



**SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES & TECHNOLOGY
BIOMEDICAL TECHNOLOGY WING, POOJAPPURA
THIRUVANATHAPURAM - 695 012**

(An Institute of National Importance under Govt.of India)

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P&A.I/12/BMT-SCTIMST/2018

Date: 01.11.2018

SHORT TENDER

Sealed Tenders in single bid system are invited for running staff canteen in BMT Wing of Sree Chitra Tirunal Institute for Medical Sciences & Technology, Trivandrum-695012

The tenders should be superscribed “Tender for running Staff Canteen” and addressed to the Director, SCTIMST, BMT Wing Poojappura, Trivandrum-12. Late tenders will not be accepted. **The tenders will be opened at 3:00 pm 16.11.2018** in the presence of such tenderers or their authorized representatives who may be present at that time.

Intending tenderers may, on application to the Administrative Officer obtain the requisite tender forms on which tenders should be submitted. Application for tender forms should be accompanied by a cash/DD remittance of RS. 500/-+GST @18% which is the price fixed for the form/set of forms and which is not refundable under any circumstances,. Tender forms are not transferable. Cheques, postage stamps, etc will not be accepted towards cost of forms, nor will the forms be sent by VPP. **Tender will be received up to 1.pm on 16.11.2018.** All tenders should be accompanied by EMD for Rs 25000/- (Rupees Twenty Five Thousand only) by way of DD, Fixed Deposit Receipt or Bankers cheque favouring Director SCTIMST. EMD should have a validity of 180 days beyond the date of opening the bids. The EMD will be waived based on the relevant certificate for tendered service on production of document such as DGS &D, NSIC registration Certificate etc. for the specific category of service and should remain valid for the period required for EMD.

The tender notices are posted in the website of the institute www.sctimst.ac.in and also available in 'http://eprocure.gov.in/epublish' for downloading. The cost of tender documents can be paid by such tenderers in the form of DD in favour of Director of the Institute while submitting their offers with the bid /tender document. The cost of such downloaded documents should be kept along with the bid/tender documents.

Clarifications, if any with regard to tender documents may be communicated/sought well in advance before the closing date of the tender.

Duplicate tender forms, if required, will be issued at Rs.100/- copy GST 18% will be charged extra on both the sales. The Director of the Institute reserves the right to accept or reject all or any tender at his/her sole discretion without assigning any reason.

Sd/-
Head, BMT Wing

TENDER CONDITIONS FOR RUNNING STAFF CANTEEN OF SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES AND TECHNOLOGY IN THE BMT WING, POOJAPPURA, TVM FOR A PERIOD OF ONE YEAR.

1. The contract will be for a period of one year from the date of commencement. The contract **will be awarded initially for a duration of three months as trial period and on satisfactory performance , it shall be extended for further nine months. If the work is not carried out satisfactorily during trial period or extension period SCTIMST reserves the right to terminate the contract.**
2. The contractor will engage his/her own staff. There will be no accommodation except with special permission for the staff to stay in the premises. Contractor will engage sufficiently experienced staff **especially cooks**. The staff will always be clean and tidy and their behavior must be polite and should have pleasing manners. The staff should wear neat and clean uniforms/aprons/caps provided by the contractor.
3. The contractor must provide a minimum number of 2 cleaners exclusively for dining rooms, counter and cleaning areas and sufficient number of experienced cooks and other staff. **Cleaners should not be engaged for food service.** They should arrange the tables and chairs in the proper way. Dining hall windows must be kept opened and the lights and fans kept on before opening the dining halls. If the number of cleaners engaged is less than two or if sufficient number of experienced cooks and other staff are not available as noted above for a period of one week, the contract is liable to be terminated. The contractor must give a list of his/her employees with their designation, age and address within one week of starting the contract. All employees must be of age greater than 18. All transactions should be billed using the billing machine provided and a billing clerk shall be engaged by the contractor.
4. **A Canteen Manager or a supervisor appointed by contractor should be available always in the main dining hall for overall supervision every day.** Absence of supervisor for any reason will not be permitted. In addition, at least one person should be available to serve food at the tables during lunch time.
5. It is the responsibility of the contractor to get all the workers of the canteen (manager/supervisor, cooks, server, cleaners etc) medically examined, preferably by the staff physician in the campus, before employing them to serve in the canteen and at least once in six months thereafter. While on work, if any worker is suffering from any infectious illness his/ her services should not be used on those days. Once in six months a medical checkup is mandatory for all staffs employed.
6. The canteen contractor and/or supervisor must report to the Canteen Committee as and when required. In the absence of the supervisor on a particular day, the responsibility should be given to another person and the matter is to be informed to the Committee Chairman/Convener.
7. Only good quality fish, meat, vegetables etc. should be used for cooking. All items should be supplied rotationally as per menu (attached) and vegetarian and non-vegetarian items should be provided in standard quality and quantities. The Canteen Management Committee reserves the right to modify the list of menu-items as and when required. Curd and all items must be in the correct measurement as per our

