tender Inviting Authority).

Civil Surgeon **Mewat** invites sealed quotations through E-tendering system from reputed caterers also referred to as "The Service Provider" for carrying out catering services. The proposed catering contract will be for a period of one year from the date of issue of award letter which may be extended for a further period of one year on mutually agreed terms if the work and conduct of the service provider is satisfactory.

GUIDELINES FOR SUBMISSION OF TENDER OFFERS

1.1 DELIVERY OF TENDER/BIDS

"The Service Provider" shall, on or before the date and time given in the Notice Inviting E-Tender, submit his bid in two Covers/Parts. Cover A (Part A – comprising of Tender Fee, Technical Bid and Earnest Money Deposit) and Cover B (Part B – comprising of BOQ/Financial/ Price bid) each part in a separate cover as under:-

Cover A (Part A) The Technical Bid shall be placed in cover A duly super scribed as "Technical Bid/Canteen/CS/ **MWT/Canteen/2016-17** due at 12:00PM on **24-08-2016**

Cover B (Part B) The BOQ/Financial/Price Bid shall be placed in separate Cover B duly super scribed as "Financial Bid/Canteen/CS/**MWT/2016-17**" due at -----"(Dates will be decided after technical bid evaluation)

Cover A (Part A- comprising of Tender Fee, Technical Bid, & Earnest Money Deposit) should be put in another envelope which will form the main cover. The main cover shall be submitted and addressed to this office viz. Office of Civil Surgeon **Mewat** in hard copy. The outer most cover should clearly super subscribed "Tender For Canteen Services In The Campus Of **Al-Afia Civil Hospital & Trauma Centre Mewat** due at **12:00PM on 24-08-2016** and mentioning the word "Not to be opened before the due date and time"

The hard copy main cover should bear the name and postal address of the bidders and shall bear the address of this office as given above. The time and date of opening of BOQ/Financial/Price bids will be intimated to the tenderers later through E-Tendering procedure only to those bidders who qualify technically, after evaluation of technical bids. The bids shall be kept valid for acceptance for 180 days after opening the technical bids. TIA will not be responsible for any postal delay or any other cause that may lead to delay in the receipt of documents in this office beyond the stipulated date and time stated in the tender document.

NOTE: The bidders will have to submit all the required documents for "Cover A" online as well as in hard copy also, where as "Cover B" i.e. BOQ/Price/Financial Bid is required to be submitted online only. **It is made very clear that documents uploaded on the web based portal will only be considered for Pre-Qualification/ Technical Bid Evaluation.**

Note:- Electricity and water supply provide by tenderer himself.

NOTE:-

(a)FOR HARD COPY:

The original copy of tender , duly completed and signed on each page, should be submitted, enclosed in a double cover in a due procedure mentioned above. **The BOQ/ Financial/Price bid (Annexure B) MUST NOT BE SENT IN THIS COVERS AS HARD COPY and SHOULD BE SUBMITTED ONLINE ONLY.**

(b)FOR ONLINE SUBMISSION:

Only the procedure of E-Tendering System will have to be followed .Your tender must reach this office on submitted online not later than the date and time notified in the Notice Inviting Tender stated in the schedule of tender. Any tender received after that shall be rejected. In the event of the stipulated date of opening of the tender being declared a closed holiday for Govt. offices, the date of opening of the tender(s) will be the next working day.

PERIOD FOR WHICH THE OFFER WILL REMAIN OPEN:

- i) All tenders should remain valid for acceptance for a **period of 180 days** from the date of opening of the tender or for such period as stated in Special Terms & Conditions.
- ii) The rates once frozen, 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 contractor, the Competent Authority will reserve the right to terminate the contract.
- iii) Quotations qualified by such vague and indefinite expressions such as "subject to immediate acceptance", "subject to prior sale" etc. will not be considered.

