

Schedule of e- tender notice:

Date & time of issue/ publishing of Bid Document: 18.05.2017

Last date & Time for receipt of tenders: 08.06.2017 up to 1:00 p.m.

Physical Submission of EMD: 08.06.2017 up to 1:00 p.m.

Date & Time for opening of Technical Bids: 08.06.2017 at 2:00 p.m.

Date & Time for opening of Financial Bids will be intimated later on by department.

Estimated Cost: Not Applicable

Place of opening the Tender: Committee Hall , Administrative Block, IGESI Hospital,
Jhilmil, Delhi-110095

Bid Validity period: Six months

In case of any of the above dates declared as Holiday the tender will be accepted
and opened on next working day at the same time.

Important Instructions for Bidders

All bidders/contractors are required to procure Class-III B Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidder should get Registered at <https://esictenders.eproc.in>.

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

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s. C1 India Pvt. Ltd. payable at New Delhi for participating in the Tender.

Along with the Demand Draft, Bidder needs to send a covering Letter mentioning about the Payment Details, Company Name, Address, Payment towards ESIC Bid Processing Fees (Mention the Tender ID and Tender Title).

The payment should reach at the below mentioned address, one day before the due date and time of Bid Submission:

Kind Attn: Mr. Mohit Chauhan

C1 India Pvt. Ltd.

301, Gulf Petro Chem Building, 1st Floor,

Udyog Vihar, Phase – 2,

Gurgaon, Haryana - 122015

Note: Payment will be Approved only after physical receipt of Demand Draft.

SCOPE OF WORK AND THE TERM AND CONDITIONS FOR RUNNING OF CANTEEN

AT IG ESI HOSPITAL, JHILMIL, DELHI-II0095

1. The tenderer is required to supply tea, coffee, lunch and snacks and other food items to nearly 750 employees of ESIC shall use this canteen. In addition to the employees the canteen will also cater to the patients and their attendants visiting this hospital exclusively in the aforesaid premises. Tea , coffee, snacks , cold drinks and lunch shall also be supplied for meetings or other purpose, whenever and wherever required in the premises
2. Rent free space including dining hall and kitchen will be provided. The accommodation for canteen will be provided at a license fees of Rs 12000/- (Twelve Thousand Only) per year to be deposited in advance.
3. The tenderer shall arrange for items i.e. crockery, utensils, boilers, cooking gas cylinders , cooking stove etc. and items of similar nature of good quality as approved by ESIC hospital at his own cost and maintain the said items in proper and hygienic conditions for due discharge of obligations in respect of running of canteen
4. The tenderer will be required to provide canteen service in the canteen premises and also in various rooms of the hospital
5. The tenderer shall use only cooking gas in the canteen for preparing hot drinks and cooking which is to be arranged by the contractor including gas cylinders
6. Contractor will be fully responsible for the repair, maintenance, cleanliness, Breakage and damage done to the building and sanitary, electrical and any other fittings and fixtures installed in the space provided to the tenderer by the hospital for the purpose of preparing lunch, tea, coffee etc, furniture provided to the contractor will be maintained properly and any loss /damage to the same will have to be borne by the contractor.
7. The tenderer will take all necessary precautions against fire hazards and comply with rules and regulations as laid down by concerned local authorities and to the satisfaction of the hospital.
8. The tenderer will have to employ the required staff at his own cost and bear all the statutory and other liabilities for running the canteen like ESI/ EPF etc
9. The tenderer will have to pay minimum wages to the employees as per Delhi admin notifications issued from time to time, EPF and bonus etc. as per employee provident fund act and bonus act amended from time to time.
10. The hospital shall not in any manner be treated as the employer of these employees or concerned with the terms of their employment or conditions of their services since the relationship of employer and employees shall always be considered to be between the contractor and such person as will be employed by him. While engaging his employees the contractor will make these conditions clear to them categorically and in writing and their acceptance of these terms shall be communicated to the hospital.
11. The tenderer shall not entertain any orders or supply eatables outside the hospital.
12. Under exceptional circumstances the hospital reserves the right to change and term and condition as and when warranted.
13. The successful tenderer will be required to execute an agreement in the prescribed form.

