

SUPER SPECIALITY PAEDIATRIC HOSPITAL & POST  
GRADUATE TEACHING INSTITUTE SECTOR- 30 NOIDA,  
GAUTAM BUDH NAGAR U.P

**SUPER SPECIALITY PAEDIATRIC HOSPITAL AND POST GRADUATE TEACHING INSTITUTE**

**SECTOR 30 NOIDA**

Sealed tender in two parts (Technical Bid-A and Financial Bid-B) are invited for **Patient Kitchen Services**. The tenderer should have experience of three years in five preceding financial years (ONWARD 2010) of running Patient Kitchen Services for indoor patients in a Hospital of minimum 300 beds OR running a prestigious restaurant of 50 covers (sitting capacity)/chain of restaurants totaling 50 or more covers (sitting capacity) OR running mess/industrial canteen in a reputed organization/industries for minimum 200 persons every day on regular basis OR running catering services. The service providers should have annual turnover of Rs. 100 Lacs for the minimum three financial years (ONWARD 2010) in five preceding financial years in related field.

Detailed Advertisement along with Tender document can be downloaded from Institute website [www.ssphpgtinoida .com](http://www.ssphpgtinoida.com) from 16.12.2016 to 13.01.2017. The last date of submission of tender document is up to 14.01.2017 by 4.00 PM. Tender should be submitted by speed post of registered post only. Tender should reach before last date of submission to the office of The Director SSPH & PGTI, SECTOR 30, NOIDA. The tender shall be opened in the Director Office Board room on 19.01.2017 at 11.00 AM. Interested bidders are expected to participate in the process.

**Advt. No.** SSPH&PGTI/MS/Contract/2016-17/004

**DIRECTOR**

SUPER SPECIALITY PAEDIATRIC HOSPITAL & POST  
GRADUATE TEACHING INSTITUTE SECTOR- 30 NOIDA,  
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NOTICE INVITING TENDER

Sealed tender in two parts (Technical Bid-A and Financial Bid-B) are invited for Patient Kitchen Services. The tenderer should have experience of three years in five preceding financial years (ONWARD 2011) of running patient Kitchen Services for indoor patients in a Hospital of minimum 300 beds OR running a prestigious restaurant of 50 Covers (sitting capacity)/ chain of restaurants totaling 50 or more covers (sitting capacity) OR running mess/industrial canteen in a reputed organization/ industries for minimum 200 persons every day on regular basis OR running catering services. The service providers should have annual turnover of Rs 100 Lacs for the minimum three financial years (ONWARD 2010) In five preceding financial years in related field.

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DIRECTOR

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**TENDER NOTICE**

**Patient Kitchen Services**

Sealed tenders in two parts (Technical Bid Part A- and Financial Bid Part –B) are invited for the following services:

Name of Services	Tender fee (Rs.)	Date of availability of Tender document	Date of receipt of Tender	Opening date of Tender	Estimated tender cost.
Patient Kitchen Services	Rs. 1000/- +5%tax i.e. 1050/- (Non-refundable)	From 16/12/2016	14/01/2017	19/01/2017	Rs..... per annum.

**Eligibility of Tenderers: -**

The tenderer should have experience of three years in five preceding financial years (ONWARD 2010) of running patient Kitchen Services for indoor patient in a Hospital of minimum 300 beds OR running a prestigious restaurant of 50 Covers (sitting capacity)/chain of restaurants totaling 50 or more covers (sitting capacity) OR running mess/industrial canteen in a reputed organization/ industries for minimum 200 persons every day on regular basis OR running catering services. The services providers should have annual turnover of Rs. 100 lacs for the minimum three financial years (ONWARD 2010) in five preceding financial years in related field.

All tender form duly filled along with tender fee of Rs. 1000/- + 5% tax i.e. 1050/- (Non-refundable) in the shape of Bank Draft of a Scheduled Bank drawn in favour of Director, SSPH & PGTI, SECTOR 30, NOIDA. No tender form shall be accepted by hand/courier. In this process owing to any postal delay for whatsoever reason, the SUPER SPECIALITY PAEDIATRIC HOSPITAL AND POST GRADUATE TEACHING INSTITUTE, NOIDA shall not be responsible. Incomplete tender in any respect shall be summarily rejected.

The (technical bid) shall be opened at 11.00 AM on 19/01/2017 in the presence of the Tenderers or their authorized representative who want to be present there, and in the event of the said date being declared, a holiday, it shall be opened at the same place and time on the next working day. Those found eligible in the Technical Bid shall be intimated separately regarding opening of the Financial bid.

Tender forms not accompanied by TENDER FEE, EMD and technical Bid or Financial Bid shall summarily be rejected, and technical evaluation of that Tender bid will not be done.

The Director, SSPHP&PGTI, reserves the right to accept or reject any or all the tender bids without assigning any reason thereof.

DIRECTOR

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**IMPORTANT**

The tenderers are advised to go through the following five sections carefully before filling up the Technical Bid (Part-A) and Financial Bid (Part-B).

- |                                                                                  |                      |
|----------------------------------------------------------------------------------|----------------------|
| I. Instruction to Tenderer                                                       | : Page no: 5 to 8    |
| II. General Terms and Conditions for the Successful Tenderer                     | : Page no: 9 to 18   |
| III. Special terms & conditions and scope of work.<br>And performance indicator. | : Page no: 19 to 27  |
| IV. Technical Bid (Part-A)                                                       | : Page no: 28 to 31. |
| V. Financial Bid (Part-B)                                                        | : Page no: 32 to 38. |

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**SECTION-I Instructions to Tenderer**

Technical Bid and Financial Bid of tender document must be sealed in two separate envelopes i.e. Technical Bid should be sealed in envelope "A" and Financial Bid should be sealed in envelope "B" separately. Both envelopes "A" & "B" should be placed together in a bigger envelope "C" and seal this "C" envelope "C". Write "Tender for Patient Kitchen Services" on top of envelope "C". Sealed Tender shall be sent to the Director, SSPHP&PGTI, SECTOR 30, NOIDA. It should be sent by speed post or registered post only so as to reach on or before 14/01/2017 upto 4.00 PM. The tender would be opened on 19/01/2017 at 11.00 AM. All the tenderers or their authorized representatives are advised to attend the opening of tender in the Board Room, Director Office, SSPH&PGTI, SECTOR 30, NOIDA. In case of holiday, the tender will be opened on the next working day at the same time and place. Broadly instructions to tenderers are as follows: -

a. i) The tender is non-transferable.

ii) The tenderer should be registered as a society, Firm or Company. Proprietary Firms are also eligible.

**b. Experience**

- i) The tenderers should have experience of three years in five preceding financial year (ONWARD 2010) of running patient Kitchen Services for indoor patient in a Hospital of minimum 300 beds OR running a prestigious restaurant of 50 Covers (sitting capacity) / chain of restaurants totaling 50 or more covers (sitting capacity) OR running mess/ industrial canteen in a reputed organization/ industries for minimum 200 people every day on regular basis OR running catering services. The service providers should have annual turnover of Rs. 100 Lacs for the minimum three financial years (ONWARD 2010) in five preceding financial years in related field.
- c. The tenderer submitting their tender would be deemed to have read and accepted all the term and conditions of tender. No verbal or written enquiries shall be entertained in respect of acceptance or rejection of the tender.
- d. Only proprietor will sign the tender document in case of a Proprietary Firm. In case of a Partnership firm authorized partner of the firm shall sign the tender documents and attested copy of authorization of such partner shall be enclosed with tender. In case of a Company the tender documents shall be affixed with the seal of the company and signed by such person / persons as may be authorized by the articles of associations of the company and / or a resolution of the board of directors thereof to sign for and on behalf of the company and duly attested copy of the resolution shall be enclosed with tender. The cancellation of any document such as power of attorney, partnership deed, etc. shall immediately be communicated by the Tenderer(s) to the Institute in writing, failing which the Institute shall have no responsibility or liability of any action, taken on the strength of the said documents.
- e. Only Proprietor will sign the Agreement in case of Award of tender to a Proprietary Firm, however in cases of Partnership Firm/Company only legally authorized person will sign the Agreement.
- f. The schedule of rate(s) and quantities should be carefully and properly filled in. All rates should be mentioned in words as well as in figures. *Please note NO Corrections, alterations and overwriting in the Financial Bid will be allowed.*
- g. *Subletting of contract is strictly prohibited.*