OPENING OF TENDER:

The tender shall be opened online on the date and time mentioned here in elsewhere in the document. All tenderers and/or their representatives, if they should desire, may be present at the opening of the tender at the date and time as specified in the schedule in the O/o Civil Surgeon **Mewat**

Tender must be submitted online and also in hard copy and reach this office not later than the date and time notified in the tender notice stated in the tender document. Any tender received after that date and time so notified shall be rejected. In the event of the stipulated date of opening of the tender being declared a closed holiday for Govt. offices, the date of opening of the tender(s) will be the next working day. Tender sent by hand delivery, shall be delivered at this office not later than the last date and time stipulated in the schedule of NIT.

PRICES:

The rate should be quoted in original sheet of Annexure B. Price must be clearly shown in figures and words in Indian Currency. **Quoting of rates in any other sheet will not be acceptable.**

DELIVERY TERMS

- a) The delivery of the stores / execution of work / activity / providing the services etc. are required within a period as specified and as the place mentioned therein.
- b) The tenderer shall deliver the stores/ execute the work / activity at the destination / space defined to the consignee / authority in good order (of which the Civil Surgeon **Mewat** shall be the sole judge) within the limits of the time as deemed reasonable and specify in such quantities/qualities as may be ordered by him from time to time.
- c) Time for and date of delivery: The essence of contract: - The time for and the date of delivery of the stores / date of execution of work / activity as stipulated in the DNIT schedule shall be deemed to be the essence of contract and delivery / execution must be completed no later than the date(s) specified.

Civil Surgeon **Mewat** reserves the right to allow additional time under special circumstances such as strikes, lockouts, fire accidents, riots etc.

Technical Bids shall be opened first and will be evaluated technically. The Financial Bid of the technically accepted Tenderers only will be opened, the date of which will be notified to the Technically Qualified Bidders only.

1.2 LAST DATE / TIME OF RECEIPT OF TENDERS:

Tenderers must ensure that their tender bids are dropped in the tender box at the O/o CS, **Mewat** in hard copy in addition to the bids submitted online by 2:00 PM on **24-08-2016**

In case the tender bid is posted, the tenderer should ensure that the same reaches O/o CS, **Mewat** by 5:00 PM on **24-08-2016**

Tenders received after the due date and time shall be rejected and returned un-opened by O/o CS, **Mewat**

1.3 Tender Should be addressed to:

Civil Surgeon,
Mewat

1.4 Date of Technical Bid Opening: The technical bids will be opened on **29-08-2016** in the presence of the intending tenderers at 1:00 PM in the room of Civil Surgeon, **Mewat**

(In case the date of technical bid opening happens to be a holiday, the bids will be opened on the next working day at the same time).

1.5 Date of financial Bid Opening: The date & time will be intimated subsequently only to the technically qualified tenderers.

1.6 Tender bid should be submitted online and the hard copies should either be delivered in person to be dropped in the tender box or sent only by Registered Post/Speed post/Courier. Telegraphic/Telex/Fax/email quotations will be summarily rejected. O/o Civil Surgeon, **Mewat** will not be responsible for any delay(s) including postal and force majeure.

1.7 Tenderers are requested to study the terms and conditions of the tender carefully, and then submit their tenders accordingly. Any tender/quotation received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and the tenderer quoting against this tender shall be deemed to have read, understood and accepted the same. No clarification shall be entertained after receiving the bids.

1.8 Quotation must be submitted giving complete details as sought in the enclosed Annexures.

1.9 Each page of the offer should bear the signature, name and title of the person signing the offer with date and rubber stamp of the Contractor if applicable.

- 1.10 The total amount quoted should be written both in figures and in words. In case of any discrepancy between the two, the amount mentioned in words will prevail in INR.
- 1.11 Bids, which do not comply with the conditions laid down in the tender document, are liable to be rejected straight away