14. Earnest money deposit of Rs. 50000/- should be deposited through demand draft favoring "ESI Fund Account No.1".
15. The tender without earnest money deposit will not be accepted.
16. The earnest money of unsuccessful tenderer will be refunded in due course of time without any interest.
17. The successful Tenderer shall deposit a sum of Rs.100000/- as interest free Security Deposit which will be refunded on the expiry of the contract.
18. The Tenderer shall bear all the expenses for running the said canteen and the hospital shall not in any manner be liable to reimburse the expenses so incurred
19. The Tenderer shall keep the canteen open and render all the necessary services, sale of eatables, tea etc. from 7:00 AM to 10:00 PM on all days, if so desired by the hospital.
20. The Tenderer shall serve the supply for sale of articles as mentioned in the schedule of items or any other articles which may be decided subsequently by the Medical Superintendent or the officer authorized by him at the rates approved by the canteen committee to the Tenderer
21. The furniture, i.e. chairs, tables and electrical equipment, accommodation shall be provided by the hospital free of charge to the Tenderer, which will be returned to hospital in good condition at the time of vacation of premises at the expiry/termination of the contract. If any loss is found to any inventory the Tenderer shall make good the loss so caused or the same shall be recovered from the Security Deposit.
22. In event of the services rendered by Tenderer being found unsatisfactory, the contract is liable to be terminated after one month notice.
23. The Tenderer shall not sublet the premises of canteen for any purpose to anyone else nor shall transfer the award of contract to run the canteen to any other person.
24. The Tenderer shall charge for the various items of refreshment, snacks etc. at the rates quoted in the schedule annexed and as approved by the hospital. The Tenderer will charge the same approved rates from the employees, patients and their attendants.
25. The tenderer should have at least three years' experience of running the canteen in a reputed organization-preferably a hospital or a medical institution of similar strength. Suitable documentary evidence in the form of a letter from the concerned organization should be uploaded along with the tender documents. Bids not complying with this condition will be summarily rejected.
26. Tenderer shall promote use of cashless mode of payments i.e. POS machine and e-wallet etc.
27. The tenderer should prepare food items of standard quality and hygiene should be given priority while making and serving food (all the staff must wear gloves and head mask, aprons etc.
28. The canteen premises will be under surveillance for the above purpose.
29. The tenderer should use AGMARK/F.P.O./ ISI or such standard quality food articles approved by relevant regulatory authorities. Certificate in this regard should be displayed prominently in the canteen premises.
30. The tenderer shall not use the canteen for any other purpose other than canteen for making and serving food for ESIC Jhilmil staff and patients and attendants.
31. All the menu items mentioned in the tender to be available at all times if any item is found missing penalty of Rs. 500/- would be charged on per day basis.

32. Cooking, serving and sitting area in the canteen to be maintained hygienic and clean at all times and management will hold the right to put a penalty of 500 rupees per hour if satisfactory hygiene is not found.
33. Food may be tested by the management / or the person assigned by the management randomly for checking the quality of food served.
34. The personnel deployed by the tenderer must have proper and clean uniform for their identification along with identity card to be always worn by the staff if found otherwise penalty of Rs. 200 rupees would be charged per day.
35. The hospital premises are a "No Smoking Zone" hence no canteen employee should consume tobacco/cigarette/ alcohol in the hospital premises. If found penalty of Rs. 500 would be charged for violation.
36. The Tenderer shall not use the name of the IG ESI Hospital canteen in the business dealings with other persons or traders with whom he may have business relations for procuring various articles of the canteen.
37. Rates list must be displayed by Tenderer at proper place in Bold Letters.
38. The Hospital shall not be responsible for liabilities of Tenderer if any/whatsoever incurred by the Tenderer for running and maintaining the canteen.
39. This contract will be valid for a period of two years from the date of award.
40. Water, Electricity and furniture will be provided free of cost. However, electricity will be used only for lighting and running of fans/coolers and strictly not for cooking purpose in any manner if such incident is recorded penalty of RS. 2000 will be charged.
41. A penalty of Rs. 2000/- will be imposed on the Tenderer for each day of closing of canteen. If canteen remains closed for a week continuously, this agreement is liable to be cancelled and the Tenderer shall be required to vacate the premises within 48 hours as per directions of Hospital authorities and the security money deposit will be forfeited.
42. The Tenderer will vacate the canteen and hand over the possession of the premises on the expiry of this contract. If canteen is closed due to any reason under the order of Hospital administration, then Tenderer will have to vacate the premises within 48 hours after receiving the notice thereof. If Tenderer fails to vacate the canteen premises on stipulated date or on direction then damage charges for the overstay at the rate of Rs. 2000/- per day will be recovered from Tenderer out of the security money. If security deposit is insufficient to recover damage charges then the same will be recovered through the court of law. In case of dispute the same shall be referred to the sole arbitrator appointed by the Medical Superintendent. The sole arbitrator will resolve the dispute as per the provisions of F%R Act 1996.
43. The Tenderer shall be required to sign an agreement on the non-judicial stamp paper of Rs. 100/- mentioning therein the terms and conditions of the contract. The expenses on this account will be borne by him/her.
44. The Medical Superintendent, will not be bound to award to contract to the lowest bidder considering the cost factor.
45. The tenderer shall supply his two passport size photographs and one attested photocopy of the voter identity card/ Aadhar card or other proof of residential address.
46. The tenderer shall submit his Aadhar card/ two pass port size photographs, police/character verification certificate and medical fitness certificate in respect of himself and the employees deployed by him in the canteen
47. The ESIC will not be responsible for any injury or loss of life of personnel's deputed by the contractor during the course of employment.

