

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences,

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, GPO Post Bag No.92, Mawdiangdiang, Shillong 793 018, Meghalaya

Store & Procurement:

Email: store_neigri@bsnl.in

Extension No – 3509/ (D) (0364) 2538032

File No. NEIGR/S&P/9/2001(Dietary)

Dated: 21/01/2010

Enquiry No: NEIGR/S&P/OT- 34/2009-10

Sub: Open Tender Notice for selection of service agency to manage, implement and provide composite dietary services in NEIGRIHMS, Shillong-793018

Sealed tender are invited on behalf of Director, NEIGRIHMS, Shillong-793018, for service to the Institute, indicated against the schedules attached to this Invitation for Bid/Tender, under two bid system in two separate sealed covers duly marked "Techno-Commercial: Bid/Tender-A" and "Price/Finance: Bid/ Tender- B", placed in another sealed cover/envelope.

Offers for tentative requirement of stores / services in sealed cover addressed to the Deputy Director (Admn.), NEIGRIHMS, Mawdiangdiang, Shillong - 793018 with the words "Tender No: and File No:", enquiry number with due date boldly superscribed on the top of the envelope and the offer sent by registered / speed post or dropped in the Tender Box placed near the Account Section, Basement of Director's Block of the Institute.

Bid document/Tender Schedules can be had from the Stores and Procurement Officer-Procurement Section- II Floor, Director's Block, NEIGRIHMS, Shillong-793018 (Tel: 0364-2538032), Meghalaya on all working days during the office hours till 19.02.2010 (before closing time) on payment of non-refundable tender Fee for Rs.1000/- (Rupees one thousand only) by hand or by Post Rs.1100/- (Rupees one thousand one hundred only) ,in the form of Demand Draft drawn on any nationalized Bank in favour of Financial Adviser, NEIGRIHMS, Shillong-793018. Bidders/tenderer may refer to the Institutes website for detailed terms/ conditions, addendum or corrigendum relating to tenders.

The documents can also be downloaded from our website: www.neigrihms.nic.in . The tender document downloaded from the website will be accepted only on furnishing of non-refundable tender fee in the form of crossed demand draft/pay order for Rs.1000/- separately drawn on or any nationalized bank in favour of Financial Adviser, NEIGRIHMS, Shillong-793018 and the tender cost should not be mingled with EMD and both the instruments should be enclosed along with techno-commercial bid .Otherwise, tender will not be considered. Tender document may be referred to for EMD details. If the tender document is downloaded from our website, while furnishing the tender, it should be superscribed legibly on the left corner of the sealed cover as "TENDER COPY IS DOWNLOADED FROM NEIGRIHMS WEBSITE". The prospective Bidder may note that Pre-Bid meeting will be held on 05.02.2010 at 16.00 hrs in the Conference Room of Director's Block of the Institute. All prospective Bidders/tenderer may attend the Pre-Bid Meeting.

ENQUIRY No/BID Reference No: NEIGR/S&P/Enquiry/OT-34/2009-10

DATE OF COMMENCEMENT OF

SALE OF BIDDING DOCUMENT

: 21.01.2010

LAST DATE FOR SALE OF

BIDDING DOCUMENT

: Before the closing hours of 19.02.2010

LAST DATE AND TIME FOR

RECEIPT OF BIDS

: 13.30 hrs of 19.02.2010

TIME AND DATE OF OPENING

OF BIDS

: 14.00 hrs of 19.02.2010

PRE-BID CONFERENCE AND

CLARIFICATION SESSION

: 16.00 hrs of 05.02.2010

In the event of the date being declared as a closed holiday for purchaser's office, the due date for submission of bids and opening of bids will be the following working day at the appointed times, in the presence of attending bidders/tenderer or their authorized representatives, if any.

Stores & Procurement Officer

For Director, NEIGRIHMS

CC.

- a) Accounts Officer / IPC / Tender Committee members- For information and wide circulation please
- b) Deputy Director (Admn.): for information please & to direct the concerned section to upload on the Institute's website and send details by e-mail/fax to State Information Officer, Meghalaya State Unit of NIC, 104, Secretariat Building, Shillong-793001, Tel:2225501,2241813 E-mail: sio-megh@nic.in
- c) State Information Officer, Meghalaya State Unit of NIC, 104, Secretariat Building, Shillong-793001, Tel:2225501,2241813 E-mail: sio-megh@nic.in : For kindly upload details in the relevant section of website of Government of Meghalaya/ Government Tenders.

SECTION I: NOTICE INVITING TENDERS

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong-793018

NEIGRIHMS is a super specialty medical institution for post graduate education research and patient care services.

The institute is planning to engage a contractor to provide dietary services to patients admitted in the hospital on daily basis. The diet to the patients are to be provided at the bedside of the patient under the supervision of the dietician and nursing staff as per the schedule timing of the hospital indicated in this bidding documents.