2.0 TERMS AND CONDITIONS OF THE TENDER

- 2.1 Tenderer should PAY a Demand Draft of Rs. 2000/- (Rupees **two** thousand) in favour of **DH&FW Society, Mewat** towards cost of the tender document at the time of submission of the tender document. Bids without Tender Document cost shall be rejected outrightly.
- 2.2 District Health Administration, **MWT** reserves the right to reject/accept any or all the tender(s) without assigning any reason whatsoever.
- 2.3 District Health Administration, **MWT** reserves the right to award the contract to deserving parties either in full or in parts. The decision of Civil Surgeon, Ynr shall be final and binding.
- 2.4 District Health Administration, **MWT** reserves the right to change the specifications, terms & conditions of the tender at any stage before commencement of contract.
- 2.5 District Health Administration, **MWT** reserves the right to terminate the contract without assigning any reason whatsoever after giving one month's advance notice.
- 2.6 Bids should be complete in all respects and incomplete bids shall be summarily rejected.
- 2.7 Any falsification/suppression of information could lead to the disqualification of the tenderer.
- 2.8 Any tenderer found influencing, canvassing in any form or intimidating is liable for disqualification.
- 2.9 Tenderers are advised to read and understand all the technical and financial implications of all the terms and conditions of the bid, understand the magnitude of the job involved before submitting their bid. Clarifications with respect to the tender may be sought till one day before the last date for submission of tender bids and it may be noted that O/o Civil Surgeon, **MWT** is not responsible for the delay whatsoever..
- 2.10 Tenderers may also visit the **Al-Afia Civil Hospital** Campus during office hours on all working days for this purpose with prior appointment, from Hospital (Administration) on the above telephone number.
- 2.11. Where the tenderer makes counter terms and conditions of business, the tender shall not be deemed responsive, unless District Health Administration, **MWT** in its discretion, may give specific written acceptance thereof.
- 2.12 The successful tenderer will commence the services within Seven days from the receipt of the award of the contract or from the date indicated by District Health Administration, in the award contract.
- 2.13 In case of additional services of similar in nature required during the contract period, the same has to be provided at the contract rates only. Similarly District Health Administration, **MWT** reserves the right to curtail the requirement, if necessary.
- 2.14 The payments to the successful caterers are subject to all statutory deduction, e.g. deduction of Income Tax at source etc., as are applicable at the time of payment.

- 2.15 In case the tender is awarded, the tenderer will have to deposit the approved quoted rate (Rent) on 8th of every month or before 8th of every month if that day happens to be a holiday.
- 2.16 The contract will be governed by Civil Surgeon's Terms & Conditions of Tender and also the Award issued by Civil Surgeon or Agreement, between the parties.
- a) The EMD must be enclosed only with the Professional (Technical) Bids, as, Only the Professional (Technical) Bids will be opened first. Bids not accompanied with EMD amount in prescribed manner will be summarily rejected.

3.0 CRITERIA FOR SHORTLISTING:

- 3.1 Valid Pan No. Certificate to be submitted. If Pan No. not applied then the same has to be done within 15 days.
- 3.2 Necessary documents supporting the above should be submitted along with the technical bid.

4.0 INSTRUCTIONS TO THE TENDERERS:

- 4.1 Quotation must be submitted giving complete details using enclosed tender papers duly signed on all the pages.
- 4.2 The entire schedule of the tender should be quoted for and the quote should be unconditional, failing which the tender bid will be rejected.
- 4.3 The scope of services proposed should not be altered and if found altered, the tender bid is liable to be rejected.
- 4.4 Each page of the Tender should bear the signature, date, name and designation of the person signing the offer and a rubber stamp indicating the name, of the firm or Company or individual as the case may be.
- 4.5 Bids containing erasures or alterations will not be considered, unless authenticated by the authorized signatory.
- 4.6 The total amount should be written both in figures and in words and if there is any discrepancy between the two, the lowest amount will only be taken into account.
- 4.8 Bids, which do not comply with the above conditions, are liable to be rejected.
- 4.9 District Health Administration shall be under no obligation to accept the highest tender and shall be entitled to reject any tender without assigning any reason whatsoever.

5.0 EARNEST MONEY DEPOSIT

- 5.1 Tenderer should submit an EMD equivalent to 10,000/- (Rupees Ten Thousand only). EMD amount should be submitted by way of a crossed demand draft favouring
DH & FW Society, Mewat This amount will be returned interest free to the unsuccessful tenderers after

3 months from the closing date of the tender or any date as decided by the District Health authorities after the award of the contract whichever the case may be.

