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NOTICE INVITING TENDER

FOR

TENDER OF CONTRACT FOR PROVIDING PATIENT DIET AND RUNNING THE CANTEEN SERVICES AT VARDHMAN INSTITUTE OF MEDICAL SCIENCES, HOSPITAL, PAWAPURI, NALANDA,

BIHAR-803115

Superintendent Vardhman Institute of Medical Sciences Hospital, Pawapuri, Nalanda, P.C. 803115 invites sealed tenders in two bid system (Technical bid & Financial bid) from interested, eligible and devotee bidders to Patient service for providing patient diet and running canteen service at Vardhman institute of Medical Sciences Hospital a Government Medical college 640 bedded state of art Hospital. Tender document can be purchased from the office of the Superintendent, A Block, 3rd floor by paying demand draft of Rs. 500/= (Rs. Five Hundred) only drawn in favour of Superintendent VIMS Hospital Pawapuri issued from any schedule Nationalized Bank, payable at Pawapuri. You can also download tender document from the website www.vimspawapuri.org and attach the above mentioned tender document fee in form of DD as above. Sealed tender complete in all respect signed with stamp on each page including the tender form should reach the office of the Superintendent, Vardhman Institute of Medical Sciences Hospital, Pawapuri, Nalanda-803115. Last date of receiving of tender is 28-05-18 during working hours by Registered post/Speed post only. Tender will be opened on 29-05-18 in front of the committee formed by Superintendent. Bidders or their authorized representative with authority letter may be present at the time of opening of tender. Absence of any bidder or all will not be legal impediment of opening of tender. Tender will be opened even in absence of bidder. If any of the date is declared holiday then the next working day will be treated as last date of receipt of tender and accordingly the next working day will be the date of opening of the tender. Tenderers are requested to go through the tender document thoroughly and should visit the site prior to submit their tender. Institute does not bear any responsibility for postal delay. Tender reaching after due date will not be considered.

Superintendent reserves the right to accept/reject/amend/ Delete any clause of the tender or cancel the tender at any stage without assigning any reason at any time.

Superintendent
Vardhman Institute of Medical Sciences Hospital,
Pawapuri, Nalanda

NOTICE INVITING TENDER
FOR
PROVIDING PATIENT DIET AND RUNNING THE CANTEEN SERVICES AT
VARDHMAN INSTITUTE OF MEDICAL SCIENCES, HOSPITAL, PAWAPURI, NALANDA,
BIHAR-803115

Good, healthy, nutritious and easily digestible diet is a part of treatment of sick person and is a must for early and uneventful recovery. Sealed tenders under two bid systems (Technical and Financial bid) from eligible, reputed dedicated organization for supplying patient diet and running canteen for doctors medical staffs and bona fide visitors, are invited by Superintendent Vardhman Institute of Medical Sciences Hospital, Pawapuri, a state of art Bihar govt. Medical College Hospital. Tender document containing terms & condition, eligibility criteria, menu, annexures etc. can be purchased from office of the Superintendent on any working day in working period or can be downloaded from website www.vimspawapuri.org

Tender document fee

Rs. Five Hundred (Rs. 500/=) only in form of demand draft issued from any Schedule Nationalized Bank drawn in favor of Superintendent VIMS, Hospital, Pawapuri, payable at Pawapuri. It is non refundable.

TENDERERS ARE ADVISED TO VISIT THE SITE BEFORE SUBMITTING THEIR BID.

Pre bid conference

If tenderers are interested for any clarification, they are invited in pre bid conference scheduled on 12-05-2018 at 11:00AM at Superintendent Office 3rd floor, OPD block A. They should send their pre bid queries (if any) through email to data center or Hospital Manager before, 12-05-2018 so that their queries could be clarified. However the decision of the committee will be final. If any amendment is to be made that will be communicated through website.

Earnest Money Deposit

The amount of earnest money deposit is Rs. 50,000/= (Rs. Fifty thousand) and is non-interest bearing. It has to be deposited in the form of Demand draft issued from any Schedule Nationalized Bank drawn in favor of Superintendent VIMS, Hospital, Pawapuri payable at Pawapuri. Any Tender without EMD would be considered as disqualified and hence would be rejected. Bidders shall not approach for refund of EMD till the finalization of the tendering process and award of contract to qualifying tenderer. The offer should remain valid from the date of opening of the tender (I.e. Technical Bid) for a minimum period of 120 days. EMD shall be refunded to the unsuccessful bidders within 45 days of award of contract to the successful bidder. EMD of successful bidder will be refunded after deposition of Performance Security Deposit. EMD of the Successful bidder shall be forfeited if the tenderer does not deposit the Performance security deposit and get agreement signed within a week after notification of Award of tender. After signing agreement, if services are not started within 2(Two) weeks performance security deposit will be forfeited, agreement automatically cancelled and categorically the award of contract will go to second lowest party accordingly.