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- h. All the pages of the tender documents and supporting documents, annexure/enclosure etc. must be numbered serially, signed and stamped by the tenderer and mention the total number of pages on the Technical bid form at Part-A (Annexure-I).
- i. Only mandatory information and detail are required to be provided with the tender document. If the tenderer desires to provide additional information the same may be provide separately on A-4 size white paper with proper indexing.
- j. Irrespective of the number, only those tenderers who successfully qualify in the Technical Bid will be allowed to participate further in the tendering process.
- k. The employees of SUPER SPECIALITY PAEDIATRIC HOSPITAL AND POST GRADUTE TEACHING INSTITUTE OR their Family members shall not be eligible to participate in the tender process. For the purposes of this clause family members includes only Parents, Spouse, Sons, Daughters and dependent brother and Sister.
- l. All letters posted to the successful tenderer on the address given in tender will be considered to have been delivered. Accordingly, prospective tenderers are advised to write their full & correct postal address.
- m. In the event of withdrawal by a tenderer before the validity of offer, Institute shall have right to forfeit the Earnest Money Deposit EMD.
- n. TENDER SHALL BE REJECTED IF: --
  - I. Any tender received after the prescribed date and time as given in the Notice inviting Tender.
  - II. Tenderer fails to enclose Tender fee.
  - III. Tenderer fails to enclose EMD with Technical Bid Part-A.
  - IV. Tenderer fails to submit Tender fee and EMD on required format as stated in Technical Bid.
  - V. CORRECTION, ALTERATION AND OVERWRITING is found in the Financial Bid.
  - VI. Authenticity of any of the supporting document is found to be fabricated.
  - VII. Tender is sent through courier services or deposited by hand.
  - VIII. Tenderers try to influence any official of the Institute in any manner.
  - IX. Tenderer fails to provide Technical Bid and Financial Bid in separate envelopes.
  - X. Tenderer fails to submit Attested photocopy of Certificate of EPF& ESI Registration certificate.
  - XI. Tenderer fail to submit the required information/ document along with the tender as per the term and condition of the tender document.
  - XII. Tenderer fails to put signature and seal on each page of Technical Bid and Financial Bid.
  - XIII. Tender is found to be incomplete in any respect or sent in unsealed envelope.
  - XIV. Tender is found to be conditional.
- o. The institute reserves its right to cancel or reject in full of in part of all tenders received without assigning any reason in lieu thereof.

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**Instruction for Technical Bid**

**EARNEST MONEY (EMD)**

Earnest money deposit of Rs. 7,50,000 (Rs. Seven Lakhs Fifty Thousand only) only valid for three Months paid in the shape of Bank Draft of a Scheduled Bank, drawn in favour of Director, SSPH & PGTI, SECTOR 30 NOIDA to be enclosed with Technical Bid of the tender. The earnest money will be refunded to unsuccessful bidder with in three month of finalization of tender. The earnest money may be returned back to the Successful Tenderer, after receipt of Security Deposit before signing of the Agreement. EMD in any other format is not be acceptable.

- q. Tenderer should furnish the balance sheets for preceding five financial years duly certified by the chartered accountant showing turnover of the business as stipulated in the tender document.
- r. Duly self-attested Copy of PAN/TAN/TIN as applicable is required to be submitted.
- s. An affidavit duly certified by a Notary that the firm or proprietary concerned or company have never been blacklisted (On given format at Part-A at Annexure- II).
- t. An affidavit duly certified by a Notary that there is no ongoing criminal cases /vigilance enquiry / labour disputes against the firm /partners/ proprietor/ Director of the company and he/she has never been convicted or punished by any Hon'ble Court of Law. (On given format at annexure-III).
- u. Copy of Bank Passbook or Statement of Bank Account from Bank for last six months.
- v. Attested photocopy of certificate of EPF & ESI Registration should be submitted along with number.

**Instruction for Financial Bid**

- w. The tender should quote in figures as well as in the words the amount tendered.
- x. **NO CORRECTION, ALTERATION AND OVERWRITING** in the Financial Bid will be allowed.
- y. The tenderer should ensure that the amounts are written in such way so that interpolation is not possible. No blank spaces should be left.
- z. Tenderer to submit recent minimum wages order issued by labour department as applicable on the date of submission of tender, if man power is stated in the document.
- z(a). The tenderer quoting rates below admissible/applicable minimum wages of the manpower approved by labour department stated in the document will not be considered.
- z(b). Break up/Details of Govt. tax & Levies must be provided.

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- z(c). Tenderer must specify the Service Tax to be paid extra, failing which price will be taken as basic price excluding service tax.
- Z(d). Subjected to sub clause z(b) above tenderer should quote inclusive of all Taxes.
- Z(e). **The tenderers are advised to visit the patient kitchen of the institute before quoting the rates, they may contact Office of Medical Superintendent, SSPH&PGTI, Sector 30 Noida for clarifications, if any.**
- Z(e-i) The institute calculate the standard rates of diets. The rates of different categories of diets has been worked out taking market cost of raw material into account, which are as under-

Diet category	Rates
G1	124.00
G2	119.00
GE	103.00
P1	170.00
P2	145.00
P3	125.00

The above mentioned worked out rates do not include expenses of labour, fuel, disposables, equipment, utensils to be used overheads (taxes/profit etc.) Only cost of raw material has been taken into consideration. under no circumstances rates offered by the service provider below the above mentioned rates shall be accepted by the institute.

- Z(f). Elaborate service tax rates in percentage terms, however same will not be considered in financial comparisons.

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**SECTION-II**

**GENERAL TERMS AND CONDITIONS FOR SUCCESSFUL TENDERER AND PERFORMANCE  
INDICATOR**

- a. Only Proprietor will sign the Agreement in case of Award of tender to a Proprietary Firm, however in cases of Partnership/Company only legally authorized signatory will sign the Agreement. Legal heirs/Nominee of proprietor shall be authorized to continue the services or withdraw the payment if proprietor not alive during the contract.
  - b. The successful Tenderer have to open a current/saving bank account with any nationalized bank in NOIDA within a week time and intimate the A/C no. to the Finance Department, Nodal Department and Contract Cell of the Institute.
2. **THE SUCCESSFUL TENDERER DELIVERABLES.**
- a. The Successful Tenderer shall be responsible for providing Services in the designated area during the time in the day as specified for particular area.
  - b. The Services shall be provided through qualified and experienced personnel for particular service.
  - c. The Successful Tenderer shall present details of personnel through which the Services will be rendered by Successful Tenderer before the Institute of committee identified by Institute for the purpose to assess the suitability of personnel of Successful Tenderer.
  - d. The Successful Tenderer shall pay, salary through Account payee Cheque to the personnel engaged for providing Services and will submit the copy of such cheques to Institute. The value of such Cheques will be the same as has been agreed upon in the agreement under the salary/wages head.
  - e. The Successful Tenderer shall be responsible for issuing the identity card with name and address only with employer name printed on the card to the personnel engaged for providing the Services.
  - f. All personnel deployed for the Services shall wear the dress as specified by the Institute.
  - g. Whenever and wherever the Services are disrupted because of absenteeism of human resource, the Successful Tenderer should have the backup plan and human resource, the Successful Tenderer should have the backup plan and human resource to avoid any disruption to the Services.
3. **Performance indicator:**
- (i) Performance will be judged on the following parameters-
    - a) Attendance and punctuality of personnel deployed to provide Services.
    - b) Status and quality of task performed.