The food should be wholesome, nutrition with seasonal variations and to be served hot as the calorific requirement and other nutrients as suggested by the Physician. The technical supervision and quality of the food and nutritional requirement have to be done under the strict supervision of the Dietician, DNS and the Medical Superintendent of the hospital and associated technical staff.

The approved firm will have to cook the food in the hospital premises where a specific area with available storage/ related facility is earmarked.

Offers should be based in 2 bid systems -

- i) Technical and commercial bid.
- ii) Price Bid under unit of Diet/Diem (Breakfast, Lunch, Evening tea/Dinner all inclusive).

The bids should be two separate envelopes clearly super scribed in the sealed envelope as Technical Bid & Commercial Bid- (Envelope-A) & Price Bid - (Envelope--B). If the bids are not submitted separately, the tender will be automatically disqualified.

Bidders qualified in the Techno-Commercial Bid, their Price Bid will be opened in the presence of the Tenderer/ representative (the date will be intimated). The firms should quote the total net price/diem (in a day) with breakup of individual items. Selection will be made on the basis of the competitive price bid for net food supply including services to the patients. (Considering the summation of the cost of all food supply including all related services for provision of Bed tea, breakfast, Lunch, evening tea and dinner)

1. Sealed tenders in two-bid system are invited by the Director, NEIGRIHMS, Shillong as per enclosed specification and related terms and conditions.
2. The contract for providing the services should be kept valid for a period of three year from the date of award ,thereafter renewable from time to time based on the satisfactory performance by Director,NEIGRIHMS or till the finalization of the next dietary tender , whichever later.
3. Earnest Money Deposit (EMD) of **Rs 1,31,500.00** (Rupees One lakh Thirty One thousand Five hundred only) in the form of Call deposit, Fixed deposit or Demand draft in favour of Financial Adviser, NEIGRIHMS, Shillong, is to be enclosed with Techno-commercial BID 'A' (Un priced Bid)
4. Bidders/Tenderer should enclose attested copy of VAT/Sales tax registration , PAN Number/Card, valid document regarding the existence and registration of the firm along with the with Techno-commercial BID/tender 'A' (Un-priced Bid).
5. Please note that no counter proposal is acceptable to us and conditional / late tenders are liable to be rejected.
6. A proof of ownership/partnership etc. shall be submitted along with verification of address, telephone & fax numbers.
7. No work will be allotted to Non-tribal bidder, contractors, Suppliers, stockists, bonded warehouse, private carriage contractors, cooperative societies etc except under a valid trading license issued by the Khasi Hills Autonomous District Council, Shillong.
8. The bidder has to give an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/= that the firm is not supplying the same item at lower rates quoted in this tender to any Government/Private organization or any other institution during past one year, as per "FALL CLAUSE" adhered by DGS & D and other Government agencies.
9. Bidders/Tenderers have to agree to all the terms and conditions, stipulated in the tender document, in this connection including service, penalty etc. Bids for the item is to be submitted under sealed cover /sheets and may be considered on their face value.
10. Bidders/tenderer undertake to sign the rate contract agreement within 15 (fifteen)days from the issue of the letter of acceptance, failing which EMD/security deposit may be forfeited and name may be removed from the list of suppliers at NEIGRIHMS, Shillong.
11. The firm has to give an affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of Rs. 10/= that there is no vigilance/CBI case pending against the firm/supplier.