Eligibility Criteria

- 1 The bidder should have a minimum of last three calendar year of experience in patient diet preparation and service in minimum three hundred bedded hospital/ PSU/Pvt. Hospital/

Educational Institutional complex / industrial canteen/Govt. canteen/Mess with high quality workman ship.

- 2 Average and minimum annual turnover of bidder from this service should be minimum Rs. 25 lakhs per year for last subsequent three yrs.
- 3 He should have proper licenses for providing services of patient diet /catering and running of canteen issued by appropriate authority.
- 4 He should have EPF and ESI No. (If applicable) as well as labor license. Tenderer should have GST No. (If applicable)
- 5 Applicant tenderer must be Registered/ Licensed organization in nature of a public ltd. Co. /Pvt.Ltd.Co./Partnership firm/ Sole Proprietor.
- 6 Tendering agency must not be blacklisted/ Debarred by any Govt. Institutions/ Agency. There should be no pending case against the agency/Partners/authorized signatory in any court of law/Police/Investigative agencies.
- 7 The bidder has to furnish an up to date "Antecedent Verification Certificate" from the concerned Police Department whether he/she has been involved in any criminal proceeding or anti social/criminal activity in the past.

Period of contract:-

The period of contract will be for a period of two years which can be extended for third year. However the work order will be issued yearly and agreement will be done yearly. This service is outsourced for providing good, healthy and nutritious food to the patient essential for fast recovery, so no compromise in the quality of services, and the policy will be of zero tolerance. In light of the policy the contract can be terminated whenever administration will feel that continuation will be hazardous.

Preparation and submission of tender:-

Tender document should be computer typed and page numbered. Attached documents must be legible. Illegible document will not be considered as attachment for proof for tender purpose. Cutting should be avoided and if it is necessary, should be done by one line and should bear initial of the authorized signatory. Over writing on any paper or use of eraser will render that document invalid (Non-responsive). Cutting in financial bid is not allowed. The tender is in two bid system.

1. **Technical Bid :-** One envelope (1st envelope) of sufficient size so as to accommodate all papers required to be attached with "Technical Bid" should be super scribed "Technical Bid for providing patient diet and running canteen" at Vardhman Institute of Medical Sciences, Hospital, Pawapuri, Nalanda and addressed to the Superintendent Vardhman Institute of Medical Sciences Hospital, Pawapuri, Nalanda.

List of the document to be kept in this envelope is as follows:-

- A. Original Demand draft of Rs. Five hundred (Tender document fee) if tenderer document is downloaded from the website or photocopy of DD/purchase receipt if purchased from the office.
- B. Original DD of EMD(Earnest Money Deposit)
- C. Pan card(Photo Copy)
- D. GST Registration proof (Photo Copy) (if applicable)
- E. Registration of firm with Registrar of firms (if applicable)
- F. Trade license for carrying out the activities under this contract

- G. Registration certificate from Health authority (Food safety and standards Authority of India (FSSAI)
- H. Registration certificate under labor (R &A) Act, 1970
- I. EPF & ESI No. (if applicable)
- J. Self attested Income Tax Returns of last three financial years.
- K. Audited balance sheet of last three years by CA.
- L. Experience proof by way of relevant work orders, Performance certificate as per annexure 1.
- M. Annexure-1(Technical Bid)
- N. Notary affidavit in original as per Annexure-2
- O. Antecedent Verification certificate / Character Certificate from Police department of concerned district.
- P. Any other document which the tenderer feels that it will give weightage.

Note: -

Each page of the submitted document inclusive of tender document must be signed and stamped and page numbered. NONE OF THE FINANCIAL DOCUMENT BE PLACED IN THIS TECHNICAL BID ENVELOPE. If found, the tender will out rightly be rejected.

This envelope should be sealed from all four sides and should bear the name, address, Contact No. and email id of the tenderer.

2. **Financial Bid:** - One envelope (2nd envelope) of sufficient size to accommodate papers required to be attached as per annexure should be super scribed "Financial Bid for providing Patient diet and running canteen at Vardhman Institute of Medical Sciences Hospital. This should contain only the Financial Bid documents as per annexure 3 and be sealed from all four sides, should bear the name, address and contact no. and email id of the tenderer.
3. Both these two envelope (1st & 2nd i.e. of Technical Bid & Financial Bid) should be placed in 3rd big envelope of sufficient size to accommodate these two, and be sealed from all four sides. It should be super scribed "Tender for providing Patient diet and running canteen at Vardhman Institute of Medical Sciences Hospital Pawapuri". It must also bear the name, address, email id and contact no. of the tenderer and be sent to the Superintendent Vardhman Institute of Medical Sciences Hospital, Pawapuri, Nalanda -803115 by speed Post/Registered post so as to reach latest by 28-05-2018 at 5:00 PM. It will be opened on 29-05-2018 at 1:00PM in the office of the Superintendent OPD Block A. 3rd floor in front of the committee. On this date, only Technical Bid will be opened for evaluation. Tenderer or their representatives may be present on the day but it is not mandatory and tender can be opened even in absence of them. After evaluation of Technical Bid, opening date of financial bid will be fixed and financial bid of only those tenderers will be opened on that day who has qualified in technical evaluation. This date will be communicated to those tenderers by email/website/telephone. Their presence on the date is not mandatory and financial bid will be opened even in their absence. If the last date of receipt of tender is declared holiday, next working day will be the last date for receipt tender and next working day will be the opening working day will be the last date for receipt and accordingly next date will be the date of

opening of tender. Tender sent by other modes will not be considered. Institution does not bear any responsibility for postal delay.