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- c) Number of breakdowns in the Services.
  - d) Inter-personnel and behavioral problem observed.
  - e) Undesirable action observed which may cause of may have caused financial and image loss to the institute.
- (ii) The cost of service will include:
- a) Manpower cost per unit of Services.
  - b) Other expenditures cost.
  - c) The Successful Tenderer charges.
  - d) Government levies. Service Provider is supposed to pay.
4. RESPONSIBILITIES OF THE SUCCESSFUL TENDERER:
- a. The Successful Tenderer shall be liable to provide the Services as provided in Section-3. The Successful Tenderer shall be liable to provide such Services on all working days/shifts and even on holiday.
  - b. Apart from providing the aforesaid Services, as and when called for the Successful Tenderer shall be liable to discharge any other duties which in the opinion of the Institute are within the SCOPE OF WORK of the Successful Tenderer and the Successful Tenderer shall carry out such duties with diligence and care.
  - c. The Successful Tenderer shall be liable to provide speedy and competent services as per the performance benchmark and shall also be liable to deploy the required number of personnel to this effect.
  - d. The personnel engaged or to be engaged by Successful Tenderer shall be employees of the Successful Tenderer and there shall not be any relationship with the Institute, including employer- employee relationship. In any case Successful Tenderer shall be solely responsible for their affair and will be under obligation to comply with the statutory obligations such as EPF, service tax, ESI etc. as and when applicable. These personnel shall have no claim whatsoever, to be treated as employees of the Institute. In the event any such claims made by the personnel of the Successful Tenderer on the Institute, the Successful Tenderer shall be wholly responsible and Successful tenderer shall indemnify the Institute against any such claims, either monetary or otherwise.
  - e. Successful Tenderer shall be fully responsible for any accident or mishap involving personnel engaged by him and any claim made on this part will be paid by the Successful Tenderer. The Successful tenderer shall indemnify the Institute from any claims arising out of accidents or mishaps, disabilities of any nature or death, or arising out of provisions under law or of any other nature in respect of all workers engaged by Successful Tenderer.
  - f. In case the Successful tenderer fails in fulfilling the obligations fully and in time, the Institute shall have the absolute right to take up the work at the Successful Tenderer's

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- cost and risk and recover all such expenses from the amounts due to the Successful tenderer including their Security Deposit.
- g. The Successful Tenderer will be required to post suitable and experienced personnel as may be needed to supervise and guide the personnel for proper completion of the work/Services as per direction of the Nodal Officer of the Institute. The Successful tenderer will undertake the guarantee of their character and also that no criminal cases is ongoing against any of the personnel and supervisor as and when they are employed by him.
  - h. The Successful Tenderer will have to abide by the Minimum Wages Act-1948 and all other relevant and applicable statutory labour and other laws, rules and regulations as applicable in the state of Uttar Pradesh. The Successful Tenderer shall comply with regulation of any statutory authority on any obligation imposed upon him by the authorities or applicable under any law as a result of establishing and running the Services and indemnify the Services under the Agreement to be executed between Institute and Successful Tenderer and shall indemnify the Institute and its officers/employees from any claim or consequences/damages for any lapse or non-compliance thereof. The Successful Tenderer and his assistant and personnel shall be liable to be dealt suitably in the event of infringement of any law. Any liability arising on the Institute as principal employer shall be deducted from the bills of the Successful Tenderer and the full amount shall be recovered from the security deposit and subsequent monthly bill of the successful Tenderer.
  - i. The Successful Tenderer shall be responsible for the conduct of his personnel and in case of any complaint against any staff; the Successful Tenderer shall be under obligation to suitably punish such personnel when instructed orally or in writing by the Nodal office. The Successful Tenderer shall observe all the laws and shall be responsible for any prosecution or liability arising from breach of any of those laws. The Institute shall not be held accountable and responsible on this head with regard to staff on the rolls of the Successful Tenderer whatsoever.
5. CONSIDERATION COMPENSATION: -
- a. In consideration of the Successful Tenderer rendering the aforesaid Services, the Institute shall pay to the Successful Tenderer a consideration amount of Rs..... . The Successful Tenderer shall submit monthly bill to the Institute for the Services rendered by the Successful Tenderer in preceding month.
  - b. The Successful Tenderer shall submit bills complete in all respect in the first week of every month, Subject to any clarification, dispute and difference, the Institute agrees to settle the bills raised by the Successful Tenderer within 30 days from the date of receipt of bills along with proofs of payment under statutory obligation.

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- c. The Successful Tenderer would also fully indemnify any legal and financial liabilities bestowed upon the Institute in respect to the personnel employed/deputed under the Agreement to be executed between Institute and Successful Tenderer.
- d. The Successful Tenderer shall abide by and follow all the labour and other laws enforced from time to time in respect of his staff. The Institute will in no way be responsible for any liability or claim of the personnel employed by the Successful Tenderer. Institute shall be indemnified from any dispute/claim arising out of the work done under the contract by the Successful Tenderer. The Successful Tenderer shall be fully responsible for payment of compensations arising out of accident etc. to their personnel or outside agency deployed by them for fulfillment of the contract. The Successful Tenderer will make full arrangement for safety and security of all such staff.
- e. If at any later date, it is found that the information, documents and certificates submitted by the Successful Tenderer/Contractor are wrong/forged /fake/false or manipulated, tender/contract shall be cancelled and EMD/Security deposit with the Institute shall be forfeited without any claim whatsoever against the Institute. If at any time it is also found that any type of liability/responsibility fixed on the Institute or its employees by any Government or local bodies regarding the tender/contract, the total responsibility will have to be borne by the Tenderer/Contractor.

6. COMPLIANCE OF LABOUR LAWS:

- a. The Successful Tenderer shall comply with all the statues pertaining to Labour Laws which is in force at present or which may come into force in future.
- b. The Successful Tenderer shall agree to maintain employment records in respect of its personnel as required under various Labour Statues, such as attendance register, wage register, bonus register and leave register etc. If Successful Tenderer engages 20 or more personnel in the institute premises, the Successful Tenderer shall immediately obtain required license under the provision of the Contract Labour (Regulation and Abolition) Act,1970.
- c. It will be the sole responsibility of the Successful Tenderer to abide by the provisions of all Labour Laws as to the workers engaged by him for performance of the contract.

7. CONTROL & SUPERVISION OF SUCCESSFUL TENDERER'S PERSONNEL

- a. The Successful Tenderer shall agree that the tenderer in person or thorough the supervisors shall supervise and control the working of all the personnel engaged by him for the purpose of carrying out the obligations under the contract and shall be fully responsible for maintaining discipline, peace, good behavior, appearance of its personnel deployed in the Institute's premises.
- b. In the event of the work carried out by the Successful Tenderer or its personnel is not found satisfactory, the Successful Tenderer upon advice from the Institute shall

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immediately take necessary steps so as to provide prompt and effective services, as per agreed terms.

- c. The Successful Tenderer shall ensure that the personnel engaged by them shall remain on the premises of the Institute as per timing indicated by the Institute. However, prior permission will have to be obtained by Successful Tenderer/its supervisor from the Institute in the event of Successful Tenderer/its personnel being required to remain on the Institute's premises beyond the aforesaid stipulated time and/or on Sunday and fixed Public Holidays for any reasons whatsoever.

**8. DAMAGES TO PERSON & PROPERTY-**

- a. The Successful Tenderer shall insure at its cost all its personnel deployed in the Institute premises, against all accident, (fatal or otherwise) or injuries that may be suffered by them and all claims arising therefrom shall be dealt with by the Successful Tenderer directly and proof of insurance to be submitted to Institute.
- b. The Successful Tenderer shall ensure that the Institute shall in no way be held responsible or liable to meet any claim of the personnel by the Successful Tenderer against any accident and injury etc. suffered by the personnel of Successful Tenderer.
- c. The Successful Tenderer shall indemnify the Institute at all times against all claims for compensation under the provision of any law for the time being in force or in respect of any personnel employed by the Successful Tenderer in carrying out the contract and against all costs and expenditures incurred by the Institute in connection therewith.
- d. The Institute shall be entitled to deduct any amount due for such claims including costs and expenses in connection with such claim, from the money payable by way of consideration as aforesaid.
- e. If in the course of execution of the contract by the Successful Tenderer any damage is caused by the Successful Tenderer or its personnel deployed in the Institute's premises to persons and property of the Institute, the Successful Tenderer shall be liable for the same and indemnify the Institute for such damages. Successful Tenderer shall be liable for the same and indemnify the Institute for such damages. Successful Tenderer shall also render all assistance and cooperation to the Institute with a joint inquiry thereon.
- f. In case of any lapse default and negligence, fraud etc. on the part of the Successful Tenderer or its personnel deployed in the Institute's premises, due to which the Institute suffered any loss, the Successful Tenderer shall be responsible to indemnify the loss and damages to the Institute. However, Institute will be at liberty to recover such losses from him.
- g. The Successful Tenderer shall indemnify the Institute against any action, proceedings, claims or demand of any person(s), or its personnel made against the Institute in respect of Services. The Successful Tenderer shall also indemnify the Institute for any commission or omission or default on the part of the Successful Tenderer, its personnel or agents

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which the Institute may have to pay, incur or sustain by any reasons of any such action, proceeding, claims or demands or otherwise in relation thereto.