12. The agency while submitting their tender form shall enclose certified Photostat copies of experience, license essential for carrying out the activities under reference, license and any other documents in support of carrying out the activities under reference from Competent Authority.
13. Tender is to be duly signed on all the pages as a token of having accepted all the terms and conditions (no thumb impression is to be affixed).
14. In case the Bidders/ tenderer furnish false information their tenders/ bids will be rejected and their security deposit/EMD will stand forfeited.
15. Dietary, cooking, provision and associated services, to be provided by the bidder within the cost offered.
16. At any time prior to the date of submission of bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment. All prospective bidders/tenderer who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid. Director, NEIGRIHMS, may at his discretion, extend the date and time for submission of bids.
17. The agency must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to engagement of persons under him and should obtain necessary license/ clearance certificate of the State Food inspector /health authorities and should produce certified copies of certificate fulfilling the requirements.
18. The personnel engaged by the selected agency must have proper and clean uniform for their identification. The personnel so engaged should have the basic knowledge of personal hygiene and safe & clean methods of food handling.
19. The personnel engaged by the selected agency associated with preparation and distribution of food will be required to undergo periodical medical checkups to rule out the possibilities of communicable disease/ infections diseases and anybody found suffering from such has to be kept out of engagement till he/ she is fully recovered. Whatever circumstances it may be the agency must insure that the facility is not hampered and serving standard is maintained as mentioned in the contract
20. The list of personnel deployed for food preparation, handling and serving have to be intimated to the administrative authority of the Institute from time to time. The manpower engaged by the agency will not join or form any union associated with the Institute or otherwise any political party.
21. There shall be no compromise on the quality of food supplied by the agency 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. The Food safety checklist "Annexure-A" prescribed by the Food Safety and Standards Authority of India, New Delhi (www.fssai.gov.in) as amended from time to time, should be signed and adhered to by the bidders/agency.
22. The agency has to abide by all statutory rules and regulation of the Government of India and will be responsible for complying of all payment of minimum wages and other social security benefits (ESI, PF, leave /holiday, etc) as per manpower law, in force from time to time for the manpower engaged by the agency and deployed in the hospital.
23. The agency will be responsible for such conduct of the persons engaged by him in the hospital, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act commission & omission of such persons.
24. The rates for diet services, etc, once accepted, will remain the same for the entire period of contract or extended period, if any.
25. The agency shall be providing round the clock services and accordingly, the agency shall take necessary steps, and any lapse in this matter shall be considered as breach of contract. The agency shall have to provide specified services to the departments and shall engage manpower to supply snacks /food /beverages to the departments/sections, as and when required.
26. The agency should submit offer as per the Annexure (Schedule) which should include all incidentals and establishment cost to the agency for running the services as stated in the document.
27. The institute will provide only open space and kitchen accessories which are presently available in stock and may be inspected by the bidder. No additional, appliances gas connection, utensils, crockery, cutlery and other Infrastructure. On finalization of the mechanised kitchen unit the bidder shall have to shift the operation to the permanent kitchen.
28. The agency shall use the water-supply and electricity economically, however consumption of water-supply and electricity shall be paid within the 10th of each and every month by the agency on actual basis or as conveyed by the Executive Engineer/Estate Section.
29. Only purified water (purified by Aquaguard/ Modiguard /AquaSure or other purifier of similar standard) has to be served and utilised for cooking purpose.
30. Burning of fuels except cooking gas is forbidden and shall be arranged by the agency. Use of electricity and solid fuel is strongly discouraged.

31. The agency should keep the outlet clean. If, at any point the out and its premises are found to be unclean, the agency shall be held responsible and action deemed fit shall be taken by the competent authority. All floors and counter tops are to be scrubbed regularly and non corrosive detergents or soap, and all vertical surfaces/wall are to be dusted /cleaned regularly. The standard of cleaning should be such that there is no visible dirt or marks at on point of time.
32. The agency shall not be allowed to prepare food in the Institute's premises, other than for NEIGRIHMS clients.
33. The agency shall bear at the expenses for running and maintenance of the outlet/unit/area allocated to them and the Institute shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.
34. The agency shall not be entitled to use the area allotted by the Hospital for any other purpose or business other than the specified services. In the event of loss/theft/damage of property caused due to negligence of any of the manpower of the agency, the Institute shall be entitled to get compensation from the agency as decided by Director, NEIGRIHMS or his authorized representative.
35. NEIGRIHMS would not be liable for any compensation due to stoppage/change in scope of work due to local disturbance, change of Govt. policy, Law and any other Judiciary, obstruction of delay by any out side elements agency.
36. The agency or its manpower shall not sell/use cigarette, bidi, pan, gutka, tobacco items, alcohol or any other prohibited items. If anyone is found indulging in these businesses, the agency shall be asked to leave the campus immediately and the agency shall be liable to loose the service for breach of this condition.
37. If the agency gives wrong information in their tender and creates circumstances for acceptance of the tender, the company reserves the right to reject such tender or rescind contract at any stage.
38. The agency shall submit to NEIGRIHMS a list of all workers engaged to carry out the work, indication name, age, home address, qualification, etc and would also intimate as and when changes takes place.
39. The agency shall not at any time engage any minor to carry out the work under the contract.
40. No subletting of work as a whole by the agency is permissible. Subletting of work in piece rated jobs is permissible with the prior approval of the Institute.
41. The agency and its manpower should not cause any disturbance, obstruction & hospital unrest in and around the hospital premises or within the said building or snacks corner at any time for any reason.
42. The agency should keep the kitchen, other movables such as furniture, utensils etc., in good condition. If there is damage to building or other Institute property because of willful or negligent act or poor maintenance, the agency shall repair the same to reflect the original aesthetics or else the Institute shall levy a service charge of 200% over the cost or such repair work.
43. The agency should obtain all necessary permission, registration permits Licenses/ Sanctions from the appropriate Government/regulatory authorities concerned at his own cost, to run the snacks corner.
44. The agency shall be responsible for complete job of running and maintenance of the above premises and shall include house-keeping, cleanliness, room services, and catering services. All manpower required for the jobs shall be provided by the successful agency at its own cost. The agency should not permit to sub-lease the building or any part of the building or premises to any one.
45. The manpower engaged by the agency should wear the Uniform, be free from any contagious diseases and should obtain the Medical Fitness Certificate from the Office of the Medical Superintendent.
46. The agency will be monitored by the Director, NEIGRIHMS or his authorized representative, at regular intervals. The agency is required to use high quality raw materials/Vegetables & ingredients for preparation of the food and wherever prescribed with AGMARK specification.
47. The agency is required to dispose-off the wastage properly, as advised by the Institute from time to time.
48. The agency shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders.
49. The hospital campus is a "No Smoking Zone", hence sale and use of tobacco is prohibited.
50. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the tender and also to reject any or all bids without assigning any reason thereof.
51. Settlement of disputes - Director, NEIGRIHMS or his authorized representative shall be the final authority in all disputes and decision will be binding on all concerned.