5.2 In case of successful tenderer, EMD will be returned interest free on submission of Security Deposit.

5.3 The EMD amount will be forfeited to Civil Surgeon in the following cases: -

- a) If, after award of the contract, the tenderer fails to commence the service/supply, in accordance with the terms and conditions of the contract.
- b) Any unexcused delay in providing services will not only warrant forfeiture of EMD amount but also closure/ termination of the contract for default, entailing liability for compensation to Civil Surgeon **Mewat**
- c) If the tenderer withdraws the tender during the validity period of the quotation.

5.4 If at any time during the performance of the contract, should the Caterer encounter compelling conditions for its failure to render timely performance of service, it shall promptly notify District Health Administration in writing the fact of its default cause of delay and likely duration of restoration of services. The District Health Administration will evaluate the situation and at its discretion, extend caterer's time for performance, subject to levy of Damages.

6.0 DURATION OF THE CONTRACT.

6.1 The contract will be valid for a period of one year from the date of issue of award letter. However, in order to evaluate the performance and services, the tenderer will have to complete satisfactorily probationary period of 2 months. Only if the services are found satisfactory during the period of probation, then the contract will be confirmed.

Thereafter on reviewing the satisfactory performance for the first 1 year, the contract may be extended for further 1 year, totaling to 2 years duration. **No changes in prices or conditions are normally allowed during the first two years.** If a need due to extra ordinary conditions arises District Health Administration may consider an increase in the case of various items prepared and supplied in the canteen. However, this will be at the sole discretion of District Health Administration. The methodology that will be followed for such increase will be scientific and based on food article price index or Govt. notification or the likes whatever applies.

7.0 **RESPONSIBILITIES OF TENDERER**

7.1 In case it is found by District Health Administration that any property material or asset of **Al- Afia Civil Hospital** is lost or put to loss/ damage due to the negligence of the tenderer or any damage or loss due to lapse or failure to carry out pre-scheduled maintenance work or

contractual obligation the tenderer will be held fully responsible to reimburse the cost of the loss/ damage so incurred. The decision of District Health Administration as to loss caused by negligence of the tenderer shall be final and binding on the tenderer.

- 7.2 Sufficient manpower should be provided by the tenderer on all days of the week.

District Health Administration is committed to provide high quality nutritious food to all of its patients/their relatives as well as all the hospital employees. In this respect, it has formed Hospital Quality Control Committee to carry out periodic quality inspection and quality audit of the running of the canteen and the contractor is expected to adhere to the audit observations of the Hospital Quality Control Committee and comply with the same.

- 7.3 In case any of workmen suffers any injuries /damages or meets with an accident in **Al-Afia Civil Hosptial** premises during discharge of duties or journey in the course of performance of duties the entire cost of medical expenses and compensation under workmen's Compensation Act etc., should be borne by the tenderer.

- 7.4 **The Tenderer shall strictly adhere to all the statutory regulations, as applicable.**

- 7.5 The tenderer will strictly observe and follow the statutory regulations like the Contract Labour (Abolition & Regulation) Act, Payment of Wages Act, MCD Regulations, Provident Fund Act, Employees State Insurance Scheme, Minimum Wages. Act, Workmen's Compensation Act and all other relevant statutory regulations during the period of the Contract, cover its personnel with appropriate insurance, etc. The Contractor shall be solely responsible for its failure to fulfill these statutory obligations and shall indemnify Civil Surgeon, **MWT** against all such liabilities, which arise or likely to arise out of your failure to fulfill such statutory obligations. Contractor shall inform District Health Administration the names and all details of persons engaged for this work. All documents, registers pertaining to this contract shall be maintained meticulously and should be provided to O/o Civil Surgeon on demand. All relevant statutory certificates/Licenses are pre-requisite for considering the bids failing which the bids would be rejected.

- 7.6 The Tenderer shall maintain record of jobs carried out by it. He shall maintain such records like log book, wage register, attendance register and all other statutory records and produce it on demand by District Health Administration.

