

राजेन्द्र आयुर्विज्ञान संस्थान

(झारखण्ड सरकार का एक स्वयतशासी संस्थान)

राँची-834009 (झारखण्ड)

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RAJENDRA INSTITUTE OF MEDICAL SCIENCES

(An Autonomous Institute under Govt. of Jharkhand)

Ranchi-834009 (Jharkhand)

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NIT. No (Canteen) 3978 RIMS, Ranchi Date 11/09/2024

E-Tender for Handling and Operating Canteens for Employee, Students and Visitors at RIMS, Ranchi

Open E-tender invited by the Director, RIMS, Ranchi from the eligible Agencies / Contractors, required organizations for handling and operating canteen in RIMS, Ranchi. The tender document can be downloaded from the Jharkhand Government E-tender portal : www.jharkhandtenders.gov.in from The interested bidders are advised to register themselves with e-procurement portal to participate in e-tender. Tender schedule is given below:

Particulars	Date	Time
Publication of tender	13-09-2024	11:00 am
Pre – Bid meeting	18-09-2024	11:00 am
Uploading of amended tender based on pre bid meeting	21-09-2024	05:00 pm
Online Bid Submission begins	22-09-2024	11:00 am
Bid submission end	08-10-2024	05:00 pm
Last date of submission of EMD & tender fee	08-10-2024	05:00 pm
Date & Time of Opening of e-Tender	14-10-2024	11:00 am

Pre- Bid meeting venue:

Conference hall, Administrative building, RIMS, Bariatu, Ranchi- 834009.

Bid Security/Earnest Money (in form of DD/BG)	50,000/- (Fifty Thousand only)
Security Deposit Money	Rs.3,00,000/- (Three Lakhs only)
Tender fee in form of D.D.	5,000/- (Five Thousand only)

Note: Tender fee, EMD, Security deposit money to be submitted in favor of "Director, RIMS" payable at Ranchi.

[Signature]
11/09/2024

Medical Superintendent,

Rajendra Institute of medical science, Ranchi.

[Signature]
11/09/24

[Signature]

Section I – Definition, Scope and eligibility criteria

In this Contract, the following terms shall be interpreted as indicated:

1. **"The Contract"** means the agreement entered into between the Purchaser (RIMS) and the Service Provider, including all the attachments and appendices thereto, tender document and minutes of the pre-bid and other meetings.
2. **"Service Provider"** means the successful tenderer with whom the contract is entered into provide catering services.
3. **"Services"** means Preparing food items & catering for hospital visitors RIMS employee staff & other obligations of the tenderer covered under the Contract.
4. **"GCC"** means the General Conditions of Contract contained in this document
5. **"SCC"** means the Special Conditions of Contract contained in this document
6. **"The Purchaser"** means RIMS receiving the services/goods
7. **"The tenderer"** means the individual or firm who intends to participate in the tender for providing cooking food items, catering & other services as mentioned in the tender document
8. **"Day"** means calendar day.

Scope of Work:

The service provider is required to provide the services round the clock 24 x7x 365 days to visitors of hospitals that include patient at tenders, staff and doctors of RIMS.

The caterer may also note that the requirement for catering services may increase/decrease based up on the activity level and requirements of the Hospital. Thus, the requirement for man power and other services may go up or come down accordingly. 24X7 Services should be provided by the caterers so that visitors, staff and doctors would accessible to food in case of emergency. The Caterer shall be required to arrange executive meals / refreshment at short notice for visiting VIPs/ dignitaries and functions on cost basis. Certain dishes as required by VIPs may be arranged from outside sources with prior approval of competent authority of the Purchaser. The caterer may make payments and claim the same subsequently through a regular bill.

Eligibility criteria:

- i. The bidder/Service Provider should have a working experience of at least three years in providing Catering Services satisfactorily to reputed organizations namely Central Govt. Units / State Government Units / PSU's / Autonomous Bodies. The firm offering tender

- should furnish Suitable documentary evidence to be supported along with the Part –I of Tender application (scanned and uploaded).
- ii. The Service Provider should have minimum average annual turnover of Rs 25 Lakhs last three consecutive financial year in catering services. A proof, Audited balance sheets pertaining to catering for the last three cumulative financial years be attached (scanned and uploaded) with technical bid Part – 1.
 - iii. Profile of the company / Agency: The company / agency should give their details as per the proforma given in Part I.
 - iv. The Service Provider has to provide by himself the Utensils, fuel, gas and all other ingredients for cooking and servicing purposes. Service provider may also make necessary changes in canteen like civil work keeping with prior permission of RIMS authority furniture, counter, false ceiling. Previously available furniture should be handed over to RIMS.
 - v. The capability of the Service Provider in running the canteen shall be verified by the Committee nominated by the Director/ Dean/ Competent Authority and only such successful bidder's financial bid will be opened. RIMS reserves the right to obtain Feedback from previous / present clients of the tenderer and also depute its nominated committee to inspect the site/s at present contract/s for on the spot first-hand information regarding the quality of food and services provided by the tenderer. The decision of RIMS in this regard will be final and binding on all the bidders.
 - vi. The Service Provider should be registered with Statutory authorities in Jharkhand (as indicated below) documentary proof to be scanned and uploaded along with the tender document.
 - a. Registrar of Companies under the Companies Act 1956, if it is a company or valid registration certificates incase of other constitutions
 - b. License issued by Food & Safety Standards Authority of India under FSS Act 2006
 - c. Jharkhand (Trade License) valid for current period
 - d. Employees State Insurance Corporation registration certificate
 - e. Regional Provident Fund Commissioner registration certificate
 - f. Valid License from Labour Department (for previous workers)
 - g. ISO Certification/any other credentials if available
 - h. GST Registration no.
 - vii. Income Tax Department (PAN Card of the Firm/Proprietor/Managing Director) be attached.
 - viii. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by state in India. The bidders shall furnish a letter to this effect along with the Technical bid.