9. **Miscellaneous Liability/Responsibility:**

- a. The Successful Tenderer shall not divulge any confidential information and shall ensure that he has been granted license by the institute to enter the premises only for the purpose of carrying out the contractual obligations and not for any other reasons and purpose. It is specifically Made clear to the Successful Tenderer that such license is valid only during the subsistence of the contract and such license shall not be construed to confirm any right on the Successful Tenderer and or for its personnel, including the right to tenancy, sub-tenancy etc.
- b. Any financial liability arising to the Institute under the contract shall be deducted from the bills of the Successful Tenderer and if the full amount is not recovered then the same shall be recovered from the security money of the Successful Tenderer.
- c. The Successful Tenderer and their staff/ personnel shall follow the instructions/direction/orders/rules and regulations of the Institute in the force or as amended from time-to-time by the competent authority of the Institute or officer nominated by the Institute or Nodal officer of the Institute. The Successful Tenderer on the direction of Institute will be under obligation to change the personal immediately.
- d. The Director of the Institute or any officer authorized by the Institute, may review or ascertain and enforce due and proper observance of the laws and rules and regulations. The officer so authorized by the Institute or the Director of Institute, may investigate into any complaint regarding default in terms and conditions of Tender/Agreement committed by the Successful Tenderer.
- e. No party shall be allowed to be represented by legal expert during any investigation, enquiry, appeal or any other proceeding by or before any officer of the Institute against the Successful Tenderer.
- f. The Successful Tenderer shall follow the employment reservation law/order as applicable in Uttar Pradesh Government.

10. **VALIDITY OF TENDER: -**

The initial validity of the offer is 90 days from the date of opening of the technical bid. On the request of the Institute the Successful Tenderer shall increase the validity period subject to maximum 90 days.

11. **COMMENCEMENT OF WORK:**

The Successful Tenderer is required to sign the Agreement and start the work within seven days from signing of the Agreement. In case it is found that the work has not been taken up within seven days from the date of signing the Agreement, the Institute at its sole discretion may cancel the same and forfeit the earnest money deposit or Security Deposit, as the case may be.

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12. **PERIOD OF CONTRACT AND ITS RENEWAL: -**

The contract will be awarded for a period of 03 years from the date of award of work. Initially the contract may be for a period of one year. Thereafter, the contract shall be renewed yearly on the receipt of satisfactory performance report and recommendation for the same, on the written request of the contractor three months before the expiry of the contract or its renewal as the case may be. Each renewal as the case may be. Each renewal of contract shall be made on the same terms and conditions on which initial agreement is entered into. However, the successful tenderer has to continue the work till the time new arrangement is made by the Institute, otherwise the Institute will forfeit the Security Deposit. After expiry the contract the subsequent agreement shall be settled on muscly agreed terms and conditions.

13. **PAYMENT: -**

Payment shall be released against submission of monthly bills in duplicate by the Successful Tenderer for satisfactory performance of work, which shall be certified by the officer designated by the Institute for the said purpose.

14. **TAXES AND DUTIES: -**

- (i) TDS like VAT, Turnover tax, Income tax etc. and other statutory levies as applicable from time to time will be deducted from the bills of the Successful Tenderer.
- (ii) Service Tax levied by the Central Government and specifically asked in price bid, shall be paid on actuals by the Institute subject to the production of documentary evidence for the same by the Successful Tenderer.

15. **SECURITY DEPOSIT: -**

10% of the annual contract value shall be submitted by the Successful Tenderer as security deposit in the form of Bank Guarantee of any Scheduled Bank, in favour of Director, SSPH & PGTI, SECTOR 30, NOIDA, for a period of 42 months within 15 (Fifteen) days from the date of award of bid by the Institute, which shall be refunded over after six months expiry of the contract or its termination whichever is earlier as the case may by, after adjustment of all dues of the Institute for damages of any kind if any. The Institute shall be entitled to claim/adjust any due amount from the said Security Deposit.

16. **NOTICE PERIOD FOR ABANDONMENT OF CONTRACT: -**

Neither party shall be entitled to abandon the contract during initial period of one year. However, if after one year the contract is renewed either party shall be entitled to abandon the contract after serving three-month notice in writing to the other party regarding abandonment of contract. However, the Successful Tenderer given the contract shall have to continue the work even after expiry of the notice period till an alternative arrangement is made by the Institute.

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17. **TERMINATION OF AGREEMENT: -**

After giving opportunity of being heard to the Successful Tenderer, Institute may terminate/cancel the Agreement on the following grounds: -

- i. Breach of any or all terms and conditions of the Agreement.
  - ii. Non-performance or unsatisfactory performance of work executer by the Successful Tenderer.
  - iii. If at any time document or-information furnished with tender is found forged or fabricated during the subsistence of the contract.
  - iv. The Successful Tenderer fails to maintain adequate records of its activities as refuses access to the Institute, to such records.
  - v. The Successful Tenderer submits to the Institute materially false or incorrect reports.
  - vi. The Successful Tenderer fails to observe agreed service standards or fails to provide Services in conformity with Institute instruction or procedures.
  - vii. The presentations and declarations made by the Successful Tenderer before entering into the Agreement with regards to its performance of Services, functions etc., are found to be false and misleading.
  - viii. The successful tenderer goes into liquidation or is wound up or dissolutions proceedings are initiated.
  - ix. If liquidator or Receiver is appointed to take possession of undertaking business or assets of Successful Tenderer.
  - x. Changes in the ownership or Management of the Successful Tenderer.
- Notwithstanding to any provision of the contract, if the contract is terminated by the Institute, and the Institute has to award the work to other party on higher rate, the Successful Tenderer has to compensate the difference of cost for entire remaining period of contract to the Institute.

18. **ASSIGNMENT: -**

Successful Tenderer shall have no right to assign, transfer or sublet the Contract arising out of this Tender.

19. **GOVERNING LAW: -**

The law of India shall apply to the contract arising out of Tender.

**The Courts of NOIDA shall have exclusive jurisdiction in all matters arising out of the contract.**

20. **ACTS OF GOD & OTHERS: -**

Neither party of the Agreement shall be responsible for any delay in performance of any terms and conditions hereunder to the extent delay is caused by fire, explosion, war, act of God or any other cause beyond their control.

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21. **SETTLEMENT OF DISPUTE AND ARBITRATION: -**

- (i) In the event of any dispute or difference between the parties relating or concerning to the interpretation of the contract or any alleged breach thereof or any matter relating to the contract, the same shall be settled by the parties as far as possible by mutual discussions and consultation between themselves. The dispute shall be so settled whether the same has arisen during the subsistence of the contract or thereafter.
- (ii) In the event of any dispute or differences arising in connection with the agreement whether during the subsistence of the contract or thereafter not being settled in aforesaid manner, the matter shall be referred to the Director, SSPHT & PGTI, NOIDA or his nominee not below the rank of Professor for arbitration whose decision shall be final and binding on the parties. The proceedings before the arbitrator would be governed by the provisions of the ARBITRATION AND CONCILIATION ACT, 1996. Place of arbitration shall be NOIDA.
- (iii) During the proceeding of any in house investigation or inquiry it shall not be open to either of the parties to be represented through a lawyer.

22. **SPECIAL CONDITION: -**

Notwithstanding anything contained in this Tender Document, Special Terms and Conditions mentioned in Section-III shall be prevail over the General Terms and Conditions mentioned in Section-II of this Tender Document.

23. **STAMP DUTY: -**

Stamp duty leviable on Agreement shall be borne by the Successful tenderer.

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**ACCEPTANCE**

I..... son of .....  
resident of ..... who is Proprietor/Partner /Director of M/s  
..... Have read and  
understood the contents of the foregoing paragraphs with sound mind and without any  
pressure from any quarter. If any document of information furnished with tender is found  
forged or fabricated at any time, the Institute has full right to forfeit my/our EMD and  
Security Deposit and cancel agreement.