Signing Authority:-

Individual signing tender or other document connected with the tender must specify whether he signs as:-

- A.** A sole proprietor of the concern or constituted attorney/ authorized representative of such sole proprietor.
- B.** A partner of the firm, if it is a partnership firm in which case he must have authority to execute contract on behalf of the firm, and refer to arbitration disputes concerning the business of the partnership either by virtue of partnership agreement or by a power of attorney duly executed by the partners of the firms.
- C.** Director or principal officers duly authorized by the Board of Directors of the company.

General Instructions to Bidders

- **Scope of work:** - The Patient Diet service shall be meant for preparing and serving meals only for patients admitted in the Hospital or attendant if being instructed as per written instructions of dietician /sister incharge, up to the patient's bed-as per time schedule prefixed. It includes providing raw material like Grocery, Spices, Fresh vegetables, fresh fruits, eggs, butter, jam, milk etc. serving utensils e.g. thali, glass, spoon etc. LPG cooking gas, Garbage/kitchen waste bins, Garbage/kitchen waste disposal etc. for preparation of food and required the distribution of prepared fresh food items to the patient wards to each Patient bed wise with efficient Patient Diet Kitchen man power and supervisory management necessary for smooth running of Patient Diet services. Participating bidders, who are in this business, are well aware of that diets are different for different categories of patients. There are three main categories of patients:-
 - A.** Those who can eat normal foods like Rice, Breads and Fruits etc.
 - B.** Those who can eat semisolid foods like Khichadi, Dalia.
 - C.** Those who can take only liquid diet.
 - D.** Operator may have to supply a different type of food items in diet like salt free diet or low sodium diet, High protein diet, diabetic diet etc. to specific patient when intimated in advance by the dietician/Staff nurse. Selection of L1 is not only on the rate but also on the menu & quality of patient's diet; rather, selection will be based mostly on this component. Once menu is decided, it will be changed only after approval of committee and this only be due to unavailability or genuine reason.
 - E.** Operator has to maintain a daily log book with number of patient. No over writing in log book, if over written served with signature of dietician/sister and their remarks.
 - F.** Patient diet is very sensitive issue and must be monitored and facilitated without any delay, so one supervisor is must .Duties of Supervisor should be as follows:-
 1. Manage patient food services on daily basis
 2. Look after procurement of perishable and non perishable raw materials and quality control as given in Annexure IV of tender documents

3. Daily supervision of diet distribution
4. Any other work related to patient diet service and daily reporting to the dietician / appropriate authority as decided by administration.

G. Raw Materials:-

1. Quality of raw materials should be as per annexure IV
2. Raw material quality checking register should be maintained by supervisor
3. Perishable raw materials like fruits, vegetables, milk, egg etc. should be checked daily and entered in the register.
4. It is mandatory NOT to Use raw materials loose especially wheat flour, besan, any other flour, tea leaves, masala powders etc.
5. It is mandatory to label all storage containers.

H. Manner of supply:-

All meals shall be supplied in stainless steel plate/ trays/ thali plate & katoris/ with division (No paper plates). All foods to be served should be hot till the diet reaches the last patient and it will be the responsibility of the operator to deploy such no. and efficient man power. Plates and glass should be clean. Required no. of katori/ small plates or such type of thalis should be used.

I. Cleanliness and hygiene:-

Staff hygiene:-

1. All workers working in the canteen should be medically fit.
2. All workers should be provided I-card
3. The staff nails should be treated and cleaned.
4. Contractor will provided uniform 2 pairs color of which can be mutually decided
5. On duty kitchen staff should be wearing kitchen apron, hand gloves, cap, separate foot wear and mask.

Kitchen and canteen hygiene

- A. Kitchen and canteen floor should be swiped and washed with appropriate item and disinfectant three times a day.
- B. Any food /utensils should not be kept on floor. They should be kept on platform only.
- C. Walls, tubes, chimneys other fixtures, cabinets etc. should be cleaned at least weekly with soap & water or appropriate washing agent. Pest and rodent control should be done at last monthly, if required even earlier and records of same will be maintained.
- D. Used plates should be washed with soap and water using dish wash soap or dish wash liquid using scrubber like scotch brite and should be disinfected daily by soaking them in hot water and disinfectant.
- E. Hand wash should be available in the canteen basin 24×7.
- F. All food items to be served maintaining utmost hygiene practice. Over food should be collect promptly and discarded hygeinically.