SECTION II: GENERAL CONDITIONS OF CONTRACT (GCC)

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong-793018

1. The bidder should have at least 2 (two) years of catering/hotel/hospital diet servicing experience and in at least one organization where he had served regular meals to at least 144 heads per day **or** the bidder should have at least 2 (two) years of catering/hotel/hospital diet servicing experience and in at least two organization where he had served regular meals to at least 90 heads per day **or** The bidder should have at least 2 (two) years of catering/hotel/hospital diet servicing experience and in at least three organization where he had served regular meals to at least 72 heads per day. Tenderer shall have two years of experience in the related field, having necessary license/ clearance certificate of the State Food inspector/ health authorities and should produce certified copies of certificate fulfilling the requirements. Prequalification /Post Qualification shall be entirely upon the capability and resources of prospective agency to perform the particular contract satisfactorily, taking into account their (i) experience and past performance on similar contracts (*catering services, hotels, hospital diet servicing*) for the last two years (ii) Capabilities with respect to Personnel (*Qualified Cook ,experienced attendant , Professionals with degree /diploma in hotel management & catering technology*), Equipment (*automized equipments for catering purpose*) (iii) financial standing through annual report (*balance sheet and Profit & Loss account*) of last 3 (*three*) years. Fulfillment of eligibility criteria is to be supported with documentary evidence in the form of certified /self attested copies of work order, completion certificates, report, payment certificates, indicating the period of work .In case of Joint venture/partnership firm, the experience of the signatory /lead agency will be taken into consideration for qualification of the agency.
2. The bidder/contractor should have average annual financial turnover of Rs 19, 71,000.00 (Rupees Nineteen lakhs Seventy One thousand only) during the last three year as ending 31st March, 2009.
3. The bidder must posses the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying all laws pertaining to the services in question as well as those pertaining to employment of persons under him.
4. The personnel appointed by the Diet Caterer must have proper and clean uniform for their identification. The personnel so appointed should have the basic knowledge of personal hygiene and safe & clean methods of food handling.
5. The persons associated with preparation and distribution of food will be required to undergo periodical medical checkups to rule out the possibilities of communicable disease/ infections diseases and anybody found suffering from such has to be kept out of engagement till he/ she is fully recovered.
6. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority from time to time.
7. The contractor selected for the supply of patient diet, will be required to maintain such level of cleanliness and standard of hygiene with regard to the persons under his employment and utensils for serving the food as may be decided by the hospital authority.
8. 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.
9. The agency will be responsible for complying with payment of minimum wages and other Social Security benefits including prescribed number of leave/holiday and prescribed hours (maximum and 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 (E.S.I. & P.F., etc., in case the contractor engages manpower more than the specified number), 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.
10. 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 commission & omission of such persons.
11. 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, and any other documents in support of carrying out the activities under reference from Competent Authority.
12. The successful bidder / tenderer shall obtain a valid license under the Contract Labour (R & A) Act, 1970 and rules framed there under and shall continue to hold it till completion of the contract.
13. The Institute plans provision of diet to estimated 180 patients on daily basis ($\pm 25\%$) and all admitted patients are to take food in the hospital and in case of any changes in number of beds in future, 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 will be supplied to the in-patient as per schedule annexed for Breakfast, Lunch, and Dinner etc. and at such place and time in the hospital as may be decided by the hospital authority from time to time.
15. The contractor shall arrange to provide specified / therapeutic diet to the patient as and when required. The contractor shall be providing round the clock dietary services and accordingly, the contractor shall take necessary steps, and any lapse in this matter shall be considered as breach of contract.
16. As per the Diet Schedule appended herewith, in respect of General Diet, High Protein Diet, Admission Diet & liquid Diet), the tenderer should submit / quote consolidated rates against each item as per the Annexure (Price Schedule) which should include all incidental and establishment cost to the contractor for running the diet services as stated in the document.
17. The fuel to be used for cooking will only be LPG and shall be arranged by the contractor.
18. The contractor will be responsible for maintaining adequate number of person engaged in cooking, distribution of food and disposal of garbage and lefty over food.
19. The contractor should keep the kitchen complex clean. If, at any point the Kitchen and its premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority.
20. The contract, if awarded, will be initially for three year from the date of award subject to continuous satisfactory performance and on failure on this aspect, the hospital reserves the right to terminate the contract.
21. The contractor will be required to submit his bill month wise by 10th of the subsequent month, for further action and release of payment. Payment will be released as per the terms and conditions, less deduction of Income Tax at source at prevailing rates.
22. The successful agency shall have to enter into an agreement with the hospital and the cost incurred in this connection, shall be borne by the contractor.
23. The tender application form and related documents along with the Earnest Money is to be submitted in a sealed cover as per the Terms and Condition.
24. The contractor shall bear at the expenses for running the Diet and the Hospital shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.
25. The contractor shall not be entitled to use the accommodation allotted by the Hospital for any other purpose or business other than staff canteen/Hospital Kitchen.
26. The contractor shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or traders.
27. The Hospital campus is a "No Smoking Zone", hence sale and use of tobacco is prohibited.

SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences, Shillong-793018

Operational

Food timing and menu planning, preparation and cooking of the normal diet as indicated. Therapeutic diets, special diets and liquid diets in the Hospital, if advised, will be as per instructions, direct supervision of the dietician.

The vendor shall be responsible for procurement of all the raw materials. The raw Materials procured will be of the highest quality, (FPO, AGMARK, or ISI marked should be adhered to as far as possible) fresh and fit for human consumption.

The raw materials must be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the store will be checked by the hospital representative from time to time.

It will be the responsibility of the vendor for transportation of the prepared diet to the patient according to specific requirement, in a covered trolley trays. The ward pantries will be available for use for such purpose.

The vendor will be responsible for serving, collection, washing and cleaning of the serving trays/utensils/bottles etc (in case of non-disposable) with safe and standard quality of cleaning material. The vendor will be responsible for safe disposal of the left over food/vegetable peels/and other kitchen garbage, hygienically, so that it does not pollute the environment etc. If disposables are used in any of the dietary service, they should be disposed off, as per Civic/Municipal Authorities requirement from time to time.

Cleanliness

The vendor shall keep the cooking area scrupulously clean and in a sanitary condition to the satisfaction of the dietary department and administration. The vendor shall not damage the cooking area as well as the fittings and fixtures in the cooking area provided by the Institute. In case of damage the vendor shall be responsible for repair and replacement. It shall be the responsibility of the vendor to employ adequate number of cleaners and safaiwalas and to provide them with adequate and necessary equipments/ chemicals for keeping the cooking area scrupulously clean. Anti rodent and pest control measures are to be strictly followed which will be the responsibility of the vendor.

Manpower

The vendor shall employ adequate number of well trained staff (cooks and bearers) at his own expense for the proper discharge of the responsibility entrusted to him under the agreement and such employee shall be persons with enough experience. They shall be provided with uniforms, aprons, headgears, etc by the vendor at his own cost and they are to be maintained in neat and tidy condition while duty. Two sets of dresses (shirts and pants) in a year shall be provided to the staff by the vendor. The staff employed by the vendor shall be of good character and sound health. Each staff of the vendor shall be provided with Identity Card that will be issued by NEIGRIHMS, Shillong. The vendor at his own shall not entertain any outsider in the cooking area either as casual or as permanent boarders.

Medical Examination of Staff

The vendor shall employ only those persons in the cooking area who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice

Equipments and Maintenance

The vendor shall maintain the equipment/ accessories listed /given by the institute. All machines must be cleaned everyday after use and also at regular interval. Preventive maintenance is a must. All operational and maintenance aspect of the equipment will be the responsibility of the vendor.

Wages to Employees and Insurance

The vendor shall comply with the laws applicable to the employees working in the cooking area regarding working hours, minimum wages, safety, cleanliness, leave, overtime allowances, provident fund, retrenchment benefit, medical benefit etc as per his terms of employment. If on account of non-compliance with the provisions of any such laws, NEIGRIHMS, Shillong is called upon to make any payment to or in respect of his employees, the vendor shall fully reimburse to the Institute all such payment and the Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the vendor shall immediately pay to the Institute such amount as may be necessary to make up the required Security Deposit, or from the dues which may be payable by the Institute to the vendor. The vendor will sign an Indemnity Bond in favour of NEIGRIHMS, Shillong, to this effect.

Security and Safety

NEIGRIHMS, Shillong shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that maybe kept in the said cooking area store by the vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e Dietary services for NEIGRIHMS only). Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Vendor will not store any hazardous and/or inflammable/ combustible goods or substances or articles in or around the cooking area.

Payment towards Electricity and Water Supply

NEIGRIHMS, Shillong shall bear all bills towards electricity expenses but to a certain extent. Charges on account of electricity consumed for the purpose of light, fan, refrigerator, water coolers, sterilization equipment and any other electrical equipments and appliances in the cooking area shall be metered and the vendor will have to pay the extra electricity charges for availing of this facility within the first week of every month or interest at the rate of 18% shall be chargeable.