I am putting my signature and seal of the organization, as a token of acceptance  
to the above.

Signature  
Name  
Designation  
Seal

Date

Place

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**SECTION-(III)**

**SPECIAL TERMS AND CONDITION AND SCOPE OF WORK PERFORMANCE INDICATOR**

1. **Escalation:** - No escalation will be given in first year. However, for 2<sup>nd</sup> year the escalation in labour rates as per minimum wages act, and material cost as per R.B.I. Index, Government tax and levies will be applicable during currency of contract, and will be increased by institute accordingly. No other increase shall be considered on any other account during the substance of the contract, even if the contract is extended beyond the stipulated time. Institute may consider upto 10% escalation.
2. Rates quoted by the Service Provider shall be inclusive of all tax (excluding Service Tax) and other Government levies, if any. If in future any new tax be implemented on these services, institute shall be reimbursing the same.
3. In the event of violation of any terms and conditions, the Institute shall be at liberty to impose penalty of maximum up-to rupees 5000/- for each incidence of violation at a time plus actual cost of deficiency/loss as well as issue of a warning on the recommendation M.S./C.N.O./Director. The penalty imposed shall be deducted from the monthly bill of the Successful service provider.
4. That the if service provider fails to carry out the jobs enumerated in the agreement on any particular day, it shall be open for the Institute to get the job done from alternative source on behalf of the Service provider and all expenses/cost accrued thereof shall be recovered by the Institute from the bill/security of the Service provider.
5. That the Successful Service provider shall be at liberty to choose his work force from time to time subject to ensuring desired quality and quantum of services. The Successful Service provider will deploy experienced and skilled cook, service boys or helper (at least 10<sup>th</sup> pass), sanitary workers as hygiene, discipline, etiquettes etc.
6. That Successful Service provider shall provide to each worker two sets of uniform (coat, shirt, trousers, cap and hand towel) yearly, out of which first set of Uniform shall be provided within two weeks (14 days) from the date of commencement of the contract. The successful service provider will also provide proper identity card to each of his employees.
7. That the Successful Service provider shall get medical fitness done for each of his employee from Institute at the time of commencement of work and thereafter every six months, /or in between if any new staff joins, NO staff shall be allowed to work without medical fitness. All the expenses for such medical fitness shall be borne by the Successful Service provider. The 1<sup>st</sup> bill and every six monthly bill shall be processed for payment,

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only when the Successful Service provider shall submit a medical fitness of each of his/her employee The Successful Service provider shall approach Institute's General Hospital for medical examination/fitness of his staff.

8. That Successful Service provider shall daily check personal hygiene of every worker at the time of daily attendance, and shall maintain a record of each day about the worker hygiene viz. appearance/grooming, cleanliness of body, hair nail, uniforms and/ or having any sore or suffering from any communicable disease.
9. That Successful Service provider shall further ensure that his workers must wear neat & clean and well-ironed uniform.
10. That Successful Service provider shall engage suitable skilled and qualified manpower and deploy separate service boy for Private ward and General Ward services. The food of private ward will be properly warmed in the ward pantry prior to serving on a tray to each room. The Service Provider has to keep following suitable skilled and qualified minimum manpower required for the purpose of rendering kitchen dietary services:

a) Manager-01

Qualification: 3 years Degree/Diploma in hotel management and five years' relevant experience.

Duties: Overall responsible for food preparation and service. Day to day coordination with the dieticians/Institute Authorities. Purchase of raw material as per specifications, storage and issuing as per requirement. Making of duty roster for the staff engaged for food production and service. Liason with indoor patients for food quality, service and complaints.

b) (i) Supervisors- 01 (For Food Production)

Qualification: One-year diploma/Certificate in Food production and 3 years relevant experience.

Duties: To assist manager for day to day working. Collection of food indent from ward. Indenting of raw material. Supervision of Cooks and Helpers engaged in food preparation. To ensure preparation of various meals at right time. Special attention to the preparation of therapeutic special feed. Portion control of food items for each ward. Packing of meals as per specification. To ensure timely departure of food trolleys. To ensure cleanliness in the kitchen premises, washing of utensils and proper disposal of kitchen waste. To coordinate among the kitchen staff to provide best services.

(ii) Supervisors- 01 (For food and Beverage Service)

Qualification: One-year diploma/Certificate in F & B service and 3 years' relevant experience.

Duties: To assist managers in day to day working. Overall supervision of food and beverage service in the wards. To ensure timely service to the patient. To ensure right

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quality and quantity of food and beverage is being provided to each patient: Special emphasis for private ward patient with personal attention and curtsey. To ensure that meals are served warm or hot/cold as the case may be. To ensure removal of soiled utensils/ food trays from the wards. To coordinate among the kitchen staff to provide best services.

c) (i) Store Keeper-01

Qualification: Graduate and 2 years' relevant experience.

Duties: Timely purchasing of raw material, vegetable, milk, curd, eggs etc. as per the specification. To ensure proper storage of raw material (Perishable and Non-perishable material) as per the given specification.

(ii) Store Helper- 01

To assist Store Helper.

d) (i) Cooks- 1 + 1 (two shifts) Preparation of food for Private Ward

1 + 1 (two shifts) Preparation of food for General Ward

Qualification: Minimum 10<sup>th</sup> pass and 3-year experience in bulk cooking.

Duties: To prepare food as per specification and requirement within scheduled time. To maintain cleanliness and hygiene standard in their working areas.

(ii) Masalachi/ Kitchen Helper- 2 + 2 (Two shifts) will assist Cook of General Ward

Qualification: Minimum 10<sup>th</sup> pass and one-year relevant experience.

Duties: To assist cook for pre preparation work of food. To clean cooking utensils, equipments and other soiled food trays/utensils.

e) Service Boy- 2 +2 (01 per shift per General ward)

Qualification: Minimum 10<sup>th</sup> pass and one-year relevant experience.

Duties: - To serve food and beverage to the patients in the wards as per the guidelines mentioned in the indent slip/dietician's slip and other assigned miscellaneous work in the kitchen/pantry. To remove soiled utensils from the ward as soon as the meals session is over. To report respective supervisors.

f) Sanitation Workers: 1 + 1 (Two shift)

Duties: Cleaning of entire kitchen premises in hygienic conditions all the time.

11. That the successful Service Provider shall take over working space, store, cold room, equipments, gadget, utensils, LPG fitting & manifold room, domestic burners etc. for main patient kitchen as well as for private ward pantry on "as is where is" basis. Successful Service provider shall also ensure regular preventive maintenance i.e. timely servicing and overhauling, complete repairing or replacement of parts in case of any breakdown in any gadget, and keep them functional all the time. In case where equipment has been sent for repair outside, the Successful Service provider will provide stand by equipment of gadget so that the services are not hampered

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and all the expenses for such arrangements shall be borne by Successful Service provider. The successful Service provider shall ensure provision of commercial LPG Cylinders at his own expenses. In addition to the equipments already provided by the Institute, the successful service provider has to procure some more essential equipment so as to serve more efficient and effective manner. The following equipments will be required to be procured by the successful service provider.

a. Chapatti Making machine	01
b. Induction Cooking Plate with cooking utensils	05
c. Wet Grinder (Heavy Duty Commercial)	02
d. Electrical Mixture (Commercial)	01
e. Chopping Board with knife	10
f. Domestic Mixture Grinder Juicer	05
g. Large Assess tub (To be used for soiled food trays/utensils)	10
h. Machine for washing utensils	02

The successful service provider has to take approval from Institute for the specification of the above mentioned equipments prior to proceed for their procurement. The kitchen equipments/utensils which may be require in future for smooth operation of services shall also be brought by the successful service provider as and when needed.