48. In case, the contractor to whom the contract is awarded fails to accept the offer, the Medical Superintendent shall have the right to forfeit the earnest money deposited by the contractor and any loss incurred due to the non-execution of the contract can also be recovered from the contractor as decided by the Medical Superintendent. No correspondence in this regard will be entertained.
49. The quotation would be valid for a period of six months subsequent to the date on which tender box is opened.
50. If any personnel engaged by the Tenderer are found indulged in any illegal or intolerable activities he will be handed over to the police and appropriate administrative action as deemed fit against the Tenderer will be taken including termination of the contract with immediate effect.
51. No child labor shall be deployed.
52. The Medical Superintendent reserves the right to accept or reject any or all tenders without assigning any reasons thereof.
53. In case of any disputes arising all the matters will be subject to the jurisdiction of Delhi courts.
54. The tenderer/ agency applying for contract should not have been blacklisted/penalized/defaulted by any government institution / PSU in the last three years. An undertaking to this effect should also be uploaded as per Annexure-A.
55. Tenderer will use only pasteurized , poly packed , ISI marked milk for preparation of food and soft drinks such as tea
56. All branded items mentioned in the annexure should have batch number, manufacturing and expiry date thereon on each packet.
57. No person engaged or involved in this contract should disclose any matter pertaining to the Department to any third party in particular any information identified as proprietary in name that be kept strictly confidential and shall not be disclosed to any third party without written consent of the original disclosing party.
58. The rates to be charged by the Tenderer for sale of articles of food, beverages etc., if any and cold drinks in the Canteen shall not exceed those set out in the Schedule hereto and the said Schedule shall be displayed at a conspicuous place in the said Canteen.
59. The articles of food, beverages etc. sold or intended for sale in the Canteen shall be fresh and wholesome of their respective kind and obtained from sources approved
60. The Contractor shall use Whole milk for preparation of Tea, Coffee and Special Milk preparations.
61. Tenderer must use only these brands for mineral water (Rail Neer, Aquafina, Hpmc, Bisleri).
62. The tenderer are requested to fill in the rates duly typed against each item of the schedule. Only one rate should be filled in against each item. The Rates should be legibly written. Erasures and correction in figures without the Bidder's initials will tend the Tender, liable for rejection.
63. The tenderer shall get these **licenses** and approval within 30 days of accepting the contract
 - Food safety license from *FSSAI*,
 - Health/trade license
 - Eating house license
 - NOC from fire department

- Pollution certificate
 - Certificate of environmental clearance
 - Insurance
 - Prevention of food & adulteration act
64. The Tenderer shall replace at his own cost the equipment referred if any of them is lost, or misplaced or damaged beyond repairs is caused to it on account of lack of proper care or on account of negligence on the part of the Caterer or any of his employees.
65. Conditional tenderers are liable to be rejected summarily.
66. Security Money of the Tenderer will be forfeited in case of breach of any. Conditions stipulated herein.
67. For any dispute regarding quality/service and rates, the decision of the Medical Superintendent shall be final and binding to the Tenderer.
68. The terms and conditions mentioned herein shall be considered as a part of the agreement to be executed by the agency.

PERMISSIBLE BRANDS OF CONSUMABLES

Sr. No.	Item	Brand
1	Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
2	Spices	MDH, MTR or equivalent quality brands
3	Ketchup	Maggi/Kissan/ Heinz
4	Oil	Refined oil such as Sundrop, Nature Fresh, Godrej
5	Pickle	Mother's/ Priya/ Tops
6	Atta	Aashirvad/Pillbury/ Nature Fresh / Shaktibhog
7	Butter	Amul /, Britannia / Mother Dairy
8	Bread	Harvest/Britannia make / Modern
9	Jam	Kissan/Nafed
10	Milk	Toned milk of Mother Dairy, Delhi Milk Scheme
11	Paneer	Amul/Mother Dairy
12	Tea	Brook Bond, Lipton, Tata
13	Coffee	Nescafe, Rich Bru
14	Biscuits	Britannia, Parle, Good Day
15	Ice Cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell – all varieties
16	Mixtures/Chips	Haldiram/Bikaner
17	Mineral Water	ISI marked Kinley/Bisleri/Ganga
18	Besan, Dal	Rajdhani
19	Rice	Basmati
20	Cold Drinks	Pepsi, Coke etc.
21	Juices	Real, Tropicana
22	Lemon Water	Hello
23	Sweet	Bikaner, Haldiram