Quality Control:-

All food articles prepared will be fresh, hot & of good hygienic quality. Designated person will taste a sample of each food as quality check and will certify accordingly. Random checking of store & kitchen will be done by appropriate authority. Checking by food safety officers will be done periodically.

Garbage disposal:-

Color coded dustbin as per pollution control board directives in appropriate no. should be placed in kitchen & canteen and cleaned every day. They should be with lid and lined with garbage bags. Garbage should be disposed properly and should not be found lying in hospital premises.

Facilities to be provided by the Institution

- Hospital will provide free space for kitchen, free water and free electricity only for general aeration illumination, refrigeration and other equipments installed in the kitchen. No cooking will be allowed by using hospital electricity. Fuel for cooking will LPG only and shall be arranged by contractor.
- List of equipments provided by the hospital for operator is annexed as annexure v. Operator shall maintain it and handover these in running condition as they are, after completion of contract period/ cease of work.
- Canteen space will be divided by a partition in two areas (I) Canteen area for doctors. & (II) Canteen area for paramedics & if contractor desires, he can use this area for serving bona fide attendants also. This area also will be rent free for the first year. In second year rent will be as per govt. norms/ RKS decision.

Inspection of site:-

Before submitting their bids tenderer are advised to visit the institution, inspect & examine the site, facilities provided, quantities and nature of work, prospect of load, and in general obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

Performance of Security Deposit:-

On acceptance of the tender, & issuing of "Notification of Award" to the successful Tenderer, the successful Tenderer will have to deposit Rs. 1,00,000/=(Rs. One lac) only as Performance Security Deposit(Non Interest bearing) in the form of Demand Draft/ FDR/ Bank Guarantee in favor of the Superintendent VIMS Hospital, Pawapuri issued by any Schedule Nationalized Bank, payable at Pawapuri for the period of next three months after completion of contract period, and in case of extension further three months after completion of contract.

Payment:-

Payment of patient diet will be made once in a month based on number of meals supplied. as per availability of funds in particular head. However, this service must not in any situation be withheld. Even if preparation of diet is becoming difficult or impossible due to some natural calamity or unavoidable circumstance, uncooked food like fruits, egg, bread etc. has to be provided to the patient.

- Operator would be abided by different government circulars, notifications with regard to the subject. If there is any hike or change in rate or food component eg. Calories, protein

etc. operator will have to abide by that and if authority feels some change/ modification in menu /food constituents that will be done by mutual understanding but the decision of the Superintendent will be final and abiding to the operator. For any clarification or grievance it should approach to Hospital Manager/ authorized Committee for redressal.

- Operator has to display its menu chart in all departments of hospital indoor wards.

Refund of Performance Security Deposit:-

On due performance and completion of the contract in all respect, the Performances Security Deposit, will be returned to the operator without any interest after Ninety days of successful completion of contract Period on presentation of an absolute, No Demand certificate and upon returns in good condition of equipments / Gadgets etc. provided by Institution. If there is any claim, for the payment of a sum arising out of or under this contract, that will be recovered by this deposit. If this sum is not sufficient to cover the full amount recoverable, the contractor shall pay the remaining difference amount without fail within 15 days of such event, if any occurred during the period.

Liquidated damage:-

Patient diet kitchen services should be delivered to destination and in the manner of entire satisfaction of VIMS Hospital authority, the quality and quantity of food with the necessary hygiene maintenance during the preparation and supply of food should be entire responsibility of service provider

- The agency shall be responsible solely for any insure / accident / medical/ health related liability / compensation for the personnel deployed by it and institution shall have no liability in this regard.
- The contractor shall provide everything necessary for the execution of patient diet kitchen service according to intent and meaning of all raw materials like Grocery, spices, fresh-vegetables, eggs ,milk ,serving plates/thali, LPG cooking Gas ,Garbage disposal bins, man power etc.
- The participating agency shall be bound by the details furnished by him/her while submitting the tender or at subsequent stage. Upon selection, if at any stage documents furnished is found fake/false or the quality of the articles are found of poor, it should be deemed as breach of terms of contract and the contract shall be cancelled & performance security deposit shall be stand forfeited.
- If Operator wants to install other electrical gadgets/ equipments apart from already equipments, he has to pay for electricity as per govt. norms/ RKS decision.
- The Contractor shall make proper plan for waste disposal of kitchen & canteen and get its approval from the administration Of VIMS Hospital.
- Any deviation from accepted plan will need to levy of a penalty, the quantum of which will be decided by the committee made for supervision by medical Superintendent.
- The Contractor will not engage any sub contractor or transfer the contract to other firm / agency.
- The Contractor will ensure that chipped crockery or greasy/ stained cutlery / serving dish/ thali are not used in service.
- VIMS Hospital administration will be under no legal obligation to provide employment to any of the person of the contractor and there will be no relationship of employee & employer between VIMS Hospital administration and the person deployed by the contractor.