12. That successful Service Provider shall always maintain a high level of cleanliness and hygiene of the kitchen premises, fixture, fittings, offices equipments and gadgets, worker's toilet kitchen surroundings, ward pantry etc. and will further insure that there are no flies, cockroaches, insect's bad odour/ foul smell in the working area. Successful service provider should further ensure timely and frequent disposal of garbage and trash as soon as it is generated, Dumping of garbage in work area shall not be allowed at any cost, Successful Service provider shall ensure that kitchen and pantry shall remain presentable all the time. Garbage dumping area is located about ½ kilometers from kitchen: therefore, Successful Service provider shall keep rickshaw trolley or other trolley for transporting of garbage from kitchen to garbage dumping area.
13. That the Successful Service provider shall provide Quality Disposables (like paper napkin to be given with every meal, thermacol disposable cups with lid for tea, sprouts, high protein etc. disposable spoon for high protein and sprouts, aluminum foil for roti and bread slice, sandwiches etc.) further ensure printing on disposables that Therapeutic Dietetic Provision "SSPH & PGTI"

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14. That Successful Service provider shall provide food grade stainless steel water/beverage tumblers to all patients for service of milk and water.
15. That Successful Service provider shall provide bone china crockery & S.S. cutlery i.e. full plate, half plate, cup & saucer and soup bowl and glass tumblers, desert spoon, tea spoon & forks etc. for Private Ward's patients.
16. That Successful service provider shall provide Food in casseroles presented in a proper service tray, for private room service.
17. That for general ward food service, Institute is having compartment food tray All the available trays shall be handed-over to the Successful Service provider. If These would be less that requirements, the Successful Service provider shall procure the same of his own expenses and use them for patients as and when needed.
18. That the services of the Successful Service provider for this purpose shall be open as per the requirement of the Institute for all 365 days of the Year, including SUNDAY and HOLIDAYS. Meals Service Timing will be as – Bed Tea- (6-7 AM), Breakfast (08:00 AM), Mid- Morning Snacks (10:30 AM), Lunch (1:00 PM), Evening Tea (4:30 PM), Dinner (08:00 PM), and shall be strictly followed by the Successful Service provider and his staff. If any patient is under clinical investigation or otherwise engaged or request made by patient or doctor or nurse/dietician for particular time for meal service that shall be honored by the Successful Service provider and his staff, and Successful Service provider shall ensure meal is served to those patient accordingly (both General Ward and Private ward).
19. That Successful Service provider shall ensure that meals are freshly prepared and are served warm or hot/cold as the case may be. He will further insure that packed food items mentioned in the diet schedule (i.e. Milk, butter, jam fruit juice, curd biscuit, tea, sugar etc.) shall be served packed to the patients.
20. A sample of each meal to be served to the patient should be preserved by the service provider in a covered tray/Tiffin which will be kept with Dietician for the purpose of afterward inspection (if required) for the quality of food already served to the patients. The Successful Service provider shall ensure that meals must be served with etiquette to each patient at his bedside. Service boy must collect food trays and utensils from patient's bed side and shall keep the tray in the pantry or in the trolley or collection tub. If food trays are found lying anywhere in the ward floor, a penalty of rupees 2000/- collections from bedside by the service staff, Successful Service provider must deploy professionally educated supervisors during food service.
21. That the manpower engaged by Successful Service provider to carry out the contract/agreement shall strictly be the workers of the Successful Service provider and the Successful Service provider shall strictly be the workers of the Successful Service provider and the Successful Service provider shall strictly abide by the provisions of labour laws and rules/orders applicable in respect of labour from time

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to time. Compliance to provision of labour laws will be the sole responsibility of the Successful Service provider. If any Complaint/ grievances /dispute will arise in respect of his/her workers, Successful Service provider shall be solely responsible/accountable/answerable to legal/regulatory authority directly. Institute and Institute authority shall not be responsible/ answerable/ accountable for any dispute between Successful Service provider and his workers”.

22. That the Successful Service provider and his staff shall abide by all the rules, instructions and orders issued by Medical Superintendent of Institute (hereinafter referred as Medical Superintendent) from time to time.
23. That the Successful Service provider or his representative shall take daily instructions from Dietician/Assistant Dietician on duty regarding meals and comply with the same and report back for compliance on a daily basis. A daily instruction register will be maintained by the manager of the service provider which will be produced whenever asked for by the Medical Superintendent.
24. Institute shall not compromise for quality and quantity of ingredient, hygiene etc. at any cost. The Successful Service provider shall use FSSAI, FPO, ISO/ISI marked food items. Grocery spices, fruits and vegetables will be procured from Big Bazaar, EASY DAY (Wall mart), Spencer, Hypermart etc.
25. The hospital will also introduce HIS (Hospital Information System) for Hospital Dietary services system in near future through which indenting and verification of various diets from ward as per requirement shall be carried out on line. The successful service provider has to cooperate in the implementation of HIS system in the hospital so that patient dietary service to be run accordingly.
26. Service tax, if applicable shall be paid on actual by the Institute subject to production of documentary evidence i.e. challan of deposit in the bank/statement of service tax account submitted to the service tax authorities against the receipt of payment received from the Institute by the successful service provider. In case the bidder does not provide the details of service tax on Price Bid, Institute would not be responsible for paying/reimbursing the same.
27. That Successful Service provider will submit last monthly bill in triplicate for payment before the 3<sup>rd</sup> of each next month to the Medical Superintendent, against the number of diets and extra diets supplied during the month along with other documents (i.e. Monthly Summary of Diets Supplied bills/receipts related to purchases done for perishable and non-perishable and non- perishable raw material and other food items during the last months, wage payment statement, EPF & ESI deposit challan with nomination for employee wages, EPF & ESI. Service Tax challan, deposited in the bank or statement of service tax account submitted to service tax authority of previous month).

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28. That the Medical Superintendent or committee or individual authorized shall see the compliance of all the terms and condition and record the violations of terms and conditions on file, if any, and against each violation Medical Superintendent. The bill shall be forwarded to Finance Department of Institute (hereinafter referred to "Finance Department") for payment.
29. Finance Department shall make the payment to the Successful Service provider as per Agreement after deduction of Income Tax or other taxes as applicable, penalty (if any) & other statutory levies from each bill as per rules.
30. Successful service provider will be required to place a display board at appropriate locations in each ward indication entire diet schedule of all categories so that patients are aware of their diet quality and quantity.
31. The payment to the Successful Service provider shall be made by Institute by 15<sup>th</sup> of each Month if the Successful Service provider would submit the bill with all necessary documents by 3<sup>rd</sup> of each Month. The wages will be payable by successful service provider to the worker upto 7<sup>th</sup> day of every month without waiting for the payment of bill to the successful service provider by the institute. If the successful service provider fails to do so a fine of Rs. 1000.00 (Rs. One thousand) per day will be imposed on the successful service provider.
32. **The Institute may look for any amendment** (addition/deletion/modification) **in the quality and quantity of the patients' diets** at any point of time point of time during contract period with mutual consent. In case of deficiency of occupancy of the patients, the Institute shall consider minimum payment of 75 patients per day for the purpose of maintaining the standards of diets, Rates shall be charged as the rates quoted for G-1 diet.
33. Successful Service provider/ or his staff will not be allowed to take any direct feedback from patients/Nurses /or Doctor on any feedback from or register. If Successful Service provider is found to indulge any such activities the contract shall be considered for termination.
34. Dieticians/Nurses/Clinicians may record their feedback about food quality and quantity or complaint (if any) on the day's diet indent. If there is any complaint, the Successful Service provider and his staff shall immediately bring this complaint to the notice of Kitchen Monitoring Committee Depending on violation of agreement clauses, and seriousness of mistake/lapse/fault, a penalty of Rs 1000/- shall be imposed by Medical Superintendent and same shall be deducted from Successful Service provider's monthly bill.
35. The Successful Service provider shall work under administrative control of Medical Superintendent and all the correspondence related to the agreement shall be addressed to the Medical Superintendent only.

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36. The Successful /Service provider or its staff will not enter into any dispute with the staff of the Institute and shall maintain all the discipline and conduct norms as lay down by the Institute and will not indulge in any such activity that may be detrimental to Institute's reputation. Disputes if any will be resolved as stated in the agreement.
37. Certificate if any, to the Successful Service provider shall be issued by the Kitchen Committee. on the basis of compliance of all terms and conditions of the agreement or after the performance reviewed by the Kitchen Monitoring Committee of the Institute.
38. That the Institute shall not be responsible in any way for spoilage/damage/theft/breakage of Successful Service provider's property or raw material, kept in Institute's premises.
39. The performance of service provider of patient dietary services shall be inspected/verified by the Institute authorities as per the flow chart placed at **Annexure 1**.
40. No. of diet served during the year 2017 has been placed at **Annexure B** of financial bid, so that prospective bidder can assess the actual load of different categories of diet being served and also able to quote their best price accordingly. The position of lowest bidder (L1) shall be worked out on the basis of diets served during the year 2017.
41. The prospective bidders are also expected to visit patient diet kitchen premises of the Institute so as to understand the equipments/utensils currently being used for the preparation of diets and also the work load involved for this contract. This would help them to offer best rates for the entire job.