NEIGRIHMS MANAGEMENT SHALL HAVE THE RIGHT

- A To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated, and unfit for human consumption or of unsatisfactory quality.
- B To stop the service rendered by the vendor in the Dietary Service, if detected not of the requisite standard.
- C NEIGRIHMS Management shall on demand be supplied with a sample of any article of food or drinks for inspection and analysis.
- D The vendor shall allow the official of NEIGRIHMS to enter the cooking area in order to inspect and execute, any structural additions and alterations or repairs to the said cooking area premises, repairs to electric, water and sanitary installation, which maybe found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.
- E The food analysts and Public Health Authority of the Government will have the right to inspect the premises and to collect the food sample as per the law. The vendor will be solely responsible of any shortfall/deficiency in this regard.

Space and Accommodation

Space and accommodation for the cooking area will be provided by NEIGRIHMS, Shillong to the vendor for a specified period of the contract. At the time of termination of the contract, the vendor will have to hand over all the equipments/utensils to the NEIGRIHMS. On the expiry or earlier termination of this Agreement, the said cooking area shall be vacated peacefully by the vendor and handed over to the NEIGRIHMS, Shillong in the condition they had received.

OTHER TERMS AND CONDITIONS FOR HOSPITAL COOKING AREA AT NEIGRIHMS, SHILLONG.

1. The licensor shall give license to the licensee and the licensee shall give acceptance to the licensor, to use the premises aforesaid for the purpose of licensee's business of running the Hospital cooking area at ward site within the campus of the licensor at the NEIGRIHMS, Shillong, herein after referred to in the premises commencing from the date of signing the contract.
2. The licensee covenants with the licensor that the licensee shall during the subsistence of the license observe and perform the following covenants and conditions namely :-
 - a) To provide the services in conformity with the quality, kind, rates of changes specified by the licensor from time to time. The charges shall be exhibited by the contractor at the Hospital Notice Board.

- b) To pay token license fee for the said license of Rs 1000.00 (*Rupees One thousand only*) per month during the period of the said license. One year license fee is payable in advance at the time of signing the contract.
- c) To deposit and keep deposited with the licensor a sum of Rs 3,30,000.00 (*Rupees Three lakhs Thirty thousand only*) as performance security deposit till the revocation or termination of the license in the form of bank guarantee/ fixed deposit before signing the agreement.
- d) Not to make any additions, variations or alteration in the said premises or any part thereof and in case addition, variation or alteration is inevitable then prior permission in this regard should have to be obtained from the competent authority.
- e) To repair/replace any kind of damage whatsoever caused to the said premises or any part thereof or to any other part of the said campus on account of any act or omission either by the licensee or any of his employee or any of the licensee's visitor or customers, whether the damages caused is willful or accidental.
- f) To remove himself from the said premises with all his belongings and leave it entirely vacant on revocation or termination of the license.
- g) To observe all Municipal/District council and Government regulation and the rules and regulations of the licensor in force from time to time in the use of the said premises.
- h) Not to become or cause annoyance or nuisance to the licensor. It is further agreed that the decision of the licensor as to whether the licensee or his employee or his agent has caused nuisance or annoyance shall be final question or challenge the said decision of the Licensor.
- i) To allow the licensor, its workers or agents at all times to enter upon and to visit the said premises and the condition thereof.
- j) Not to use any violent, obscene, abusive, disgusting or offensive language while inside the premises.
- k) To obtain police and or Municipal / District council and / or any other authorities licensor's permission required for the purpose of carrying on the licensee's business and to abide by all the terms and conditions of the license so issued to the licensee.
- l) Not to admit any person in partnership or become partner of or agent or any one for the purpose of carrying on the said business.
- m) To ensure the proper maintenance and upkeep of furniture items / equipments and utensils provided by NEIGRIHMS, Shillong and the loss or damage of any property of NEIGRIHMS. Then appropriate recovery will be enforced from the Hospital cooking area contractor as decided by the mess or Catering committee.
- n) The license does not create any demise or tenancy or any other right in the said premises in favour of the licensee but it is only a license to use the said premises for the purpose specified above. It is further agreed that the licensee shall not assign or transfer his interest under the license, which is purely personal to him.
- o) The licensor shall throughout the period of validity of the license shall have full control over the said premises and every part thereof. The Licensor shall act through its Officer in -charge or any other officer authorized on this behalf in connection with the license or anything to be done there under

SPECIAL CONDITIONS

- a. The license shall employ enough number of workers of good character and sound health to cope with the workload of the hospital cooking area.