schedule.

8. The Institute will provide space for canteen, utensils, furniture, electrical, cooking appliances, electricity, water, cleaning materials and cooking gas free of charge. Contractor will be responsible for maintenance and safety of all the equipment, appliances, utensils furniture etc. handed over to him/her and cost towards any loss/damage will be recovered from him/her. Requirements of utensils or any other items must be informed to the canteen management committee by the contractor in writing with the details of quantity of item taken over by him/her, quantity available in stock, justification for the extra requirement etc. The contractor is not permitted to bring his/her own utensils in the canteen.
9. Contractor will provide morning tea / coffee, breakfast, mid-day tea & snacks, lunch, evening tea & snacks, dinner during prescribed hours. The timings notified must be strictly followed. Items provided must be fresh and of good quality, tasty and well prepared. Room service is not allowed, without the knowledge of the Canteen Committee, except for official requirements authorized by the Director or Head BMT-wing for which payment is made from the institute against bill. Tea, lunch etc. required for seminars, meetings etc. must be provided based on requests through the committee.
10. The Contractor will have to execute an agreement in Rs.200/- Kerala Stamp Paper and deposit with the Institute a sum of Rs.25,000/-(Rupees Twenty Five Thousand Only) as security deposit, which shall be returned without interest on termination of the contract, after deducting any sum due to the Institute. **Contract can be terminated by either party on two month's clear notice.** The quotation and the terms and conditions attached to it will form part of the agreement to be executed.
11. The contractor will maintain a ledger for individual canteen users who would like to pay in bulk. The ledger would be used for the purpose of maintaining account details regarding the items consumed by the user for which instant payment was not made. An advance of Rs. 500/- may be collected from each user who wants to avail this facility. Each one will be given a separate page. Each entry should be signed by both Canteen Manager and the user.
12. No liquor, cigarette or any other intoxicating items should be used by the staff employed nor will such items be sold.
13. Minimum cleaning material and liquid soaps at a fixed scale will be issued free of cost twice in a month and the Contractor shall keep the canteen, furniture, utensils, crockery, cutlery clean. If the cleaning materials issued are not sufficient, the contractor has to buy them from outside at his own expenses and use. Washing soap and towels must always be kept clean near the washbasins.
14. A list of items (menu) to be supplied regularly is attached which should be followed strictly. Additional items, if needed, will be recommended by the Canteen Committee and the Canteen Contractor is expected to oblige to such recommendations. **The rates of food items should be displayed prominently in the canteen by the Contractor.**
15. Contractor is liable to carry out the instructions given by the Canteen Management Committee. Failure to adhere to the instructions of the Committee will be viewed seriously and in that case contract can be terminated with one month's notice. In such cases, contractor is liable to pay losses, if any, incurred to the Institute.
16. **Staff Canteen is for the staff only. Other workers coming for works inside the campus are permitted just after regular canteen timings. Similarly, guests**

coming occasionally with the employees are also permitted to avail the facility of canteen. Accepted rates are applicable to all such people.