- It will be responsibility of contractor to obtain license from the concerned regulatory body/ competent authority under Food Safety Act and other required license for running Patient diet service and eating establishment.
- Premises given to the contractor shall not be used for any other purpose except preparation of patient diet and canteen.
- Workers will not be allowed accommodation / stayal, bathing, washing of daily cloths etc.
- Contractor shall be responsible for complying with all laws pertaining to the service in question as well as those pertaining to employment of person under him. The agency shall be responsible for complying of payment of minimum wages and other social security benefits prescribed under law. Taxes and other legislation liability will be the responsibility of contractor. If any taxation amount is to be paid by VIMS Hospital, the same will be paid by contractor and that will be reimbursed by Hospital.
- Behavior of entire staff of the agency toward patients / attendants/ hospital staff/ doctors should be conducive and disciplined. Contractor will be held responsible for any act of commission & omission of his employees.
- Contractor would be responsible to make alternative arrangements in case of situations such as staff strike, local strike, band etc. ensuring that patients get diet in the appropriate time.
- For any grievance / problem, the agency would approach to the Hospital Manager and appraise in writing and the grievance will be tried to be solved / comply within shortest period.
- The Hospital campus is a "NO SMOKING ZONE" hence sale and use of tobacco is prohibited.
- Contractor shall be responsible for any violation of law/rules/provision pertaining to its service.
- Authorized Govt. agencies will have the liberty of taking samples for chemical analysis to ensure quality as per provisions of the act/ Rules. The quality assurance of food will be done periodically by the committee, constituted by the Superintendent. The contractor will be wholly responsible for contravention of any provision of the Act/Rules.
- Menu quoted by selected agency and approved by the committee shall remain unchanged for the entire period of contract and change will be permissible only after permission of committee. On festival days special food should be given and that will be done by mutual understanding of management and vendor.
- Contractor shall give the complete bio data and police verification reports of the employees who are to be deployed to this service.

Canteen Services: -

Canteen area is about 3381sq. feet. It is centrally air conditioned. This is meant for doctors, medicos & paramedics of the Hospital. However if contractor wants to serve to the bona fide visitors, he will have to give partition at his own cost and the area for that will be decided by the committee.

- Canteen will be operational from 7:00AM to 10:00PM on working days. For Sundays and other holidays it will be up to the contractor whether he is willing to operate or not. However if authority feels that opening of the canteen is necessary on some occasion, contractor will open the canteen as per requirement.
- Contractor shall arrange for RO system and water cooler.

- Hospital will provide free water, free electricity for Air conditioning and illumination, but for heavy duty electrical appliances like oven. Freeze etc. Contractor will install sub meter and pay the bill rate per unit as per govt. norms/RKS decision. All the fixtures dust bins etc. necessary for clean and ideal canteen shall be fixed by contractor at his own cost. For all changes / Installation he shall take permission from hospital administration.
- No compromise in quality & quantity of servings, hygiene, cleanliness will be made and it will be the responsibility of the contractor to ensure that only freshly cooked food is served and the stale food is not recycled. Stale food should be removed from the canteen premises as soon as possible. Unrefrigerated cooked food not consumed within six hours in summer and ten hours in winter shall be deemed to be stale and unfit for consumption.
- Food should neither be spicy nor too oily. The oil that remains at the end of the day shall have to be discarded and shall not be recycled for the purpose of cooking again.
- The contractor shall pay special attention to maintain the canteen in neat and tidy condition at all the times. He shall ensure that only hot and fresh food items are supplied. Complaints if any in this regard shall be taken seriously and penalty will be imposed.
- He will ensure proper room service for OT, ICU, Administrative Block, faculty chambers if asked, and for that, he should deploy adequate no. of man power. He may have to arrange buffet at times and should have facility for that. Rate and menu will later on be decided with administration and contractor.
- Contractor will ensure that preparation of food both for patient diet and canteen is prepared using utmost hygienic practice. Cooks should have proper shave, trimmed nails and wear apron and head gear while cooking.
- VIMS Hospital administration reserves the right to ask the contractor to remove any person deployed by him without assigning any reason.
- Contractor should have sufficient crockery and other items to serve.
- NO RESPONSIBILITY WILL BE TAKEN BY THE ADMINISTRATIVE FOR CREDIT SALES TO ANY ONE NOT EVEN STUDENT AND DOCTORS.
- Annexure VI is the list of items which should be available in canteen at subsidized rate but contractor can add other items and can give his rate. Rates must be quite low than the market rate and of best quality as space and many of the facilities are being provided free of cost by the administration.