- ix. Submeter charges based on actual reading to be paid to RIMS, Ranchi by vendor.
- x. Failure to enclose EMD and Tender fee amount shall make tenderer ineligible.

Section II

INSTRUCTIONS TO TENDERERS

The Tenderers are expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required in the tender documents or submission of a tender which is not substantially responsive will be at the Tenderer's risk and may result in rejection of its tender.

Amendment of Tender Documents:

At any time prior to the deadline for submission of tenders, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, modify the tender documents by amendment and the amendments will be published through the e-portal. In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Purchaser, at its discretion, may extend the deadline for the submission of tenders.

Preparation of Tenders:

Language of Tender:

The tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and the Procurer, shall be written in English language.

TENDER SUBMISSION:

This tender is an e-tender. The tender document can be downloaded from www.jharkhandtenders.gov.in / <https://www.rimsranchi.ac.in>. The Bidders are advised to register themselves with e-procurement Portal at- www.jharkhandtenders.gov.in to participate in the e-Tender. The e-tender should be filled online on e-procurement portal and all relevant supporting documents should be attested, scanned and uploaded. Hard copies of the documents need not be submitted except for the Demand Draft for EMD and undertaking. Both the said DD and undertaking shall be put in a sealed cover and dropped in the tender box kept at before the last date of submission of e-tender. The cover should be super scribed "Tender for RUNNING OF CANTEEN FOR HOSPITAL AND VISITORS at RIMS, Ranchi, Jharkhand".

FILLING OF TENDER FORM—Tenderers are requested to carefully study the terms and conditions and may visit the Hospital to understand the job involved before submitting the tender documents. No clarifications shall be entertained after receiving the tenders.

- i. Omission, neglect or failure on the part of the Tenderers to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the Tenderers, from any liability in respect of the contract.
- ii. The Tender form should be complete in all respects, written in English language only and giving correct and relevant data.
- iii. The Tender document must be signed by the authorised signatory or by a person holding a power of attorney authorised to do so. Under this clause “the delegate not redelegate” shall be followed.
- iv. Each page of the tender should bear the page no., signature, date, name and title of the person signing the tender and affixing a rubber stamp indicating the name of the firm and scanned and uploaded
- v. Incomplete tenders/tenders not complying with the terms and conditions of the tender document; tenders received after the closing date; suppression/falsification of information/influencing or intimidating other tenderers shall entail disqualification of the tender.
- vi. Conditional Tenders will be rejected outright.

Earnest Money Deposit :

The Tenderers should enclose, an Earnest Money Deposit (EMD) of Rs.
(.....) in the form of Demand Draft,
drawn in favour of “**Director, Rajendra Institute of Medical Sciences**” payable at State
Bank of India, RMCC, Ranchi.

This amount will be returned interest – free to the unsuccessful tenderers after three months from the closing date of the Tender or after one month of the award of the Contract, whichever is later. No interest will be paid on the EMD under any/repeat circumstances. In the case of successful bidder’s EMD will be discharged upon the bidder signing the contract and furnishing the performance security deposit or shall be allowed to be adjusted towards performance security Deposit.



The EMD shall be forfeited:

1.If the bidder withdraws his bid after closure time of submission of tender.
(OR)

2.In case of a successful bidder, if the bidder fails to sign the contract and/or to furnish performance security on or before the due date.

Director/competent authority reserves the right to accept or reject any or all tenders at any time without assigning any reason thereof what so ever and his decision shall be final on this account.

Annexure-I

GENERAL CONDITIONS OF CONTRACT:

1. **PERIOD OF VALIDITY OF BIDS:** Bids shall remain valid for acceptance for a period of 180 days from the date of opening of tender prescribed by the purchaser. Bid valid for a shorter period shall be rejected by the purchaser as non-responsive.
2. **Tender evaluation:** All the tenders received will first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the tender document. The tenderers, who do not meet the basic requirements, will be treated as non-responsive and rejected. The following are some of the important points, for which a tender may be declared as non-responsive and will be rejected, during the initial scrutiny:
 - a. The Tender document is unsigned
 - b. The Tenderer is not eligible
 - c. The Tender document validity is shorter than the required period
 - d. Tender document is without EMD / and tender fee of required amount
 - e. Tenderer has not agreed to give the required performance security
 - f. The tenderer has not agreed to some essential condition(s) incorporated in the tender.
 - g. In case of authorized signatory the tenderer must provide the full particulars of the person authorized to sign the tender on his behalf.
 - h. Conditional Tenders will be rejected outright.
3. **OPENING OF TENDERS:** The tender shall be opened on 07-08-2024. In case this dated is declared a holiday then tender opening shall take place on the next working day at the same time. The Tenderers/ his representative, if so desire, may be present at the time of opening of the tender. Director competent authority reserves the right to accept or reject any or all tenders at any time without assigning any reason thereof what so ever and his decision shall be final on this account.
 - a. Part I the Technical Tender Document (Must be submitted in both Online mode & Hard Copy) : Part I shall be opened first to analyse & assess the credentials, capabilities

and experience of the firm/organization to provide Catering Services. All the documents shall be scrutinized, first-hand information regarding the quality of food and services provided by the tenderer shall be assessed by the nominated committee.

- b. Part II of tender schedule i.e Financial Tenders (Only submitted through Online Mode): Financial bid of only those qualified in Technical Tender Part I, shall be opened in the presence of tenderers at a date & time notified in advance by the Purchaser.