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**ANNEXURE-I**

**FLOW CHART FOR PATIENT DIETARY SERVICES INSPECTION/VERIFICATION SYSTEM**

S.NO.	PROCESS	Action By Service Provider	Scope of work Agreement para no.	Inspection/ Verification by
1.	Staffing	To recruit qualified staff according to the requirement as defined in the agreement		Kitchen Monitoring Committee
2.	Medical Examinations/ Fitness Staff	To be done from Institute's General Hospital		M.S/Kitchen Monitoring Committee
3.	Uniform/Identity card	Two sets per year- coat, Shirts, trouser, cap, hand tower/napkin. Identity card to each worker.		M.S/Kitchen Monitoring Committee
4.	Personal Hygiene of Staff	To check appearance/ grooming, body cleanliness, hair, nail, uniform/Identity Card, any communicable disease etc.		Dietician
5.	Hygiene in kitchen premises and ward pantry	Regular and periodical cleaning of area by Sanitation staff.		Dietician
6.	Kitchen Equipments, Utensils, crockery, cutlery, disposable etc.	Take over from Institute on 'as is where is' basis and its regular maintenance. Additional requirement to be met. Disposable to be provided.		Dietician
7.	Purchasing of raw materials (Perishable and Non-perishable).	Purchasing as per specification Source: EASY DAY, Big Bazaar, Spencer, Mother Dairy/Amul.		Dietician
8.	Storage of raw material (Perishable and Non-perishable).	To Store in space/room, cold room, refrigerator etc. provided in the kitchen premises.		Dietician
9.	Indenting of Diets from Ward Through H.I.S.	Collection of daily diet requisitions from ward on line		Sister In charge/ward in charge
10.	Receiving of Raw material from Kitchen Store as per Diet Indents.	To issue raw material as per specification and requirements.		Dietician
11.	Food preparation	Cutting & washing of vegetables, cleaning of raw material, cooking of food as per specification. Distribution of food for wards as per request.		Dietician
12.	Food servicing	Service as per scheduled time. To serve warm or hot/cold as the case may be. To serve food in right quantity/portion to each patients. Clearance of soiled food trays/utensils.		Dietician
13.	Satisfactory report of successful service of indented diets.	To be verified after the service of indented diets.		Sister In charge/Ward in Charge/Dietician (to be submitted to CMS/Director on weekly basis)

**Note: All above process and action thereof by the service provider shall be inspected/verified by the institute on a proper register to be maintained and documented by the Institute/Service Provider.**

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Section IV

Annexure-I

**TECHNICAL BID-PART-A**

S.NO.	Particulars	Details	Page no.
1.	Name of the Tenderer		
2.	Type of Firm Proprietorship/Partnership Firm/Pvt. Ltd/Company/Society Enclose relevant deed		
3.	Name of Proprietor/Partners/Director Enclose separate sheet		
4.	Name and Address of the person legally authorized to sign Agreement, in case of Partnership Firm/Company.		
5.	Local Address		
6.	Permanent Address:		
7.	Telephone no. (Head/Local office) Mobile No. Fax No. /E-mail		
8.	<b>Experience:</b> The tenderer should have experience of three years in five preceding financial years (ONWARD 2010) of funning patient Kitchen Services for indoor patients in a Hospital of minimum 300 beds <b>OR</b> running a prestigious restaurant of 50 or more covers (sitting capacity) <b>OR</b> running mess/industrial canteen in a reputed organization/ industries for minimum 200 persons every day on regular basis <b>OR</b> running catering services. The service providers should have annual turnover of Rs. 100 lacs for the minimum three financial years (ONWARD 2010) in five preceding financial years in related field.		
9.	Earnest Money of Rs 7.50 lakhs /= Bank Draft No. Date Banker's Name:		
10.	Registration Certificate of Service Tax		

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11.	Registration Trade Tax		
12.	Registration Certificate of EPF		
13.	Requirement as per scope of work		
14.	Registration Certificate of ESI		
15.	Details of Bank Passbook/Statement of Bank A/C for last six month.		
16.	License from Food Safety and Standard Authority of India		
17.	Balance sheets for last five years duly certified by the chartered accountant showing clearly turnover of business for Rs. 100/- lacs/annum <b>On separate sheet</b>		
18.	An affidavit duly certified by a Notary that the firm or proprietary concern/company has never been blacklisted. [Annexure-II]		
19.	An affidavit duly certified by a Notary that there is no ongoing Criminal case/vigilance enquiry Labour disputes against the firm/Partners/proprietor /Director of the company and he/she has never been convicted or punished by any Hon'ble Court of Law. [Annexure-III]		
20.	Copy of resolutions is submitted for authorization of signatory to sign the tender along with name and designation.		
21.	Details of all enclosures on notarized affidavit		
22.	Total No. of Pages of Tender Documents, annexures and enclosures.		

Note: All the pages of Tender documents and its enclosures must be numbered and signed with stamp. Page number column is mandatory and if it is not filled then bid is liable to be rejected.

Tenderer

Signature of the

With address and Seal

**For Office Use**

SUPER SPECIALITY PAEDIATRIC HOSPITAL & POST  
GRADUATE TEACHING INSTITUTE SECTOR- 30 NOIDA,  
GAUTAM BUDH NAGAR U.P

**Annexure-II**

**Technical Bid Part-A**

I..... s/o.....resident  
of.....  
owner/Partner/Proprietor/Director of M/s ..... having its  
registered office at ..... Do hereby solemnly affirm and  
declare the following: -

That our Firm/ organization/company namely M/s ..... Has never been  
black listed by any of our clients or by any government department.

Deponent

**Verification**

Verified at ..... on the ..... date ..... That the contents  
of the above affidavit are true and correct to the best of my knowledge and belief.

Deponent

SUPER SPECIALITY PAEDIATRIC HOSPITAL & POST  
GRADUATE TEACHING INSTITUTE SECTOR- 30 NOIDA,  
GAUTAM BUDH NAGAR U.P

Annexure-III

**Technical Bid Part-A**

**Affidavit**

I ..... s/o ..... resident of .....  
Owner/Partner/Proprietor/Director of M/s ..... having its  
registered office at ..... do hereby solemnly  
affirm and declare the following: -

That there is no ongoing criminal case/ vigilance enquiry / labour dispute against the firm/  
organization/ company or its owners/ proprietors/ director and he/she has never been convicted  
by any Hon'ble Court of law.

Deponent

**Verification**

Verified at ..... on the ..... date ..... that  
the contents of the above affidavit are true and correct to the best of my knowledge and belief.

Deponent

SUPER SPECIALITY PAEDIATRIC HOSPITAL & POST  
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GAUTAM BUDH NAGAR U.P

**FINANCIAL BID**

G-1 DIET		
MEAL	MENU/ITEMS	Rates in Rs.
BED TEA 6:00-7:00am	1 cup tea + 4 biscuits (packed)	
BREAK FAST 8:00-8:30 am	Milk 200 ml packet + 1 sachet of Sugar, 4 Bread Slice (Big Size- weight of each slice 30 Gram) Britannia / Perfect 10 Gram Butter Amul (packed) and 10 gram jam (Packed) Kissan / Delmonte rapped in alumni foil/ butter paper then to be served.	
MID MORNIG 10:00 am- 11:00am	Fruit juice 200 ml (Tetra Pack) to all patient on Normal G1 diet, BUT FOR DIABETIC PATIENTS – Sprout and Fruit as per quantity mentioned in annexure – 10 financial bid OR for other items as per direction of Dietician	
LUNCH 1:00-1:30 pm	Roti-4, Dal-2 Serving, Rice 2 Serving, Curd 100 ml/gm packet Vegetable Dry 2 Serving, Salad gram 150gm + ½ Nimbu, 2 Serving additional green leafy vegetables to DIABETIC PATIENTS only (FOR DIABETIC PATIENT) quantity shall be as per direction of Dietician	
EVENING TEA 4:30 pm	One Cup Tea+ 4 Biscuits (packed) BUT FOR DIABETIC PATIENTS – Roasted gram as per quantity mentioned in annexure- 10 of financial bid OR as per direction of Dietician	
DINNER 8:00 pm	Roti-4 Dal (Moong Dhuli/Moong Chilka/Red Masoor)-2 Serving, Rice 2 Serving, Curd 100ml/gram packed Vegetable Dry 2 Serving, Salad 150 gm+ ½ Nimbu, serving additional green leafy vegetables to Diabetic patients only.	
Total Rs.		