Penalties: -

- A. If the diet provided to the patient is incomplete unsatisfactory not as per approved menu, fine equivalent to 25% per diet value plus Rs. Five Hundred (500 Rs) per day will be charged.
- B. If the diet is not supplied as per schedule Rs. Five Hundred (500 Rs) per instance will be deducted from monthly bill.
- C. Fine of Rs. 500/ daily if food is not served using Bain Marie or closed food trolley
- D. Fine of Rs. 500/ day if plastic, paper or thermocol plates are used
- E. Fine of Rs. 500/day for not maintaining raw material checking register for 3(three) consecutive days.
- F. Fine of Rs. 100/day if raw material found loose and not of branded FSSAI /AGMARK /ISI approved company
- G. Fine of Rs. 100/day if container found not labeled

- H. Fine of Rs. 200/day if personal deployed found not maintaining self hygiene that includes under uniform, improve hand sanitation not bearing ID more in neck.
- I. If insects / worms are found in food, penalty of Rs. 10,000/ only.
- If operator wants not to continue the service he will have to give three months notice/ has to continue until finalization of next vender.
 - Contractor shall make good all damage / loss which may be caused by any act /default of the contractor, his agents or worker to any Hospital property with the option to have damage or loss otherwise made good by charging the contractor with expenses.
 - Without prejudice to right under any clause of the contract, Superintendent in the event of any breach of the conditions on the part of the contractor, may cancel the contract and charge the contractor with any loss arising from such cancellation.
 - Dispute if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole arbitrator which will be the Principal, Vardhman Institute of Medical Sciences, Pawapuri.
 - All legal disputes shall be subject to the jurisdiction of Bihar sharif court only.
 - In case of failure to comply with the provisions of the terms & condition mentioned by the agency whom the contract has been awarded the Superintendent reserves the right to award the contract to the next L2 bidder or outside agency and the difference of price (if any) will be recovered from the defaulter agency who has been awarded initial contract and this will be binding on the tenderer.
 - In the event of exigencies arising due to the death infirmity, insolvency of the contractor or for any other reasons or circumstances, liabilities there of the contract shall be borne by the following, on terms & conditions as the Superintendent VIMS Hospital, Pawapuri may further think proper in public interest or revoke the contract namely:-
 - A. Legal heirs in case of sole proprietor.
 - B. Next partner in the case of firms director in case of company, otherwise the Superintendent reserve the right to settle the matter according to the circumstances of the cases as deemed fit.
 - Superintendent does not pledge himself to accept the lowest any tender and reserve to himself, the right of accepting the whole or any part of the tender or portion of the tender and the vendor shall execute the work. He reserves the right to relax / amend / cancel any condition of the tender. He reserves the right to cancel / reject any or all tender at any stage of process without assigning any reason what so ever.

Superintendent
Vardhman Institute of Medical Sciences Hospital,
Pawapuri, Nalanda.

Technical Bid**For providing Patient Diet kitchen services and running canteen services at Vardhman Institute of Medical Sciences Hospital, Pawapuri, Nalanda.**

Yes/No Page No.

1. Name of Firm /Agency/Company:-
2. Name of proprietor /Director of the firm/Agency/Company:-
3. Full address of Reg. office
(A copy of firm /Agency/Company Registration) must be enclosed.
4. Telephone No.
Mobile No.
Fax No.
Email Id.
5. Pan No. – Attach Photocopy
6. GST No. (if applicable)
7. Details of tender document fee
(attach Photocopy of DD/receipts)
8. Details of EMD (attach original):-
9. Food License (FSSAI & other relevant certificate details) attach Photocopy:-
10. Labour License, EPF, ESI Registration (If applicable)
(photocopy of the same attach)
11. Affidavit duly notarised on stamp paper worth Rs. 100/= stating that no criminal /Black listing case is pending against the firm by any of the Govt. Institute /Ministry /Departments/PSUS with which the firm had dealing for running similar Patient diet, kitchen service and canteen service during last three yrs.
nor has been penalized for inferior or poor quality in their services(Attach in original)
12. Undertaking in the format given in Annexure 2(Attach in original)
13. Financial turnover of the participating firm/Agency/Company for the last three financial years(Attach separate sheet if space insufficient)
Financial Year. Turn Over Amount (Rs.) Remarks if any
2014-15
2015-16
2016-17
14. Income Tax Return of last three years.
15. Details of Contracts handled of similar nature for at least last three yrs. with performance certificate:-

Sr. No	Type of work Patient Diet /catering/canteen running	Name & Address of client, contact No. & email id	Duration of contract From--- -----To	Remarks

Date**Place****Signature of authorized Person
(Full Name seal)**

Under taking

- I.....Son/Daughter/wife of shri.....Proprietor/Director/Authorized signatory of the Agency/Firm/Company.....is competent to sign this declaration and execute this tender document.
- I have carefully read and stood all the terms and condition of the tender and undertake to abide by them. In case if any discrepancy/ dispute or wrong/incorrect nomenclature in the schedule, the decision of Superintendent shall be final.
- The information / documents furnished along with the above mentioned application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information /fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
- I, do hereby declare that all statutory labour laws including Minimum Wages Act will be complied by me.
- I shall not assign the present contract to any person or allow any other person deputed by me for awarded work to interfere in the management of performances.
- The EMD of performance security deposit shall remain in the custody of Superintendent, Vardhman Institute of Medical Sciences Hospital, Pawapuri, Nalanda as per terms & condition.
- Damage to hospital property if any due to lapse on my part may be recovered from me.
- I shall keep the premise neat and clean.
- In the event of any breach/violation of terms & conditions superintendent shall be at liberty to terminate my contract and forfeit performance security deposit.