4. Financial BID:

Only to submit online financial bid. Price bid should be quoted in per month rent basis paid to RIMS, Ranchi

Sl. no.	Site	Minimum Rent Per month each site + maintenance + development
1	100 Bedded Paying ward ground floor (Presently Running)	Rs. 20,000/-
2	Orthopedics ground floor (Presently Running)	Rs.10,000/-
3	Administrative Building	Rs. 5,000/-
4	Dental College (10ft. x 5ft.)	Rs. 5,000/-
5	Super specialty Block (10ft. x 5ft.)	Rs. 5,000/-
6	Oncology Block (10ft. x 5ft.)	Rs. 5,000/-
7	New Trauma Centre (10ft. x 5ft.)	Rs. 5,000/-

Site may be increased in future as per need and mutual agreement on same rate.

Note : Above mentioned amount in BOQ by bidder will be paid to RIMS by selected Vendor (their offered Price) and for selection criteria each 1000 rupees will be provided 01 points (eg. If any bidder Quote ten thousand then 10 points will be awarded in case of hundred each hundred will be provided 0.1 (marks) and this point will be added to Technical points to get Magic Alphabet ' Y' and H1 will be decided by adding financial point (Y) + Technical points in Annexure-II.

5. **DECLARATION OF SUCCESSFUL TENDERER AND AWARD OF CONTRACT:**

Rates of items should be justifiable with market price of the items with relevant parameters.

The successful Tenderer has to execute an agreement with the Purchaser within 15 working days of receipt of the contract form, the successful tenderer shall sign and date the contract on non-judicial stamp paper of requisite denomination and return it to the Institute. However, the Purchaser is under no obligation to accept the lowest or any tender received in response to this tender notice and is entitled to reject any or all tenders without assigning any reason whatsoever.

The Service provider is to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in the acceptance of tender. The Contract, if awarded, shall be valid initially for a period of three years from the date of award of contract subject to continuous satisfactory performance on annual appraisal by the authorized committee and on failure on this aspect by the Service provider, the competent authority will reserve the right to terminate the contract. The period of contract can be extended for such further two years after annual appraisal of the committee & on the satisfactory performance of service provider on food quality, pricing, pest control & sanitation with same terms and conditions as mentioned in the tender document. The approved rates as indicated below shall be valid for the contract period.

Performance security Deposit: On acceptance of the tender, within the period specified by the Competent Authority the Service provider shall deposit as security a sum of Rs. 3,00,000/- (Rupees Three Lakh only) as security deposit. The competent authority shall be entitled to forfeit the Security Deposit or any part thereof in case of any lapse in performance or to recover any loss or damage to the property or to the Purchaser due to the act of service provider or his staff without prejudice to any other remedies provided in the contract or available under law. The security shall be in the form of Demand Drafts / BG in favour of "**Director, Rajendra Institute of Medical Sciences**" payable to at Ranchi. Validity period of Security shall be at least 6months from completion of contract period.

- i. If the contractor fails in fulfilling above mentioned terms and conditions, such failure will constitute a breach of the contract and the Competent Authority shall be entitled to make other arrangements at the risk and expense of the contractor.
- ii. On due performance and completion of the contract in all respects, the Security Deposit will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate in the prescribed form and upon return in good condition of all the property and articles belonging to the purchaser, which may have been issued to the contractor.

6. **TERMINATION:** The Purchaser, by written notice of 90 days (Ninety days) sent to the Tenderer, may terminate the contract, in whole or in part at any time if any of the stipulated conditions are not met or service not satisfactory. However, the Purchaser also reserves the right to terminate the contract at any time, without giving any notice in case of gross violation of the stipulated terms & conditions. For all disputes arising out of non-adherence of any terms stipulated above, Director RIMS, Ranchi is the final authority and its decision shall be final. However, the legal jurisdiction for all matters would be Ranchi only.
7. **RESOLUTION OF DISPUTES:** In case of a dispute or difference between the Purchaser and the Service provider relating to any matter arising out of or connected with this agreement such dispute or difference Governing Body, RIMS, Ranchi. The award of the arbitrator shall be final and binding on the parties of this contract.
8. **RIGHT TO MODIFY OR RELAX:** The Purchaser reserves the right to modify and /or relax any of the terms and conditions of the tender / contract.
9. **PURCHASER'S RIGHT TO ACCEPT OR REJECT ANY BID:** The Purchaser reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected tenderers or any obligations to inform the affected tenderers of the grounds for purchaser's action.
10. **Corrupt or Fraudulent Practices:** The Purchaser requires that Tenderers/ Service Providers observe the highest standard of ethics during the tendering period and execution of the contracts. In pursuance of this policy, RIMS defines, for the purposes of this provision, the terms set forth as follows:
 - i. "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - ii. "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the RIMS, and includes collusive practice among Tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the RIMS of the benefits of free and open competition;
 - iii. This Purchaser will reject a proposal for award if it is noticed that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
 - iv. This Purchaser will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a financed contract if it at any time finds that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract by RIMS.

- v. Coercive practice: Means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

The Purchaser will reject a proposal for award if it determines that the tenderer recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question

11. The Contractor shall not sublet transfer or assign the contract to any part thereof. On the event of subletting the contract shall be cancelled & performance security deposit will be forfeited.
12. All Entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be attested by the authorized signatory.
13. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.

Special Conditions of contract ;

1. RIMS Authority will provide equmarked place for canteen in RIMS premises.
2. Water will be supplied by RIMS for the usage of (drinking and washing of the utensils). The Service provider is instructed to use the water economically. In case of water shortage contractor shall procure the water at his own cost.
3. Electricity will be supplied to canteen on charges basis. Maintenance of lights/fuses /chokes/motors/electrical sockets etc. that are used to supply electricity to canteen shall be the liability of Service provider till the period of contract. All such maintenance should be done by the Service provider at his own cost and details of maintenance work performed shall be intimated to the Administration RIMS.
4. The Service provider should display prices of every item sold/Rate list of items in a prominent place of the canteen.
5. Canteen place will be provided as per monthly rental basis.
 - i. It is the responsibility of Service provider to maintain facilities provided to him in proper condition.
 - ii. In case any damage is caused to the Hospital property, the amount assessed will be recovered from the Security Deposit of the Service provider. In all such cases, the decision of the Director or competent authority will be final and binding on the part of the contractor. The decision of the Director or competent authority on these matters will be final.