- b. No workers shall be employed without the permission of the Officer in charge or any other officer authorized. The workers shall be medically examined and shall obtain medical certificate of fitness from the licenser medical officer. Each worker should have the Identity card issued by NEIGRIHMS before he is employed in the hospital cooking area by the licensee.
- c. The workers shall be well dressed and the licensee shall provide two sets of dresses (shirts and pants) in a year to his workers. The workers shall keep their dresses neat and clean while serving in the kitchen.
- d. The licensee on his own shall not entertain any outsider in the Hospital Cooking area either as casual or as permanent boarder.
- e. Licensee is not allowed to supply food outside the NEIGRIHMS premises except in a special case when he is required to take permission from the Officer in charge
- f. The licensee shall keep the Hospital cooking area open from 5:30 A.M. to 8:30 P.M. on all days including holidays and Sundays. (The contractor will be responsible for providing meals and eatables to the ward patients as per the timings as well as restaurant type of good/snacks to the attendants of private patients at a price.
- g. The Dietary committee shall prepare the menu and the licensee shall have to follow it.
- h. The meals and other eatables provided by the licensee should be properly cooked, palatable and nutritious. The quality of materials used for preparation to be served should be of good standard and to the satisfaction of the ward patients and Dietary committee.
- i. The number of patients and payments will be made accordingly. Since the number of patients admitted keeps on varying he will be given minimum of guarantee of 10 (ten) patients per day.
- j. The licensee shall keep the mess including the cooking area. Pantry and ration stores neat and clean and in hygienic condition to the satisfaction of the NEIGRIHMS authorities.
- k. Strict economy to be observed by the licensee in the use of water and electricity in the premises allotted to him.
- l. The licensee shall be provided with all the equipments/ utensils required like gas stoves, gas cylinder, oven, refrigerator, hot cases etc in the hospital cooking area. However no claim of maintenance of the same shall be entertained by NEIGRIHMS, Shillong.
- m. The licensee may allow credit at his own risk & responsibility, without any liability on any of the authorized officers including Office In charge or committee members.
- n. The ward patients and licenser shall not be responsible for any kind of breakages or losses of crockery and cutlery, furniture etc in the hospital cooking area on any account.
- o. The licensee shall bear and pay all the cost charges and expenses, if any, incidental to the preparation and execution of this licensee in duplicate.
- p. The original copy of this license shall be kept with the licenser and the Licensee shall keep the duplicate copy of the license.
- q. The licensee shall maintain a complain book, which will be made available to the sister-in-charge of the ward.
- r. No workers/ employees of the contractor will be allowed to say or loiter about inside the hospital campus between 8:30 P.M. and 5:30 A.M.
- s. The contractor will be responsible for procuring and storing the raw materials, preparing and cooking the meal as per requirement.
- t. The food will be prepared strictly according to the menu and no alteration/substitution in it will be allowed except with prior permission. The meals will be served as per the portioning mutually agreed upon and strictly as per the timings fixed.

- u. In the event of any default on the part of the licensee, necessary action deemed fit will be taken by the management of NEIGRIHMS. The licensee shall, however, be afforded an opportunity to furnish his explanation within 7 (seven) days of the imposition of such penalty. The decision of the Officer in charge shall be final and binding on the licensee.
- v. The contract may be terminated/determined earlier also if the services rendered by the contractor is found unsatisfactory of which the management NEIGRIHMS, Shillong shall be the sole judge.
- w. The rates once decided upon, shall not be changed in any case subsequently, within the validity of the contract.

Format to be placed in the Techno-commercial Bids- "Envelope: A:"

Please attach all relevant documents as per NIT (Section I), GCC (Section II) and SCC (Section III) in "Envelope: A:"

FOOD TIMING

Breakfast	-	7 A.M to 8 A.M.
Lunch	-	11 A.M to 12 Noon.
Evening Tea	-	3 P.M to 4 P.M.
Dinner	-	6 P.M to 7 P.M

MENU

DIET	COMPOSITION /ITEM	QUANTITY
Breakfast:	Tea:	150 ml /1 cup
	Milk:	250 ml /1 glass
	Bread:	3 -4 slices
	Butter /Jam	10 gms /2 tea spoon
	Egg:	1 no
	Fruit:	1 no (medium size)
Lunch:	Rice /Chapatti:	150 gms /4 -5 nos
	Dal:	50 gms
	Vegetables:	150 gms
	Salad:	100 gms
Evening Tea:	Tea:	150 ml /1 cup
	Biscuits:	3 -4 nos
	Milk (for children)	1 cup
Dinner:	Rice /Chapatti:	150 gms /4 -5 nos
	Dal:	50 gms
	Vegetables:	150 gms
	Salad:	100 gms
	Sweets /Custards	100 gms

Note: As per the requirement of the hospital authority, the diet supplier has to provide special diet, modifying the general diet of the above schedule. Such Special diet will include Salt free / salt restricted diet, Diabetic Diet and Bland Diet.