Date: -
Place: -

Signature of the tender
(Full name & address Seal)

Financial Bid

As per Health department Govt. of Bihar circular (Sankalp) No. 648(10) dated 07-09-2015 Rate for Patient diet fixed and should not exceed Rs. 100/= (One hundred) only for daily diet (for 24hrs.

SL. No.	Types of Diet	Calories & Protein	Menu	Rate
1.	Normal Balanced Diet for Adult	3000 kcal. 100gm Protein		
2.	Pediatric Balanced Diet(Half Diet)	2400 kcal. 100gm. Protein		
3.	Soft bland Diet	2200 kcal. 50-60gm Protein		
4.	Post operative easily digestible Diet.	2200 Kcal. 65-75gm. Protein		
5.	DVD (Rich electrolyte Probiotic Diet.	1200 Kcal.		
6.	Liquid Diet	1400 Kcal. 30-40gm protein		

Menu should be Minimum of three feeding and maximum of six feeding schedule. It should be variable in quality. Items can be interchanged as per availability. Minimum two non-vegetarian meals weekly have to be given and on those days some dairy products or special vegetarian items will be supplied to vegetarians. Per day green vegetables are must. Special meals on festive days are to be supplied. Rates have to be quoted for all day Menu, and not schedule wise. You can attach separate sheet. You can also mention cooking media type and brand. You have to mention items to be served by you in each feeding.

- Mere being L1 does not confer the right for award of contract, not only the rates of canteen items. The quality of menu for patient diet will influence the selection. Both services will be taken in consideration but prime importance will be the menu and feeding schedule and quality of the patient diet.

Date: -
Place: -

Signature of the tender
(Full name & address Seal)

Specification of Raw Material to be used for preparing patients diet.

Standard Raw materials when used for cooking in a proper manner can give the end product that will be palatable, of a proper texture and consistency, appealing and of a sound nutrition.

- Rice:- Rice should be fine, parboiled, good quality e.g. kolum, mogara etc. free from dirt. Stone chips & worms.
- Atta (flour):- No loose is allowed .It should be freshly ground, FSSAI approved brand free from Contaminates worms and should be of agmark /BIS standard.
- Dal (Pulse):- Should be of standard quality of sweat odor and must be within shelf life prescribed by the manufacture and should be consumed within the period.
- Bread:- Should be fresh and of sweat odors and must be within shelf life prescribed by the manufacture and should be consumed within the period.
- Oil : - Medium of cooking media oil will be Mustard oil/Refined oil of Agmark variety and not in any case Vanasapati ghee (eg.), palm oil be used. Recycling of left out oil is strictly prohibited.
- Masalas:- Masalas should not be less than B-grade ,be fresh of Agmark variety. It should not be state and rotten.
- Biscuits: - Thin arrowroot/Marie etc. and/or products of reputed and certified ISO/BIS/ISI firms. for diabolic pts. Cream biscuit of reputed company
- Vegetables:- Vegetables have to fresh. Seasonal, cleaned for cooking and in good physical shape should not be supplied less than 100gm./patient (edible protein) Vegetables and other perishable eatables should be brought daily. Preservation of such items will normally not be allowed.
- Eggs:- Fresh, Not less than 55gm.
- Non-Veg:- Fish –Katla / Rehu fresh Variety. Chicken freshly dressed proiler chicken freshly cooked and served excluding head, gut (excepting Gizzard & liver), heart , lungs and portion of legs not covered with flesh.
- Milk:- Pasteurized and prepacked cow milk or toned milk from sudha dairy /Amul/Raj dairy etc. and shall be free of adulteration
- Fruits:- Should be of seasonal variety fresh and weight not less than
- A. Banana- Ripe Singapuri/Local-110gm.
 - B. Apple-150gm.
 - C. Cucumber- 150gm
 - D. Seasonal fruits
- Paneer:- Should be of fresh quality without adulteration.