- iii. The sitting arrangement/interior decoration and the wall paintings shall be done by the contractor on his own with the prior approval of the Director or competent authority.
6. Canteen shall be meant for serving refreshments, snacks, tea, meals etc. and such other items and such prices, as may be settled between the Service provider and the RIMS Hospital Administrator.
7. The services of the staff canteen will be at the disposal of the staff of this hospital including doctors, other officers, nurses, etc. and bona fide visitors. The users of the canteen shall be paying for the services directly to the Tenderer.
8. The staff canteen will run on all days including Sundays & Holidays and shall remain open during such hours as may be decided by the hospital administration.
9. The Canteen Service provider may be considered for entrusting catering for various conferences, meetings and functions that may be held in this Hospital, depending upon quality of items supplied. This is at the option of the Hospital authorities/ Organizers. Further, the canteen premises and hospital resources are not to be used for cooking / storing of food material meant for use of entities other than RIMS, Ranchi.
10. The contractor selected for canteen service, will be required to maintain highest level of cleanliness and standard of hygiene with regard to the persons under his employment and utensils for serving the food.
11. The Service provider shall provide liquid hand wash at hand wash area and hand drier for the visitors of the canteen and shall undertake other hygienic precautions as per instructions of Hospital Administration.
12. The Service provider shall keep canteen, wash area, utensils, serving vessels and plates clean and disinfected. It is the responsibility of the Service provider to keep the tables and chairs ready for service to clear the plates kept by users of canteen on the table/counters. The Service provider also shall make arrangements for disposal of garbage and left-over food in black / green covers in GHMC bin.
13. Cleaning of plates & utensils shall be done with hot water, soapy water, duly cleaned and dried & steam sterilization.
14. The Service provider must employ adult and skilled labour only. **Employment of child labour will lead to the termination of the contract.** The Contractor shall be fully responsible for the conduct of his staff.
15. Staff/personnel:
- i. The staff engaged or planned to be deployed for subject work will have to be declared medically fit from any Government hospital at the Cost of Service provider (The workers must be screened for HIV, HB SAG, CBP, CUE, STOOL for OVACYST, STOOL C/S) and documentary proof may be submitted to the hospital

authorities initially before commencement of Canteen contract. Thereafter, health check up of the workers will be done twice in a year i.e. after every six months at the cost of the Service provider and shall get them examined for medical and physical fitness by this hospital doctor. Staff afflicted with communicable disease / infectious diseases have to be kept away from work till he / she has recovered. Immunization of the workers for different infective diseases and any other tests as per hospital recommendations shall be done by the Service provider at his own cost.

- ii. All manpower required for cooking, serving and cleaning work shall be under own arrangements of the Service provider. Service provider shall provide identity cards and uniforms to all personnel at their own cost
- iii. There shall be one waiter per every 25 participants/ guests, dedicated waiters must be appointed for staff of RIMS. The contractor shall employ a minimum number of persons at all times and bring additional strength whenever required. In addition, Adequate staff shall be provided for cooking, cleaning of utensils, cleaning of dining halls and wash areas/ toilets attached with the dining halls. The Service provider shall employ a minimum number of persons at all times and bring additional strength whenever required.
- iv. Suggested/recommended manpower (24 X 7) is as follows which may be increased or decreased based on the need.

Supervisors	1	One for each places
Waiters	Minimum 3 post shift or as required necessary	For serving VIPs/ staff whenever required 1 waiter for every 25 persons.
Head cook Asst cooks Helpers	As considered necessary	The cooks must be available during all meal times such as breakfast, lunch and dinner. They must be able to prepare food at short notice for unexpected guests/ participants coming to the RIMS at odd times. The cooks must interact with dining members regularly to get first hand feed-back and bring improvements in the preparation of food. Quality of rice & chapathis shall always of high quality.
Cleaning Staff	As considered necessary	

- v. The Head cook, Asst. cooks should be well qualified and experienced in Hotel Management/ institutional catering capable preparing all kinds of dishes. Similarly

the managers and supervisors should have basic qualification and experience in catering and serving of food.

- vi. The catering supervisor appointed by the caterer should be available throughout the production and service period at the Institute and see that the staff/guests are served by well-trained servers/waiters.
- vii. The Service provider shall nominate one senior manager for overall supervision & management of all catering activities along with certain amount of cash for purchases so as to meet urgent requirements. Institute will have a right to reject one or all catering staff if not found qualified & trained.
- viii. The Service Provider shall ensure that the engaged staff shall always be neatly turned out with hair, nails, beards trimmed and in proper uniform & footwear (uniform-dress code, caps, name badges and gloves while serving). Serving staff should preferably wear black trousers, white full sleeves shirts, white gloves, white cap & black shoes
- ix. Torn, worn out, dirty shabby uniforms are not acceptable. Same to be replaced, failing which the staff will not be allowed to undertake duty and may attract penalty.
- x. The Service provider must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The Contractor shall be fully responsible for the conduct of his staff.
- xi. The personnel so appointed should have the basic knowledge of personal hygiene, safe & clean methods of food handling. They should be of good character, good conduct and of cheerful disposition.
- xii. 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 premises and will be responsible for any act commission & omission of such persons.
- xiii. The Service provider shall be responsible for his employees in observing all security and safety regulations and instructions as may be issued by the Purchaser from time to time. The contractor shall have the right to appoint and to take appropriate disciplinary actions against his workers to fulfill his obligations under this agreement, provided that, action should be taken in accordance with labour law and Industrial Employment (Standing Order) Act, 1946 and the Canteen Committee should be informed at every point of time.
- xiv. The Service provider will be responsible for maintaining adequate number of personnel as per norms/requirement engaged in cooking, distribution of food and housekeeping (incl. disposal of garbage and left over food). No unauthorized person except for declared staff of contractor shall be present in the Cooking area.