MENU

Snacks		
Sr. No.	Items	Rates
1.	Tea	
2.	Coffee	
3.	Cutlets	
4.	Samosa	
5.	Bread Pakoda	
6.	Sandwich (Veg./Grill/Cheese)	
7.	Bondas/Pakoda	
8.	Paranthas (Allu/Paneer/Gobi)	
9.	Dosa	
10.	Idli/Vada Sambar	
11.	Maggi	
12.	Burger	
13.	CholeBhature	
14.	Kachori	
15.	Pohan	
16.	Uthpam	

Lunch/Dinner		
Sr. No.	Items	Rates
1.	Soup (Sweet Corn/Tomato/Mix Veg./Mushroom)	
2.	Jeera Rice/Pulao	
3.	TawaRoti/Tandoori Roti/Naan/Parantha/Poori	
4.	TadkaDal/Makhni Dal/Chole/Rajma	
5.	Mix Veg./Kadhai Paneer/Pindi Chana/Kadhi	
6.	Rajma Chawal/CholeChawal/KadhiChawal	
7.	Raita/Dahi/Chanch	
8.	Salad/Chutney/Pickle	
9.	Ice Cream/Sweet Dish	
10.	Thali – Execurive (4 Roti, Dal, Subji, Salad, Raita, Papad, Chawal, Sweet dish, Pickle)	

FINANCIAL BID

Sr. No.	Items	Quantity	Weight	Rates
1.	Tea	1 Cup	150 ml(approx.)	
2.	Coffee	1 Cup	150 ml(approx.)	
3.	Mineral Water (Bisleri, Kinley, Aquafina)	1 Bottle	1 L	Not more than MRP
4.	Cold Drinks	1 Bottle	(200 ml, 300 ml, 500 ml, 1L, 2L)	Not more than MRP
5.	Samosa	1 Piece	70 gms	
6.	Kachori	1 Piece	70 gms	
7.	Bonda	1 Piece	70 gms	
8.	Dal Vada	1 Plate	100 gms	
9.	Chana Vada	1 Plate	100 gms	
10.	Pakora	1 Plate	100 gms	
11.	Cutlet	1 Piece	100 gms	
12.	Bread Pakora	1 Piece	100 gms	
13.	Plain Parantha	1 Piece	60 gms	
14.	Sandwich	1 Piece	Made with sandwich bread, 150 gm	
15.	Burger	1 Piece	Med. Size, 250 gm	
16.	Patty	1 Piece	200 gm	
17.	Maggi	1 Plate	100 gm	
18.	Idli/Vada Sambar	2 Piece	50 gms each	
19.	CholeBhature	1 Plate	Chole 100 gm, bhature 70 gm each	
20.	Masala Dosa	1 Plate	220 gm	
21.	Soup	1 Cup	200 ml	
22.	Jeera Rice	1 Plate	100 gm	
23.	Pulao	1 Plate	100 gm	
24.	Tawa Roti	1 Piece	25 gm	
25.	Tandoori Roti	1 Piece	30-35 gm	
26.	Naan	1 Piece	25 gm	
27.	Stuff Parantha	1 Piece	100 gm	
28.	Poori	2 Piece	15 gm each	
29.	Tadka Dal	1 Bowl	100 gm (approx.)	
30.	Makhni Dal	1 Bowl	100 gm	
31.	Chole	1 Bowl	100 gm	
32.	Rajma	1 Bowl	100 gm	
33.	Kadhi	1 Bowl	100 gm	
34.	Mix Veg.	1 Bowl	100 gm	
35.	Kadhai Paneer	1 Bowl	100 gm	
36.	Pindi Chana	1 Bowl	100 gm	
37.	Rajma Chawal	1 Plate	200 gm	

38.	KadhiChawal	1 Plate	200 gm	
39.	Chole Chawal	1 Plate	200 gm	
40.	Raita	1 Bowl	150 gm	
41.	Plain Dahi	1 Bowl	100gm	
42.	Buttermilk	1 Glass	250 ml	
43.	Salad	1 Bowl	150 gm	
44.	Chutney/Pickle	1 Bowl	25 gm	
45.	Ice Cream	1 Cup	100 gm	
46.	Sweet Dish	1 Piece	40 gm	
47.			Total	

Note:-

1. Only "Agmark" cooking material should be used.
2. The Tenderer will keep the items hygienically neat and clean wrapped in see through fresh bags.
3. The above mentioned items will be prepared by the successful tenderer as per the menu prescribed by the hospital authorities.

Signature:

Name:

Address with (with Seal/Stamp)

Annexure-A

UNDERTAKING

I have carefully gone through the contents of the tender document and I undertake to abide myself by all the terms and conditions set forth. I also undertake that the firm/ agency has not been blacklisted/penalized/ defaulted by any government institution / PSU in the last three years.

Sign.:

Name:

Address with (with Seal/Stamp)