**List of Kitchen equipments available for Vardhman institute of Medical Science Hospital,
Pawapuri, Nalanda**

SL. No.	Name of Equipment	Quantity	Location
1	PICK UP COUNTER WITH OVERSHELF	2 Each	H O S P I T A L c B L O C K G R O U N d F L O O r
2	MILK BOILER (LPG)	1 Each	
3	TEA BOILER	1 Each	
4	TOASTER	1 Each	
5	WORK TABLE WITH SINK	3 Each	
6	STORAGE RACK	3 Each	
7	STORAGE BIN	1 Each	
8	STORAGE BIN	1 Each	
9	DOUGH KNEADING MACHINE	1 Each	
10	FOUR DOOR REFRIGERATOR (Vertical Model)	2 Each	
11	POT RACK-3 TIER	2 Each	
12	STORAGE CABINET	2 Each	
13	WORK TABLE WITH SINK	2 Each	
14	WORK TABLE	1 Each	
15	SUPPORT TABLE	2 Each	
16	TWO BURNER COOKING RANGE	4 Each	
17	EXHAUST HOOD (Without Ducting, Fixing & Extraction)	4 Each	
18	CHAPPATI COLLECTION TABLE	2 Each	
19	CHAPPATI PLATE CUM PUFFER	2 Each	
20	CHAPPATI ROLLING TABLE	1 Each	
21	EXHAUST HOOD (Without Ducting, Fixing & Extraction)	4 Each	
22	LOW HT. TABLE	4 Each	
23	LOW HT. BURNER	4 Each	
24	WORK TABLE	2 Each	
25	GRIDDLE PLATE	2 Each	
26	DEEP FAT FRYER	1 Each	
27	WORK TABLE	1 Each	
28	BULK FRYER TILTING TYPE	1 Each	
29	BULK COOKER TILTING TYPE	1 Each	
30	EXHAUST HOOD (Without Ducting, Fixing & Extraction)	6 Each	
31	TRAY SET UP COUNTER WITH BAIN MARIE & DOUBLE OVERSHELF	2 Each	
32	UNDER COUNTER REFRIGERATOR WITH DOUBLE OVERSHELF	2 Each	
33	STORAGE CABINET	2 Each	
34	FOOD TROLLEY WITH 4 ROUND PANS, 1 RICE TRAY & STORAGE BELOW	16 Each	
35	TRAY CARRIER TROLLEY	2 Each	
36	SOILED DISH LANDING TABLE WITH GRABAGE	2 Each	
37	POT WASH SINK UNIT	1 Each	
38	CLEAN DISH TABLE	2 Each	
39	CLEAN DISH RACK	3 Each	
40	HOOD TYPE DISH WASHER	1 Each	
41	WORK TABLE WITH SINK	1 Each	
42	PRE RINSE SPRAY UNIT		
43	POT RACK- 3 TIER	3 Each	
44	WORK TABLE	1 Each	
45	VEGETABLE CUTTING MACHINE	2 Each	
46	WORK TABLE WITH SINK	1 Each	
47	WET GRINDER	1 Each	
48	PULVERISER (Std.)	1 Each	
49	POTATO PEELER	1 Each	
50	WORK TABLE WITH SINK	2 Each	
51	WORK TABLE	3 Each	
52	WORK TABLE WITH SINK	2 Each	
53	FOUR DOOR REFRIGERATOR	2 Each	
54	STORAGE RACK	1 Each	
55	POT RACK- 3 TIER	3 Each	
56	DUNNAGE RACK	2 Each	
57	INGREDIENT BINS	2 Each	
58	GAS PIPE LINE & GAS BANK	3 Each	
59	EXHAUST HOOD DUCTING	1 Each	

List of canteen Items to be supplied at Subsidized Rate.

Items	Weight of serving	quantity	Proposed Rate	Accepted	Quoted Rate
1. Tea regular	150 ml.	1	3Rs.		
2. Coffee espresso	150 ml.	1	6Rs.		
3. Veg. Sandwich Big Bread-		1	8Rs.		
4. Vegetable Cutlet-		1	6Rs.		
5. Samosa	50 gm. each	2	8Rs.		
6. Chhole Bhature-	40 gm each + Chhole 50 gm.	2pc	15Rs.		
7. Butter Toast-		2pc.	6Rs.		
8. Jam Toast-		2pc	6Rs.		
9. Bread Omelette		1 egg + 2 slice	12Rs.		
10. Boiled egg		1	6Rs.		
11. Stuffed Kachauri		1	4Rs.		
12. Puri/kachauri + sabzi	4 Kachauri + Sabzi	4	10Rs.		
13. Gulab jamun	45 gm.	1	5Rs.		
14. Full thali(Lunch/Dinner)			30Rs.		
A. Four Chapati(75 gm)					
B. Super fine rice (75 gm)					
C. Dal (25 gm.)					
D. Fried Vegetable					
E. Vegetable Curry					
F. Salad					
G. Pickle					
15. Veg Biryani	250gm.		25		

You can add any other item as per demand/ convenience/ as per your choice at your rate also at which administration will hope be cheaper than market and of best quality. Rates of branded snacks cold drink etc. must not be more than market rate. Only branded items will be allow for sale the canteen.