- xv. The Service provider shall be responsible for payment of wages and allowances to their staff members in compliance with prevailing rates as per statutory norms. RIMS shall in no way be responsible for any default/ dispute with regard to statutory obligation related to manpower engaged by the agency.
- xvi. All payments to the staff employed by the Service provider for undertaking the catering contract in the Institute have to be paid in the 10th of every month and as per the prevailing minimum wages stipulated from time to time, and covering benefits such as ESI, EPF, etc. The firm/contractor shall be solely and fully responsible for any delays/lapses/ violations/noncompliance.
- xvii. All applicable acts and the rules related to the labour law as amended from time to time shall be strictly followed by the service provider. The Purchaser shall not be a party to any dispute. The Service provider is required to produce documentary proof that the minimum wages, ESI, contribution to provident fund including paid leaves etc as applicable under the statutory act are being paid to the staff in the 10th of the month latest, as required under the contract labour regulation and minimum wages act as notified by the Government from time to time.
- xviii. The Service provider shall be deemed responsible for all legal and contractual purposes, as the employer of the staff employed for carrying out the contract and such persons will not have any claim for employment in the Institute now or at a future date.
- xix. The Service provider may obtain adequate insurance policy (workmen's compensation insurance) for all his staff to be engaged for the work, in addition to ESIC towards meeting the liability of compensation arising out of death / injury/disablement at work etc. The Service provider shall show proof to the authorities by submitting Xerox copies of the same. He shall also obtain from his underwriter of such insurance a waiver of subrogation in favour of the Purchaser.
- xx. The Contractor shall arrange Biometric attendance to all of personnel deployed for subject work.
- xxi. The Contractor should keep the staff canteen complex clean. If, at any point the Canteen & it's premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority. The contractor should maintain a Daily cleaning schedule which shall be to be presented to the hospital authorities on demand.
16. The Service provider at his cost shall provide CCTV coverage to the Cooking area, serving area and entry and exit of the canteen.
17. The quality of the raw materials to be used for preparation of food in the staff canteen should be of highest standard and fresh. AGMARK spices and condiments, Grade -1

dhal's and commodities and fresh Vegetables, Non-Veg & Fruits to be used. Rice should be fine, good quality, free from contaminates and should be of Agmark variety. The contractor shall ensure that no stock of raw material /consumables beyond expiry date are stored, used, or sold in the canteen premises.

18. The medium of cooking Oil shall be of standard quality.
19. The food items supplied shall be contamination-free, and fresh. No left-over or balance or refrigerated food item shall be served. (Veg & Non-Veg/Fruits)
20. The Service provider shall ensure that separate utensils / vessels are used for preparing vegetarian and non-vegetarian items
21. The fuel to be used for cooking will only be LPG / Natural gas and shall be arranged by the contractor.
22. The Service provider is also responsible to arrange and maintain separate sets of necessary cutlery & crockery as follows
 - (a) Full size dinner plates
 - (b) Quarter plates
 - (c) Cups & saucers for tea & coffee
 - (d) Drinking water glasses
 - (e) Spoons & forks
 - (f) Serving dishes
 - (g) Sheffen-dishes for use at ESIC canteen.
23. The Service provider shall ensure that all flammables, disinfectants, cleaning agents, pesticides are stored in a separate demarcated area under lock & key at all the times with restricted access.
24. The Service provider shall bear all the expenses for running the canteen 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 the workmen during discharging of their duties.
25. The Service provider shall not be entitled to use the accommodation allotted by the hospital for any other purpose or business other than staff canteen.
26. The Service provider shall not use the name of the ESI Corporation in business dealing with other persons or traders.
27. The Service provider must possess the requisite valid Trade and Food 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.
28. There shall be no compromise on the quality of food supplied by the Service provider 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.
29. The successful 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.
 30. The Hospital Campus is a "NO SMOKING ZONE", hence sale and use of tobacco is prohibited.
 31. The sale and use of Liquor (alcohol) is also strictly prohibited in canteen area.
 32. Surprise Inspections will be conducted by Officers/ Inspection Team constituted by Dean or competent authority.
 33. Suggestion box should be made available to customers/staff of Hospital at an accessible and conspicuous area.
 34. No broom should be used for preparing DOSA".
 35. Dahi vada to be prepared fresh in batches with fresh curd.
 36. Appropriate Fire Extinguisher must be kept in the Cooking Area.
 37. Caution board regarding wastage of Drinking Water should be exhibited.
 38. The Service Provider shall ensure that all the raw materials in-use to be kept in clean labelled containers in the cooking area.

Penalty Clause: As per the GB Meeting.