17. Realizing higher price from anybody is objectionable. Contract is liable to be terminated, at short notice, if higher price is realized from anyone, including service personnel and guests.
18. Cleanliness is very important. Tables and chairs must be properly arranged. Dining halls, counter, kitchen, cleaning area, work area, store, attached toilets etc. must be kept clean and dry. Cleanliness is to be maintained, while handling food items, utensils etc. Hand should not be put inside a clean tumbler or plate. Waste lines from the canteen must also be kept clean by removing large particles, which may cause block in the canteen area.
19. Tea/Coffee for V.I.P.'s, conferences, delegates, interview of candidates, committee members (on meeting) etc, should be served only in porcelain cup/cup and saucer.
20. Maintaining the **QUALITY AND QUANTITY** of food during the contract period is a must and is very important. Provision, vegetables, meat etc. of best quality available in the market should be purchased. For meals (boiled rice), par boiled, stone less rice in sealed bags of reputed brands (Nirapara, Double Horse or Pavizham) must be used.
21. The contractor has to show the stock and stores to the nominee of the Committee or a representative of the Institute on any working days during office hours, as and when required.
22. Decayed vegetables, fruits, meat etc. and old food should not be used or kept in the kitchen. **Taking the cooked food from the canteen for use outside the institute is not allowed, even if it is excess food.** Such items should be destroyed.
23. Fresh and filtered coconut oil or double refined sunflower oil (carrying ISI / AG Mark) should be used for cooking. For using any other oil, written permission must be obtained from the Canteen Management committee. Use of any other oil without permission is not allowed. **Palmolene, vegetable oil etc. are not permitted to use.** Re-use of oil is strictly prohibited.
24. Milk and milk products (ice cream etc) should be from MILMA. For using any other brands, written permission must be obtained from the Canteen Management committee.
25. Rates must be quoted for all items without any modifications, failing which the quotation is liable to be rejected. Rates quoted should take into consideration, the possible price hike for vegetables, provision, milk, ration, meat, egg, oil etc. during the next one year contract period and considering the cost of giving high quality food during the entire period. Salary increase and bonus for the workers must also be taken into consideration. **Price increase for any food item will not be allowed in any case, even if there is an exorbitant rise in price.** Contractor is free to quote reasonable rates in the tender and price will not be the only criteria for selection of a contractor.
26. The contractor must quote the rates of the items as per format in **Annexure I**.
27. If any new item is to be supplied in the canteen, for which rate is not available in the quotation, prior approval has to be sought from the canteen management committee. Additional items suggested by the committee must also be served, after fixing a rate in consultation with the committee.
28. While quoting the rates, expenses incurred for maintaining the conditions of the

- contract (e.g.: apron cap, etc) may be taken into consideration. Any failure in following the contract conditions may warrant premature termination of the contract at short notice. The committee may also propose punishments to the contractor and this may include reduction of the regular selling cost of Meals, Tea, Coffee, Snacks etc., imposing a fine not exceeding Rs.500 at a time or termination of contract with the approval of competent authority.
29. The contractor must clearly mention the details of his previous experience and give the addresses of hotels/canteens run by him along with copies of certificates for the experience, if any.
 30. Preference will be given to societies and Women Association who have experience in running the canteen in Public Institutions at least for a period of 2 years.
 31. The canteen contractor should obtain the license for running the canteen as per rules
 - 32. The contractor must read and be aware of all the conditions, menu, specifications and list of food items and visit the canteen, before quoting the rates. They can contact the Chairman/Convener of the Canteen Management Committee on any working day between 2.30 P.M and 5.00 P.M. They may be contacted through phone also.**
 33. Complaints and suggestions book must be maintained by the contractor in the canteen and it should be made available to the users for writing and to the committee members for inspection.
 34. Any untoward incidence in the canteen must be reported to the committee.
 35. Selection of the contractor will be made after assessment of the contractor based on informations given by him with the tender or by contacting concerned persons. The committee may also visit the canteens/hotels run by the contractor and collect opinion from other related persons. The Director reserves the right to select any contractor, who is found suitable, according to him, without assigning any reason.
 36. In the case of decisions on items / areas for which clear guidelines are not available, the Institute Director's decision will be final. The selection of the contractor will be done by the Institute based on the recommendation of the Canteen Committee.
 37. Upon satisfactory performance as assessed by the canteen committee the period of contract mentioned in this tender can be extended by the institute on mutual consent for one more year on two successive occasions.
 - 38. The Contractor obtain license under FSS Act 2006 from State Licensing Authority.**
 39. The approximate quantity of lunch as 100 nos. and breakfast as 50 nos.
 40. No cooked food in bulk from staff canteen shall be taken outside either by contractor or canteen staff.
 41. The bidder should have a minimum of three years experience in running canteen of State/Central Govt. /PSU/similar establishments. The documents submitted should clearly state that the bidder provided the service for a minimum period of three years.
 42. Applications will be entertained only from the contractors whose workers are registered under that Employees Provident Fund Act, ESI Act or statutory rules applicable to workers.
 - 43. Contract can be terminated by either party on two month's clear notice.** If the contract is terminated by the contractor on his own accord during the contract period