8 SECURITY DESPOSIT / BANK GUARANTEE for Performances

- 8.1 In order that the Tenderer fulfils the above obligations under the terms of the contract, it shall provide security of an amount equivalent to 20% of the annual amount of the contract to Civil Surgeon, **MWT** by way of Demand draft to be deposited in the office of CS, **MWT** in

the accounts section.

- 8.2 In case of default by the Caterer, it shall be held liable to pay Compensation/Damages to District Health Administration in accordance with law. Any fraudulent or fictitious bills raised by the Caterer shall result in termination of the contract resulting in encashment of bank guarantee and debarring the party from participating in any of Civil Surgeon's tenders, apart from its liability to pay compensation for the loss suffered by District Health Administration. If any term and condition of the contract is violated, by the Tenderer District Health Administration reserves the right to terminate the contract at risk and cost of the tenderer, after giving seven days advance notice.

9.0 GENERAL

- 9.1 Disputes, if any arising out of the above contract will be referred to courts having jurisdiction over Jagadhri city only.
- 9.2 All other terms and conditions of the contract will be as per the enclosed detailed terms and conditions.
- 9.3 **Sub contracting is not allowed by the Tenderer. If it is found that the job has been sub-contracted, the contract with the Tenderer shall be terminated with immediate effect with forfeiture of the Security Deposit.**
- 9.4 This hospital has staff strength of about 250-350 employees in addition to it around 1500 patients attend OPD daily, 100 to 150 indoor patients plus all the patients coming in the emergency & their relatives, we do not insist all staff to eat in the canteen. It is on their free will to consume food from the canteen.
- 9.5 The weightage will be given to each item for financial evaluation which will be worked out by the committee approved by District Health Administration.
- 9.6 Any other term or condition which the District Health Administration deems necessary from time to time.

RESPONSIBILITIES OF THE CONTRACTOR/CATERER

- 10.0 The caterer shall provide:
- I) Sufficient minimum manpower as required at all times after due approval from the Hospital Administration representative.
 - II Uniform, Caps, Shoes, hand gloves, Identity Cards to all your personnel deployed in our Campus.
- 10.1 Caterer shall ensure that hygiene and cleanliness is maintained in the canteen. The tables and chairs in the canteen area should be cleaned regularly.
- 10.2 Provide breakfast, lunch, and dinner and snack items at timings as specified by District Health Administration from time to time.
- 10.3 Caterer shall provide –

- a) Good Quality Paper napkins
 - b) Good Quality Toothpicks (wooden)
 - c) Good Quality Disposable glasses for tea, coffee, soup etc.
 - d) Sugar sachet/sugar cubes for tea to be served in the operational blocks twice a day.
 - e) Salt, pepper, sugar, pickle, saunf, mishri separately.
 - f) Proper uniform for all the staff, serving gloves, chef-caps etc. shall be mandatorily used.
 - g) Adequate stock of high quality raw materials (brands as specified in the contract) for cooking as per standards to be fixed by District Health Administration.
 - h) Adequate stock of all snack items (as per District Health Administration directive) round the clock.
 - i) Cleaning materials like brushes, dusters, & Prill Liquid, Prill Bar /Vim Bar or equivalent brands for cleaning utensils.
 - j) Storage racks for soft drinks & other MRP items for display.
 - k) Utensils like steel plates/thalis, spoons, katories, fork, knife for use during breakfast/lunch/dinner in the canteen will be of salem steel of high quality approved by District Health Administration at all the times.
High quality bone china crockery (to include tea sets & dinner sets) for VIP level lunches etc. for a maximum of 50 –60 people (Quality of cutlery approved by District Health Administration all the times
 - l) Bone china Tea cups along with saucers at all the times in sufficient quantity for serving to all our VIPs and meeting during the day. Any breakage must be replenished within a day
 - m) Sufficient number of Water glasses (good glass make) in the canteen all the times for catering of 100 employees at any given time should be available. Minimum 100 glasses at a given time. Any breakage must be replenished within a day.
- 10.4 Fumigation/pest control will be carried out by the caterer on regular basis, minimum on fortnightly basis. The same will be monitored by your Manager/Supervisor. The cost of fumigation/pest control treatment shall be the responsibility of the contractor. Days of the pest control treatment shall have to be notified to the Hospital Administration.**
- 10.5 The procurement of raw materials / vegetables, etc is the responsibility of you agency which are to be procured well in advance. However, the same shall be inspected by Hospital Administration representative at any time. Unauthorized brands and poor quality of vegetables bought in, are liable to be rejected and removed immediately or put in the garbage.
- 10.6 Only branded items, as per the enclosed list shall be served. For any change in brand, prior written permission shall be obtained from District Health Administration. A list of permissible brands is enclosed.