39. Food waste must be segregated as dry & wet and to be discarded at least twice daily to municipal corporation vehicle. In case of irregularities, amount will be deducted from EMD as per the rules (10%)
40. The **Pest & Rodent control** also stray animals & Hygiene of Canteen area is "Zero Tolerance Zone" and therefore, the Service provider is entirely responsible for proper pest, rodent control and stray animals in the whole Canteen area (control in food storage, processing, preparation areas, pantries, Vessel wash / Utility areas and staff rooms) and the Service Provider will at his own cost arrange for daily pest control check and an intensive, professional thorough pest control service during the night time at least once a fortnight. Report regarding such pest control carried should be submitted to Care takers Office. Non-compliance with respect to undertaking pest control or submission of requisite report will attract termination of service. Use of Professional Pest control services by the Service provider shall not be construed as subletting, in such case conduct of the persons engaged for pest and rodent control shall be the responsibility of service provider for any act commission & omission of performed by such persons. The Service Provider shall make proper arrangement for spraying with appropriate World Health Organization (WHO) approved pest control materials in and around all Canteen area on a daily basis/regularly to avoid fly / mosquito menace. The

- impute chemicals will be inspected by the committee/ authorized official of the Hospital at their discretion before use.
41. The Service provider shall ensure that all flammables, disinfectants, cleaning agents, pesticides are stored in a separate demarcated area under lock & key at all the times with restricted access.
 42. The contract either in full or in part shall not be sublet or assigned by the bidder to others under any circumstances. If anything found by RIMS administrative action as deemed fit will be initiated against the caterer.
 43. In case of any default by the Service Provider, causing additional expenditure to the Purchaser, the Purchaser may at its discretion, recover from the Service provider an amount equivalent to that incurred to make alternative arrangements. This right of the Purchaser shall be without prejudice to its other rights under the law (civil, criminal liability) including the right to cancel the contract, without the required notice period and forfeit the Security Deposit/recover damages for breach of contract. Decision of the Purchaser in this regard shall be final.
 44. The Service Provider or his authorized representative shall attend meetings organized from time to time, for discussion, evaluation of performance of the contract, and compliance of statutory regulations etc.
 45. The Director or the competent authority shall have the right to terminate the agreement with the Contractor by giving three month's notice without assigning any reason. Refund of the unutilized portion of Security Deposit paid by the contractor will be at the discretion of the Director.
 46. The Contractor will vacate the canteen and hand over the possession of the premises on the expiry of the term of the contract or on termination of the contract. If the Contractor fails to vacate the canteen premises on stipulated date or on direction, then damage charges for the overstay at the rate of Rs. 10000/- (Rupees ten thousand) per day will be recovered from the Contractor out of the Security Deposit. If Security deposit is insufficient to recover damage charges, then the same will be recovered through the Courts of law.
 47. Hospital Administration shall take final decision regarding implementation and amount of all penalties mentioned in the document.
 48. For any legal matter, it will be only come under Hon'ble Jharkhand High Court, Ranchi jurisdiction only.
 49. RIMS will form Canteen Monitoring Committee who will check quality of food with price of item (from market survey) on regular basis.
 50. H-1 will be decided on basis of points obtained in both Technical (Annexure-II) and financial bid (Annexure-VII) by adding both.

51. The authorized committee will check sanitation, pest control, food quality & prices time to time.

Point of Annexure-II + Point in Annexure-VII = Y (Maximum Y (Bidder having maximum Y point will be decide H-1 in case of i.e. bidder having highest financial point (i.e. Annexure-VII) will be decided winner.

Annexure – II

Technical Evaluation score pattern for Canteen catering services at RIMS, Ranchi Total (Full) Marks = 100

(Note : The bidders must have to meet the minimum requirement of the under mentioned experience. If the bidder fails to meet the minimum requirement, their bids will be non eligible for evaluation.

S. No	Parameters	Fixed Score as per bidders experience			Marks Score by the bidder	Minimum / Full Marks
1	Years of Experience in the field of Catering Services (Firms less than 3 years experience will not be considered)	> 3 to 4 Yrs.. 05 Marks	> 4 to 5 Yrs.. 10 Marks	> 5 Yrs.. 15 Marks		05
2	Annual Turnover in the Business of providing Food & Beverage services (Determined from last year's balance sheet (2022-23) and CS' report)	> 25 lakhs to 50 Lakhs 05 Marks	> 50 Lakhs to 1 Crore 10 Marks	> 1 Crore 15 Marks		05
3	Number of Breakfast, Lunch, Dinner (Each category) served per day (to be determined from the certificates issued by the organization where the bidder is providing catering services.	> 300 to 400 05 Marks	> 400 to 500 10 Marks	> 500 15 Marks		05
4	Chain of Canteens / Restaurants / Hotels with food facility.	> 3 to 4 05 Marks	> 4 to 5 10 Marks	> 5 15 Marks		05
5	Prizes honored to the bidders for catering services (State level / District Level from Govt. Organization) If is not mandatory for qualifying the technical minimum criterions, but score will be counted in the evaluation.	> 1 to 2 05 Marks	> 2 to 3 10 Marks	> 3 15 Marks		None
6	Physical site visit of the bidders site by the technical committee member of RIMS Note : Bidders have to arrange site visit of their site to be members of RIMS technical Committee:	Food quality taste & Servicing methodology / timings, kitchen equipment & storage etc. 10 Marks	Cleanliness & hygiene status of kitchen service area etc. 10 Marks	Garbage disposal, exhaust system drainage etc. 05 Marks		10 Marks

Note 1: Bidders will be selected for the purpose on the basis of marks secured. The bidders meeting the minimum eligibility criteria and with the highest marks shall be deemed as the successful bidders in technical part. If there will be a tie between two bidders, preference will be given to the vendors with highest income tax paid by the bidder in the financial year 2022-23, secondly to the vendors who are currently (till closing the tender) are providing catering services in Government / Reputed Educational Institute.

Note-2 : Every bidders should be qualified in each row in tender minimum qualifying marks

Note-3: Sub meter reading charges will be paid to RIMS as per current electricity rate.

Note-3: Each site will have different rent.

If the selected bidder backs out, then the H-2 bidders (will be kept in panel for period of 4 months) in the vent shall be given the opportunity to run the Canteen.