without valid reason, 50% of the deposit will be forfeited. The Institute will be at liberty to terminate the contract, if any of the conditions of the contract is violated. In any case two month's notice will be served on either side.

44. Electrical, plumbing and cold room complaints must be informed to the Engineering service Department and civil complaints to the construction wing in their standard requisition forms. All these issues must also be simultaneously brought to the notice of Canteen Committee.
45. Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premise and handover to the Institute all articles, equipments, furniture, fixtures etc. in a good and working condition. Failure to do so will result in forfeiture of the security deposit and further penal action as may be deemed fit. Contractor should also remove all his stores and effects, on termination of the contract. In case of failure to remove the stores and effects by the contractor, Institute is entitled to enter into and take possession of canteen or any area which was given to the contractor and deal with the situation, as may be deemed fit.
46. The waste generated in the canteen should be removed from the Institute premises everyday by the contractor at hi/her own expense. Any delay in the removal of food waste/kitchen waste shall be penalized with sum of Rs. 500/-. Canteen Committee of the Institute shall have the power to impose this penalty after getting the approval of the Director.
47. For all disputes, arising out of this contract, the legal jurisdiction will be court at Trivandrum, Kerala.
48. Canteen Management Committee reserves the right to change/modify the items specified in the Annexure I.
49. In case the quote is not according to the above terms and conditions, the same will be summarily rejected. Further, false certification and misrepresentation of facts may attract blacklisting of tenderer.
50. Criteria for competency establishment:
 - a. Should have current hotel/canteen/similarly operating establishment.
 - b. The establishment should be currently running for three years.
 - c. The establishment should be clean and hygienic.
 - d. Should have mandatory license to run canteen.
 - e. Number of workers of that establishment.
 - f. Current turnover of that establishment.

Canteen Committee members reserves the right to visit such establishment and ascertain competency based on above six criteria.

ANNEXURE - I

APPROVED LIST OF ITEMS TO BE SERVED IN SCTIMST STAFF CANTEEN 2018-19

Item	Quantity	Unit	New Cost
Tea & Coffee			
Tea	150 ml	1 cup	
Black Tea	150 ml	1 cup	
Special Tea	150 ml	1 cup	
Coffee	150 ml	1 cup	
BRU Coffee	150 ml	1 cup	
NESCAFE	150 ml	1 cup	
Milk	200 ml	1 cup	
Breakfast			
Appam	50 gm	1 no.	
Bread + butter (2 slice)	50 gm	1 no.	
Bread + Jam (2 slice)	50 gm	1 no.	
Chappathy (3) + Potato curry	75 gm	1 plate	
Chappathy (3) + Mixed Vegetables curry	75 gm	1 plate	
Porotta (3)+ Potato curry	75 gm	1 plate	
Dosa + Sambar / Chutney	50 gm	1 no.	
Onion Dosa	75 gm	1 no.	
Masala Dosa	100 gm	1 no.	
Ghee Dosa	75 gm	1 no.	
Idiappam	50 gm	1 no.	
Iddly	50 gm	1 no.	
Poori + Masala	25 gm	1 no.	
Uppuma	130 gm	1 plate	
Puttu with Payar + Pappad	100 gm	1 no.	