- 11 Items used/consumed shall have a prior verification from the District Health Administration officials. Proper inventory of daily needed items supplied shall be ensured.
- 12 Gas cylinders in adequate quantity for a gas bank of two cylinders are to be available all the time. The caterer should provide the gas Cylinders at his cost. Caterer shall be responsible for safety of gas cylinders from fire safety angle.
- 13 Before deployment of his staff, Caterer shall ensure that their police verification is complete. Report to be submitted to the Hospital Administration-in-charge..

- 14 The caterer would be responsible for submitting medical reports of all his employees at Civil Surgeon office every six months from the Al- Afia Civil Hospital or Medical Officer to ensure that only medically fit employees are on the job.
- 15 Caterer shall maintain the complaint/feedback register under supervisors' custody in the canteen in which all the suggestions and complaints shall be recorded. This register will be shown to District Health Administration within 24 hours from the time of entry. In case of repeated complaints of same nature, penalty @ Rs. 100/- shall be imposed.
- 16 Before deployment of his staff, Caterer shall ensure that their police verification is complete. Report to be submitted to the Hospital Administration-in-charge.
- 17 The caterer would be responsible for submitting medical reports of all his employees at Civil Surgeon office every six months from the Al- Afia Civil Hospital or Medical Officer to ensure that only medically fit employees are on the job.
- 18 The caterer shall maintain, the nominal roll attendance register, leave register, holiday register and any other register required to be maintained statutorily.
- 19 The caterer shall be held responsible for any act of omission or commission, on part of his employees, in case of any deficiency of service. Contaminated/adulterated/unhygienic food being served and any complications (civil/as per IPC) and consequences thereafter will be the sole responsibility of the caterer.
- 20 If any Health employee falls ill on consumption of canteen food, the reimbursement of medical expenses shall be borne by the caterer alone.
- 21 The timely payment of EPF/ESI and other statutory benefits as & if applicable will be ensured by the caterer if applicable.

22 RESPONSIBILITY OF District Health Administration.

- .1 District Health Administration shall provide Water and electricity free of cost
- .2 Storage space to keep raw materials in safe custody.
- .3 Sitting and serving space at canteen.

Note:

1. Equipments like fridge, walk-in- freezer, tables, chairs, counter, cooking equipment, burners, exhaust chimneys etc. will not be provided.
2. Use of electrical equipments like air conditioner and heaters etc is strictly prohibited.

24 PENALTY CLAUSE

Penalty on account of the following shall be levied on the caterer based on the assessment done by the District Health Administration official:-

- a) Unavailability of complaint register/discouraging the complaint would attract a fine of Rs 500/- per occasion.
- b) Any insect/foreign particle found in the meal would attract fine of Rs. 500/-
- c) Consequences arising due to supply of adulterated/contaminated/unhygienic food will be the sole responsibility of the Caterer. Penalty towards the same will be @ Rs, 1000/- per occasion.

Complaints on account of unclean utensils /not adhering to personal hygiene of workers, unsatisfactory maintenance of kitchen, dining area, serving area, etc. shall attract penalty of Rs 1,000/- per occasion