Annexure -III

Undertaking

(To be submitted on Rs. 100/ non judicial stamp paper)

I/We undersigned is /are authorized signatory/signatories of the

firm M/s _____

Address _____

do here by undertake that

1. I, the undersigned certify that I have gone through the Terms & conditions mentioned in the tender document and undertake to comply with them. The rates quoted by me/us are valid and binding on me/us for the entire period of contract and It is certified that rate quoted by me are the **lowest quoted** for any institution/Hospital in India by me. The earnest money of Rs (Rupees only) deposited by me has been enclosed herewith vide Demand Draft No _____

Dt..... Drawn on
bank.....Branch.....

2. I/we give the rights to Director RIMS to forfeit the Security money deposited by me/us if any delay occurs on my part for failure to supply the food items within the appointed time or the food items of desired quality.

3. There is neither any vigilance CBI case nor court case pending against the firm nor has the firm been even black listed by any Government or private organization.

4. I / we understand that Director, RIMS, Ranchi, has the right to accept or reject any or all the tenders without assigning any reasons (s) thereof.

Date:

Place:

Signature of the tenderer

Full Name:

Designation:

(Office seal of the tenderer)

TENDER APPLICATION FORM FOR CANTEEN SERVICES ON CONTRACT

1.	Name of Tendering Company / Firm	
2.	Name of the Owner / Partners / Directors	
3.	Full particulars of Office	
	(a) Address	
	(b) Telephone/ Mobile No.	
	(c) Fax No.	
	(d) E-Mail id:	
4.	Total no of Employees	
5.	Date of Establishment of Firm	
6.	If your firm registered under :	
	a) The Indian Factories Act:	
	b) Any other Act, if not, who are the owners; (please give full address)	
7.	Are you in the list of approved Contractors of any other Organization / Institutions, If any give details (Append extra page if necessary)	
8.	Give details of any Government contracts executed (Annex extra page if necessary)	
9.	Details of experience of running the canteen in reputed Organization / Institutions	
10.	Annual turnover of the firm in the last cumulative three years (Copy of the IT returns for the last cumulative years to be enclosed)	
11.	Full particulars of the Bankers of Company / Firm / with full Address / Tel. No./Fax No./e-Mail id	
	a) Account No.	
	b) IFSC Code	
	c) Micro Code	
	d) Branch	
12.	Registration details	
	(i) PAN No.	
	(ii) Service Tax Registration No.	
	(iii) EPF Registration No.	
	(iv) ESI Registration No.	
	(v) GST Registration No.	
13.	13 Details of Earnest Money Deposit	
	a) Amount (Rs.)	
	b) DD / BG No. & Date	
	c) Drawn on Bank	
	d) Valid upto	
14.	Any other information which you consider relevant	

TENDER FOR CANTEEN SERVICES ON CONTRACT CHECKLIST FOR TECHNICAL BID

Sl. No.	Required Documents	Enclosed	If Yes Page No.
1.	Tender form with complete technical bid with all pages serially numbered , signed and stamped on each page	Yes/ No	
2.	Earnest money deposit (EMD)	Yes/ No	
3.	PAN number (Enclose copy)	Yes/ No	
4.	Audited Balance sheet of last three years with details of annual turnover, profit/loss account etc.	Yes/ No	
5.	Income tax statement of last three years. (Financial years)	Yes/ No	
6.	ESI & EPF Registration Certificate (copy)	Yes/ No	
7.	Experience certificate (Minimum three years)	Yes/ No	
8.	Proof of filing latest Income Tax Return (copy)	Yes/ No	
9.	GST Registration	Yes/ No	
10.	Labour License, if applicable	Yes/ No	
11.	Valid Trade License (copy)	Yes/ No	
12.	Valid Food License (copy)	Yes/ No	
13.	Undertaking on Non – Judicial stamp paper	Yes/ No	
14.	Satisfactory performance certificate from previous employer / institution	Yes/ No	
15.	Non black listing certificate (Non Judicial Stamp Paper)	Yes/ No	

(All documents should be self-attested by the tenderer with seal of the firm)

It is to certify that the above mentioned particulars are up to the best of my knowledge and no fact has been concealed and that all the information furnished above is true to the best of my knowledge. I have no objection to RIMS, Ranchi to verify any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the Tender document and in agreeing for the same, I am signing this document as an authorized signatory in the capacity of _____.

Date:

Signature:

Place:

Name:

Designation:

Address:

Seal of company/Agency

Annexure VI

Probable list of items which should be kept in Cantteen as per the demand.