Snacks			
Cream Biscuits		1 no.	
Arrowroot Biscuit		1 no.	
Custard cream		1 no.	
Glucose Biscuits		1 no.	
Milk Bikis Biscuits		1 no.	
Orange cream biscuits		1 no.	
Banana fry	50 gm	1 no.	
Potato bonda	50 gm	1 no.	
Wheat bonda	50 gm	1 no.	
Modakam	20 gm	1 no.	
Unniappam	20 gm	1 no.	
Parippu Vada	50 gm	1 no.	
Onion Vada	50 gm	1 no.	
Uzhunnu Vada	50 gm	1 no.	
Neyyappam	50 gm	1 no.	
Valsan in Rice (Ilayappam)	50 gm	1 no.	
Tapioca (Boiled) + Chutney	150 gm	1 plate	
Laddu	50 gm	1 no.	
Rice Laddu (Kozhukkatta)	50 gm	1 no.	
Cutlet - Vegetable	40 gm	1 no.	
Cutlet - Beef	35 gm	1 no.	
Halwa	30 gm	1 piece	
Jilebi	50 gm	1 no.	
Egg Baji	25 gm	1 no.	
Vegetable Puffs	50 gm	1 no.	
Samosa	50 gm	1 no.	
Boiled Gram (un cooked wt)	25 gm	1 plate	
Vattayappam	50 gm	1 piece	
Rava Iddly (2 nos.)with Sambar & chutney	50 gm	1 plate	
Vegetable Sandwich	65 gm	1 no.	
Pongal (un cooked wt)	25 gm	1 no.	

Sundal (un cooked wt)	25 gm	1 no.	
Curd Rice	100 gm	1 no.	
Lemon Rice	100 gm	1 no.	

Meals			
LUNCH – regular (Rice, Sambar/Parippu, Pulissery, thoran, avail, pappad, pickles, rasam/butter milk)		1 plate	
North Indian Lunch (normal lunch + 2 chappathis/poori & raw salad)		1 plate	
Basmathi rice Lunch		1 plate	
Special (Payasam, Big Pappadam)		1 plate	
Lunch with Salad & Fruits		1 plate	
Chappathy (3)with Salad & Fruits, Dal Curry		1 plate	
Biriyani – Chicken	400 gm	1 plate	
Biriyani – Vegetable	400 gm	1 plate	
Kanji & Curry		1 plate	
Rice (un cooked wt)	100 gm	1 plate	
Curd	100 ml	1 cup	
Curd and Sugar	100 ml	1 cup	
Pappadam		1 no.	
Vegetarian			
Kadala Curry (white channa)	100 gm	1 plate	
Vegetable Kurma	125 gm	1 plate	
Gobi Manjuriyan	100 gm	1 plate	
Green peas fry	100 gm	1 plate	
Peas Masala	125 gm	1 plate	
Tomato roast	100 gm	1 plate	
Mixed Vegetable curry	130 gm	1 plate	
Thoran / Avial	100 gm	1 plate	
All curries		1 plate	
Raitha (pieces of Onion, tomato and chilly in curd)			

Non Vegetarian			
Chicken Curry	100 gm	1 plate	
Chicken Fry	75 gm	1 plate	
Beef curry	75 gm	1 plate	
Beef fry	75 gm	1 plate	
Fish curry	75 gm	1 plate	
Fish fry	50 gm	1 plate	
Soft Drinks			
Lime Juice	200 ml	1 no.	
Carrot juice (fresh)	200 ml	1 no.	
Carrot juice in water	150 ml juice + 50 ml water	1 no.	
Beetroot juice (fresh)	200 ml	1 no.	
Beetroot juice in water	150 ml juice + 50 ml water	1 no.	
Grape Juice	200 ml	1 no.	
Tender coconut water	200 ml	1 no.	
Mineral water	1 ltr	1 no.	
Sambharam	200 ml	1 no.	
Flavoured milk	200 ml	1 no.	
JIVE	200 ml	1 no.	
SPRITE	200 ml	1 no.	
CoCo Cola / PEPSI / MAAZA	200 ml	1 no.	
Sweets			
Payasam		1 cup	
Fruit Salad with Ice Cream (1 Scoop)		1 Plate	
Ice Cream	250/500 ml	1 cup	
Egg			
Egg boiled		1 no.	
Bulls eye		1 no.	
Omlette (One egg)		1 no.	
Egg peas masala		1 plate	

Egg curry (one egg)		1 plate	
Duck's egg roast (one egg)		1 plate	

Salad			
Green salad		1 plate	
Fruits			
Banana		1 no.	
Banana boiled		1 no.	
Palayamkodan plantain		1 no.	
Poovan plantain		1 no.	
Red banana		1 no.	
Fruit plate		1 plate	