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G-2 DIET		
MEAL	MENU/ITEMS	Rates in Rs.
BED TEA 6:00-7:00am	1 cup tea + 4 biscuits (packed)	
BREAK FAST 8:00-8:30 am	Milk 200 ml packed+ 2 sachet of Sugar, 4 Bread Slice (Big Size Amul /Perfect - weight 30 Gram of each slice) Amul 10 Gram Butter (packed) and 10 gram jam Kissan / Delmonte (Packed).	
MID MORNIG 10:00 am- 11:00am	Fruit juice 200 ml (Tetra Pack) FOR DIABETIC PATIENTS – Sprout and Fruit as per quantity mentioned in annexure – 10 financial bid or as per of direction of Dietician.	
LUNCH 1:00-1:30 pm	Khichdi 3 Serving , Curd 100 ml/gram Packed, Vegetable (Tender cooked with controlled fat and spices) 2 Serving,+ ½ Nimbu, 2 Serving additional green leafy vegetable to Diabetic Patients only.	
EVENING TEA 4:30pm	One Cup Tea+ 4 Biscuits (packed)	
DINNER 8:00pm	Khichdi 3 Serving , Curd 100 ml/gram Packed, Vegetable (Tender cooked with controlled fat and spices) 2 Serving,+ ½ Nimbu, 2 Serving additional green leafy vegetable to Diabetic Patients only.	
Total Rs.		

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G-3 DIET		
MEAL	MENU/ITEMS	Rates in Rs.
BED TEA 6:00-7:00am	1 cup tea	
BREAK FAST 8:00-8:30 am	200 ml Milk packed with 2 sachet of Sugar and 10 gram Protein concentrate power (Protinex or Threptin Micomix or Resource High )	
MID MORNIG 10:00 am- 11:00am	Fresh Fruit juice 200 ml (Tetra Pack FPO Certified and branded)	
LUNCH 1:00-1:30 pm	Soup one Bowl, 400 ml Milk packed (200 ml x 2 packet) 2 sachet of Sugar and 10 gram Protein concentrate power (Protinex or Threptin Micomix/Resource etc)	
EVENING TEA 4:30pm	Tea-1 cup tea	
DINNER 8:00pm	Soup one Bowl, 400 ml Milk packed (200 ml x 2 packet) 2 sachet of Sugar and 10 gram Protein concentrate power (Protinex or Threptin micomix/Resource etc.)	
Total Rs.		

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P-1 DIET		
MEAL	QUANTITY	Rates in Rs.
BED TEA 6:00-7:00am	1 cup tea + 4 biscuits, (packed)	
BREAK FAST 8:00-8:30 am	4 toast/ bread, 10 Gram butter Amul (packed) 10 Gram jam Kissan / Delmonte (packed), 5 Gram cheese/ or ONE Egg (boil or raw)/ or 20 Gram Fresh Paneer, 20 gram cornflakes (or oat meat) and 200ml milk packet, 1 Sachet of Sugar	
MID MORNIG 10:00 am- 11:00am	200 ml Fresh Fruit juice BUT FOR DIABETIC PATIENTS – Sprout and Fruits as per quantity mentioned in annexure- 10 of financial bid OR for other items <u>as per direction of Dietician</u>	
LUNCH 1:00-1:30 pm	Vegetable Soup one bowl, 4 Roti , Dal 2 Serving, Dry vegetable 1 serving, Green vegetable gravy wall 1 Serving, paneer preoaration-1 Serving (40 gram Paneer), Curd 100 ml/gram packed, Rice 2 Serving, salad- 150 g with ½ Nimbu, Dessert 1 serving.	
EVENING TEA 4:30pm	Tea-1 cup, Vegetable sandwich One or/ sprouts / one serving + 4 Biscuits.	
DINNER 8:00pm	Vegetable Soup one bowl, 4 Roti , Dal 2 Serving, Dry vegetable 1 serving, Green vegetable gravy wall 1 Serving, paneer preoaration-1 Serving (40 gram Paneer), Curd 100 ml/gram packed, Rice 2 Serving, salad- 150 g with ½ Nimbu, Dessert & serving.	
Total Rs.		

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P-2 DIET		
MEAL	MENU/ITEMS	Rates in Rs.
BED TEA 6:00-7:00am	1 cup tea + 4 biscuits, (packed)	
BREAK FAST 8:00-8:30 am	4 toast/ bread Britannia/ Perfect, 10 Gram butter Amul (packed), 10 Gram jam Kissan / Delmonte (packed), 10 Gram cheese, 20 gram cornflakes (or oat meal) and 200 ml milk packed, 1 Sachet of Sugar.	
MID MORNIG 10:00 am- 11:00am	Fruit juice 200 ml (Tetra Pack) or FOR DIABETIC PATIENTS – Sprout and Fruits as per quantity mentioned in annexure- 10 of financial bid or as per direction of Dietician.	
LUNCH 1:00-1:30 pm	Vegetable Soup one bowl, Khichdi 3 Serving ,Curd 100 ml/gram Packed, Vegetable 2 Serving (Tender cooked with controlled fat and spices) paneer preparation- 1 Serving (40 gram Paneer) one nimbu, desert 1 Serving.	
EVENING TEA 4:30pm	Tea-1 cup, Vegetable sandwich One + 4 Biscuits.	
DINNER 8:00pm	Vegetable Soup one bowl, Khichdi 3 Serving ,Curd 100 ml/gram Packed, Vegetable 2 Serving (Tender cooked with controlled fat and spices) paneer preparation- 1 Serving (40 gram Paneer) one nimbu, desert 1 Serving.	
Total Rs.		

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P-3 DIET		
MEAL	MENU/ITEMS	Rates in Rs.
BED TEA 6:00-7:00am	1 cup tea	
BREAK FAST 8:00-8:30 am	200ml milk packed, 1 Sachet of Sugar and 10 gram Protein concentrate powder (Protinex or threptin micomix or Resource High)	
MID MORNIG 10:00 am- 11:00am	Fruit juice 200 ml (Tetra Pack FPO Certified and branded).	
LUNCH 1:00-1:30 pm	Soup one Bowl, 400 ml Packed Milk (200ml x 2 packet) with 2 sachet of Sugar and 10 gram Protein concentrate powder (Protinex or threptin micomix / Resource etc).	
EVENING TEA 4:30pm	1 cup tea.	
DINNER 8:00pm	Soup one Bowl, 400 ml Packed Milk (200ml x 2 packet) with 2 sachet of Sugar and 10 gram Protein concentrate powder (Protinex or threptin micomix / or protinex / or resource etc) + Fruit Juice 200 ml.	
Total Rs.		

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THERAPEUTIC SPECIAL FEED				
S.No.	Diet	Ingredients	Quantity	Rates in Rs.
1	Elemental Feed	Protein Concentrate Glucose Refined Oil Water	50 Gram 120 Gram 25 Gram 950 MI	
2	Gut Feed	Protein Concentrate Glucose Refined Oil Water	50 Gram 200 Gram 2 Gram 950 MI	
3	High Protein	Toned Milk Sugar Skimmed Milk Protein Concentrate Corn flour	150 MI Packed 15 Gram 15 Gram 10 Gram 05 Gram	
4	Renal Feed	Toned Milk Corn flour Fat Sugar Milk Powder	500 MI 35 Gram 30 Gram 5 Gram	
5	Jejunostomy Feed	Whey Water Skimmed Milk Powder Protein Concentrate Sugar Refind Oil	1000 MI 100 Gram 50 Gram 20 Gram 20 Gram	
6	Hepatic Feed	Curd Sugar Cornflour Oil Water	200 MI Packet 50 Gram 25 Gram 5 MI 750 MI	