Menu			
Item code	Menu/Name of items	Composition/Description/Quantity	Unit
1	Tea	Standard cup (100 ml)	Per cup
2	Coffee	Standard cup (100 ml)	Per cup
3	Milk	Standard cup (200 ml)	Per cup
4	Horlicks /Boost/Bournvita	Standard cup (200 ml)	Per cup
5	Samosa	Vegetable (100 gms)	Per Piece
6	Pakoda Onion/Palak	75 gms	Per Plate
7	MirchiBajji	4 Noswith Chutney	Per plate
8	Bread with Egg	Boiled Egg & Four Breads	Per portion
9	Puri & Sabji	Two Puri (50 gms each) with Chole/ Sabji	Per portion
10	Plain Paratha & Sabji	Two Paratha(50 gms each) & Chole/ Dal/Sabji	Per portion
11	Idli	4Pieces(200gms)+ sambar + chatni + Allamchatni	Per portion
12	Plain Dosa	100gms Dosa+Sambar+Chatni	Per portion
13	Masala Dosa	125gms Dosa+Sambar+Chatni	Per portion
14	Onion Dosa	125gms Dosa +Sambar+Chatni	Per portion
15	RavaDosa	125gms Dosa +Sambar+Chatni	Per portion
16	Vada	2 Vada(75 gms each)+Sambar+Chatni	Per portion
17	DahiVada	2 Nos. (75 gms each)	Per portion
18	Mysore Bajji	4 Pieces(200gms)+sambar+chatni	Per portion
19	Upma	250 gms +sambar+chutney	Per portion
20	Plain Roti	One Roti (40 gms)	Per piece
21	Meals (Thali)	Vegetarian Thali consisting of Plain Rice (300 gm) Chapathi (2 Nos) (50gm Each) Fry curry (1 Cup-100gm) Gravy Curry (2 Cups-200gm) Dal (150ml) Sambar (150ml), Curd (100ml) Chutney (1 TBSP) , Papad (1)	Per Meal
22	Veg Biryani	450gms + Kuruma + curd onion	Per Plate
23	Egg fried rice	250gms+Pappad	Per Plate
24	Lemon Rice	250gms+Pappad+Pickle	Per plate
25	Curd Rice	250gms+Pickle	Per plate
26	Curry	One Pc. Egg	Per Plate
27	Omelette	One Pc. Egg	Per plate
28	Bhujija	One Pc. Egg	Per plate
29	Boiled Egg	One Pc. Egg	Per portion
30	Curd	200 gms	Per cup
31	Half Boiled (omelette)	One egg	Per plate
32	Set Dosa	3 nos (150 gms)+ Sambar+Chatni	Per portion
33	Ragi Ball	250 gms+ sambar+chutney	Per portion
34	Vegetable Salad	150 gms	Per cup

35	Lemon Tea	Standard cup (100 ml)	Per cup
36	Veg Puff	100gms	Per piece
37	Egg Puff	100gms	Per piece
38	Phulka	2 nos(30 gms each)+sabji+dal	Per portion
39	Butter Milk	250ml	Per cup
40	Lassi	250ml	Per cup
41	Fruit Juices	200ml	Per cup
42	Badam Milk	200ml	Per bottle / cup
43	Mineral Water	1 Ltr	Per Bottle
44	Mineral Water	500 ml	Per Bottle
45	Extra rice	300gms	Per cup
46	Extra sambar/ curry/dhal	150 ml/150gms	Per cup
47	Ice Cream	1 cup	Per cup
48	High Tea	High tea shall be served on special occasions comprising of following items 1. Tea/Coffee Standard cup (100 ml) 2. 1 Piece pastry/Brown cake/Christmas cake/ Plum cake 3. Samosa/Veg curry puff/ Veg Cutlet/ Kachori/ Dhokla 4. Ajmer kalakand/ Mil burfi/ Kajuburfi 5. Bakery Biscuits salt & sweet	Per set
49	Executive Meals	Soup, Salad, roti/poori, plain rice, special rice preparation - non-veg biryani (for non-vegetarians) and vegetable biryani (for vegetarians), non-vegetarian dish, panneer or mushroom dish for vegetarians, vegetable curry (wet), vegetable curry (dry), sambar, dal, curd, pickle, papad, dessert/ice cream and fruit salad	Per meal
50	Bread Toast With Butter	6 pieces bread + Butter 20 gms	Per portion
51	Aloo Bonda	2 nos 50 gms each	Per Plate
52	Raagi Malt	200 ml	Per cup
53	Sprouts Chat	50 gms	Per Plate
54	54 Veg Sandwich	4 nos + tomato sauce + mint chutney(2 tablespoons)	Per portion
55	Veg Noodles	200gms	Per Plate
56	Oats Porridge	200 ml	Per cup
57	Pongal	300g-plate+ Ground nut chutney(2 tablespoon)	Per Plate
58	Pav Bhaji	(2 pieces) with butter (20g) & veg curry (150g)	Per Plate
59	Tomato Soup	200 ml	Per cup
60	Aloo Paratha	2nos Each 100g with mixed veg curry/ curd (100 ml)	Per Plate

61	Veg Manchuria	150g	Per Plate
62	Sago Porridge	200 ml	Per cup
63	Bread Omlette	4 Slices (2 Eggs)	Per Plate
64	Veg Cutlet	(100g)- 1 plate	Per Plate
65	Veg Soup	200 ml	Per cup
66	Methi Paratha	3 nos each 50g+ Butter (10g) & Curd (100 ml) Tomato Sauce	Per Plate
67	Veg Bullets	4nos- each 100g	Per Plate
68	Sweet Corn Soup	200 ml	Per cup
69	Poha / Dahlia Upma	(250gm) + onion tomato raitha 150 ml	Per Plate
70	Bhel Puri	1 Plate (75g)	Per Plate
71	Milk shake	200 ml	Per cup
		Grand Total (Item No 1 to 71)	

Proposed Site for Canteen

- (i) 100 Bedded Paying ward ground floor (Presently Running)
- (ii) Orthopedics ground floor (Presently Running)
- (iii) Administrative Building -
- (iv) Dental College (10ft. x 5ft.)
- (v) Super specialty Block (10ft. x 5ft.)
- (vi) Oncology Block (10ft. x 5ft.)
- (vii) New Trauma Centre (10ft. x 5ft.)
- (viii) Others site if required by RIMS, Ranchi.

FINANCIAL BID (ONLY TO BE SUBMITTED ONLINE)

Annexure – VII

Price should be quoted on per month rent basis paid to RIMS, Ranchi

Sl. No	Rent Per Month	Amount in (Rs.)
01.	100 Bedded Paying Ward (Ground Floor)	
02.	Orthopedic Ground Floor (Presently running)	

Note: The Director reserves the right to accept or reject any/all tenders without assigning any reason whatsoever. Any corrigendum to this tender will be notified through website www.jharkhandtenders.gov.in only.

Jozlozhu

Jmmk
03/07/2024

ee

03/07/24

[Signature]