- a) Diabetic Diet: This diet shall restrict items like potatoes, pumpkin, radish, sugar etc. Instead, other green vegetables to be properly added to make up the weight.
- b) Bland Diet: Rice, Vegetable, Fish etc., should be boiled and made soft and use of spices and oil to be kept minimum but making it palatable. All the fruit items shall be supplied by rotation except wherein specifically advised on medical consideration.
- c) The medium of cooking oil will be Mustard Oil/ Sunflower Oil of Agmark variety and all spices of Agmark variety
- d) Rice should be fine, parboiled, good quality and Atta should be freshly ground and free from contaminates and should be of Agmark / BIS Standards.
- e) All utensils used for cooking and serving shall be cleaned as per Hospital directions and for which no separate amount shall be claimed.

N.B. Supply of inferior quality of the food items and raw materials as specified above shall be considered as breach of contract.

Format to be placed in the Techno-commercial Bids- "Envelope: A:"

Please attach all relevant documents as per NIT (Section I), GCC (Section II) and SCC (Section III) in "Envelope: A:"

TENDER APPLICATION FORM

1.		Name of the firm:-	
2.	a	Full Postal Address:-	
	b	Cell Phone No.	
	c	Telephone No:-	
	d	Fax No.	
3.	a	Date of Establishment of Firm:-	
4.	a	If your Firm Registered under:-	
	b	Drug license details:-	
	c	Any other Act, if not, who are the owners (Please give full address):-	
5.		Name and Address of your Bankers stating the name in which the Account stands:-	
6.		Whether insured against fire, theft, burglary etc. If so, please state the amount and name of company	

	with policy no:-	
7.	Total number of Manpower:-	
8.	Are you in the list of approved agencies of any other organization/ institutions, if any give details (Append extra page if necessary):-	
9.	Give details of any Government contracts executed during the last twenty four months (Append extra page if necessary):-	
10.	Any other information which you consider necessary to furnish:	
12.	No. of man-power engaged :: by the agency at present	

UNDERTAKING:

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
2. The license fee quoted by me are valid and binding upon me for the entire period of contract and it is certified that in case of .
3. The earnest money of Rs. _____ to be deposited by me has been enclosed herewith vide FD/Demand Draft no. _____, Dt. _____, drawn on bank _____, Branch _____.
4. I/We give the rights to NEIGRIHMS, Shillong to forfeit the earnest money deposited by me/us if any delay occurs on my/our part.
5. There is no vigilance/CBI case or court case pending against the firm.

Date: -
Place:

Signature of the agency:-
Designation:-
Full Name:

(Office seal of the agency)

Annexure: II
Format to be placed in the Techno-commercial Bids- "Envelope: A:"

AFFIDAVIT

I/We..... (Name)
Contractor/Partner/Sole proprietor (strike out word which is not applicable) of (Firm)
..... do hereby declare and solemnly affirm to the fact
that the individual firm/companies are not blacklisted by the Union or State Government or any partner or shareholder
there of are not directly connected with or has any subsisting inters in business of my/our firm.

DEPONENT

Address:.....
.....

I/We do hereby solemnly declare and affirms that the above declaration is true and correct to the best of my
knowledge and beliefs. No part of it is false and nothing has been concealed.

Dated:.....

DEPONENT

(Note:- To be furnished on non-judicial stamp paper duly attested by the Oath Commissioner).

Annexure: I
 Format to be placed in the Price Bid- "Envelope: B:"
 Sealed Envelop -B (Price Bid)

Rates for each diet / meal to be submitted

DIET	COMPOSITION /ITEM	QUANTITY	Cost with all taxes and service	
Breakfast:	Tea:	150 ml /1 cup		
	Milk:	250 ml /1 glass		
	Bread:	3 -4 slices		
	Butter /Jam	10 gms /2 tea spoon		
	Egg:	1 no		
	Fruit:	1 no (medium size)		
Lunch:	Rice /Chapatti:	150 gms /4 -5 nos		
	Dal:	50 gms		
	Vegetables:	150 gms		
	Salad:	100 gms		
Evening Tea:	Tea:	150 ml /1 cup		
	Biscuits:	3 -4 nos		
	Milk (for children)	1 cup		
Dinner:	Rice /Chapatti:	150 gms /4 -5 nos		
	Dal:	50 gms		
	Vegetables:	150 gms		
	Salad:	100 gms		
	Sweets /Custards	100 gms		
			Sales taxes : if any	
			Service tax if any	
		Total Cost in a day per patient		

Signature & Stamp of the Bidder

Date

Basis			Remarks (For Office Use)

Price Schedule: ANNEXURE: B (ENVELOPE-II)

Offer of rates to be submitted in following sub-heads and shall be inclusive of all charges, statutory obligations, and any other expenses related to or incidental to performance of the job under reference and with regard to terms & conditions specified hereinbefore:

List of documents enclosed:

- 1.
- 2.
- 3.
- 4.

Date:

Place:

Full Name of the Tenderer:

Signature & Seal of the Tenderer