- d) Serving non-branded/unauthorized items or beyond expiry date will attract a fine of Rs. 500/- per occasion.
- e) Poor quality of food being served One genuine complaint proved on inquire will attract fine of Rs. 500/- per occasion.
- f) Deduction on account of substandard performance/non-performance of contractual obligation shall be done from regular bills of the Caterer or encashment of the performance bank guarantee.
- g) Any inadequacy/deficiency of services will attract penalty as decided by District Hospital Administration from time to time.
- h) Chewing of gutka/smoking of cigarettes or bidis or similar stuff by canteen staff fine Rs. 200/- and may be asked for replacement or action/prosecution as per "Anti Tobacco Act".
- i) Alcohol consumption in the Hospital Premises is strictly prohibited and the offender whosoever he/she may be will be prosecuted as per the law.
- j) Failure to deposit monthly payment as approved in the tender on or before 8th of every month will attract penalty charges of Rs. 100 per day at the sole discretion of Civil Surgeon **MWT** which will deducted from the security deposit if the awardees of the tender fails to deposit it in the office of Civil Surgeon in cash.
- k) For repeated failures to adhere to the conditions mentioned above, **the penalty amount will be doubled for each subsequent failure** within two months.

Note:

1. **By submitting the tender bid, it is deemed that the tenderer has accepted all the terms and conditions of our tender including the penalty clause.**

BRANDS OF CONSUMABLES PERMISSIBLE

Item	BRAND
Salt	Tata, Annapurna, Nature fresh
Spices	MDH, MTR, Everest, Catch
Ketchup	Maggi, Kissan, Heinz
Oil	Sundrop, Nature Fresh, Godrej, Saffola
Pickle	Mother's or Priya or Tops
Atta	Fresh MP Wheat atta grounded every week from nearby chakki. In case of emergency only Aashirvad, Pillsbury, Nature Fresh or Ahaars best atta to be used
Butter	Amul, Britannia, Nuteralla
Bread (brown bread and white)	Harvest, Britannia, perfect
Jam	Kissan, Top, Heinz
Milk	Mother Dairy
Paneer	Amul, Mother Dairy, Britannia
Tea	Brook bond, Lipton, Red Label, Tata
Coffee	Nescafe, Bru
Biscuits	Britannia / Parle / Haldiram/Unibic
Ice Creams, Lassi, Curd	Mother Dairy / Amul / Kwality - all varieties
Mixtures/ Chips	Haldiram / Bikaner/Lays
Mineral Water	Kinley. Bisleri
Besan, Dal	Rajdhani
Basmati Rice	Kohinoor, India Gate, Lal Mahal
Cold Drinks	Pepsi/ Coke/Limca, frooti
Juices	Real / Tropicana
Lemon Water	Hello
Sweet	Bikanerwala/Haldiram/Aggarwal (Corporate)
Sandwich Bread	From approved bakery only

*Note: Any other good item, brand to be used in the canteen only after approval from Hospital Administration only.

SAMPLE CANTEEN MENU**BREAKFAST**

Day	Main items	Diet Breakfast
Monday	Puri+Aloo Sabzi	Daliya/Corn flakes
Tuesday	Idli/Vada	Veg. Sandwich
Wednesday	Stuffed Prantha (Aloo/Gobhi/Mooli)	Daliya / Cornflakes
Thursday	Dosa	Daliya / Cornflakes
Friday	Poha	Veg. sandwich
Saturday	Idli/Vada	Veg. Sandwich
Sunday	Stuffed Prantha (Aloo/Gobhi/Mooli)	Daliya / Cornflakes

Bread items are to be available daily.

LUNCH/DINNER

Day	Main Items	Special Sabzi	Mini Meal
Monday	Moong Masur Dal + Bhindi fry	Lauki Kofta	Veg Biryani + Raita
Tuesday	Kadi Pakora + Zeera Aloo	Palak paneer	Stuffed paneer prantha + Boondi Raita
Wednesday	Dal Makhani + Beans Aloo	Egg Curry	Pav bhaji
Thursday	Arhar Dal + Mix Vegetable	Mattar Paneer	Chole Bathura
Friday	Rajma + Dry lauki Vadi Sabzi	Malai Kofta	Veg Chowmein
Saturday	Dal Makhani + Beans Aloo	Egg Curry	Pav bhaji
Sunday	Kadi Pakora + Zeera Aloo	Palak paneer	Stuffed paneer prantha + Boondi Raita

SNACKS

Monday	Dal vada, Bread pakoda
Tuesday	Veg Cutlet, Bread pakoda
Wednesday	Dokhla, Bread pakoda
Thursday	Samosa, Bread pakoda
Friday	Mixed Pakora, Kachori
Saturday	Veg Cutlet, Bread pakoda
Sunday	Samosa, Bread pakoda

* Menu to be Introduced/Altered after discussions and approval of Hospital Administration only.

TECHNICAL BID – ANNEXURE A**Name of the company/ Person :**

1.1	How is your Company/ Agency constituted? Indicate with year of Establishment. if applicable	
1.2	If registered as a Company, please indicate if copy of certificate of incorporation is enclosed	YES / NO
1.3	If registered as a Firm, is a copy of registration enclosed?	YES / NO
1.4	If registered under Shops & Establishment, is a copy of Registration with latest renewals enclosed? (a) If it is a proprietary concern name and address of the Proprietor (b) If Partners are there, their name and address & occupation of partners.	YES / NO
1.5	Location of the Registered /Main Office.	
1.6	What is the annual Turnover of the Agency/firm Please enclose documentary proof	
1.7	Please provide the details of Permanent Account Number(PAN) issued by the Income Tax Authorities	
1.8	Your Agency/ Company's Banker's name and	
1.9	No. of years experience in the field of catering	

25.	INFRASTRUCTURE	
25.1	Furnish details of Infrastructure maintained by your Agency/ Company for providing Catering Services.	
25.2	Landline Nos./Mobile phones Nos. allotted to staff working in your Office who can be contacted on emergency.	
26.0	<u>WELFARE MEASURES</u>	
26.1	What are the welfare measures provided to the Staff?	
27	<u>GENERAL</u>	
<ul style="list-style-type: none"> What is the time limit you require to take over the services if you are selected? Any other information, achievement of your Company/Agency, Document which may help District Health Administration. in assessing your Company's/ Agency's capabilities4 , may be enclosed. 		
<u>IMPORTANT NOTICE:</u>		
<p>The customers visiting your canteen will be poor patients and their relatives. Therefore you are requested to keep the rates of all the items which will be sold by you at the minimum price.</p> <p>For example:-</p> <ol style="list-style-type: none"> Tea @ Rs. 5 per cup. Coffee @ Rs. 8 per cup. Bread pakoda @ Rs. 10 per pc. Samosa @ Rs. 10 per pc. Aloo patiz @ Rs. 15 per pc. Veg thali @ Rs. 40 per plate. (One sesional vegitable + Daal+ 4Chapati + Salad + Rayta) Chole Bhature@ Rs. 25 per plate. Veg Burger @ Rs. 10 per pc. Kadi Chawal @ Rs. 20 per plate. Mix fruit juice @ Rs. 30 per 300ml glass. <p>The items which are not included in this list at the time of submitting the tender document, the rate of those items will have to be approved by the District Hospital authorities before selling them to the patients in case if the tender is awarded to you.</p>		

I certify that all the information furnished above is true to my knowledge.

I have no objection to District Health, Administration. Verifying 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 authorized signatory in the capacity of _____

Date : _____

Signature: _____

Place : _____

Name : _____

Designation _____

Seal of the Company/ Agency / firm/Service provider

EMD by way of Demand Draft to be enclosed to this part only

DD NO.	DATE	BANK NAME / ADDRESS	AMOUNT (RS.)

PRICE / COMMERCIAL BID- Annexure B

NAME OF THE AGENCY /COMPANY/FIRM/SERVICE PROVIDER

MAXIMUM RATE QUATATION PER MONTH:.....

CERTIFICATE

TENDER NO: CS/MWT /E-TENDER/CANTEEN/2016-2017

I hereby certify that I have studied all the Terms and Conditions of the tender document, understood the same and hereby accept the same and sign this document as an authorized signatory in the capacity of _____.

Date : _____

Signature: _____

Place : _____

Name : _____

Designation

**Seal of the Company /Agency / firm /
service provider:**

Special terms and condition for canteen:-

Preference will be given to the firm who will provide a Civil Engineer (Diploma Holder with Experience) to prepare estimate of renovation of buildings in Civil Hospital Mandikhera.